

Roper Wellness Center

powered by  CareATC



What to know. What to expect.

How do I activate my patient account?

1. Visit **www.careatc.com/activate** or download the CareATC app and follow the activation prompts.
2. **Verify Your Identity**
Complete a short verification quiz. Make sure your personal information matches your employer records.
3. **Create Your Account**
Set your username and password. Provide a phone number and/or email to recover login information.
4. **Save Us to Your Contacts**
Using your mobile device, visit careatc.com/contact-card to add CareATC to your contacts and never miss a call or message from your health care team.

It is important each member on your medical plan age 18+ create their own account. If you have trouble setting up your account or logging into the online Patient Portal or mobile app, call the Patient Access Center at 800.993.8244.

Do I need to have an appointment to come to the Roper Wellness Center powered by CareATC?

Yes. Patients should schedule an appointment to minimize their wait time.

Who manages the wellness center?

CareATC operates the wellness center and oversees primary care services.

What do I need for my first visit?

1. **Patient Activation.** Activate your patient account today. Go to www.careatc.com/activate or download the CareATC app and follow the activation prompts.
2. **New Patient Paperwork.** Login to complete patient forms. If unable to complete your patient forms online in advance of your appointment, please arrive 15 minutes early to complete your paperwork at the wellness center.
3. **Bring a Medication list** of what you're currently taking or have recently taken.
4. **Bring ID and insurance card** to keep a copy in your patient record.
5. **Medical records.** Access to your patient medical records from Redmond can be obtained by completing an authorization for release of health information form. Contact your Roper HR department for access to this form. CareATC providers will not have access to view medical history prior to your first visit at the wellness center.

How do I schedule an appointment?

There are three easy and convenient ways to schedule:

📞 706.638.3559

💻 www.careatc.com/patients

📱 CareATC app

The mobile app is available for free download through Google Play or the Apple App Store. Patient activation is required when scheduling for the first time via the Patient Portal or app.

Where is the Roper Wellness Center powered by CareATC located?

The entrance to the wellness center is located on the west side of the building.

What are the hours of operation?

Monday through Friday, 7am - 5pm.

Every other Saturday, 8am - 1pm.

Who is eligible to use the wellness center?

All Roper employees, retirees, and their dependents on the Roper medical plan are eligible to use the Roper Wellness Center powered by CareATC.

What services does the wellness center provide?

The Roper Wellness Center powered by CareATC is your first stop for preventive care/annual physicals, medical management including prescription refills, urgent care, immunizations, screenings, and lab work. The wellness center is equipped to handle a variety of personal medical needs. Visit the [CareATC services page](#) for more details.

How long will my appointment take?

Appointment times will vary based on the type of visit that is scheduled. Acute or sick visits could take 15 to 20 minutes, while complex visits, addressing multiple issues could take 30 to 45 minutes. Arriving 15 minutes prior to your appointment allows the center staff to update your information, take your vitals and review your medication to prepare for the provider who will see you at your scheduled appointment time. CareATC operates on a strict appointment schedule to ensure patients are seen in a timely manner.

Will I be able to go to an appointment during my scheduled shift?

To ensure and maintain department operations, please adhere to your department's policies for taking time off for a medical appointment.

If I do not have insurance through Roper, can I still use the wellness center?

No, only Roper employees and their families on the company medical plan are eligible to use the Roper Wellness Center powered by CareATC.

Is there a cost for in-person or virtual visits?

Employees on the PPO Select Plan will have no fee for in-person or virtual visits, labs and generic medications. Employees on the PPO HSA Fee Plan will have a \$45 fee for in-person and virtual acute care visits until out of pocket deductible is met. Once out of pocket deductible is met, there will no longer be a fee for in-person or virtual visits. All preventative/wellness care visits have no associated fees regardless of health plan type.

What is the difference between Acute Care and Preventive/Wellness Care?

An acute illness is one that starts suddenly and is short-lived.

Non-Preventive/Acute Care	Preventive/Wellness Care
Allergies	Disease Screenings
Bladder Infections	Health Screenings
Cold / Congestion	Immunizations
Cuts / Lacerations	Personal Health Assessment (PHA)
Fevers / Infection	PHA Review Visit
Flu / Sore Throats	Tobacco Cessation
Skin Irritations	Wellness Services
Sprains / Strains	Well Woman Exams

What form of payment does the Roper Wellness Center powered by CareATC accept?

We accept credit, debit, and FSA cards. No cash or checks will be accepted. Payment due at time of visit.

What is a PHA?

The Personal Health Assessment (PHA) is a biometric screening that includes a check of blood pressure, height, weight, waist measurement; and a blood draw to measure blood glucose, triglyceride levels and other key lab values.

Please note: A PHA requires you fast 8 hours or more prior to the time of the blood draw (does not apply to patients who are pregnant or have diabetes). Black coffee and water are allowed during the time you are fasting.

Will my health information or test results be shared without my permission?

Absolutely NOT. In accordance with the amended HIPAA Final Rule, CareATC commits to enacting, supporting, and maintaining procedures and activities, as required by HIPAA. Your personal health information will not be shared with anyone else unless permission is given by you as the patient. Your information is never shared with your employer.



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Can the wellness center share lab results with my established primary care physician?

Yes. You, as the patient, need to sign a records request form, and any records can be faxed to the primary care office of choice.

Do I need an appointment to refill medications?

This may vary. Please contact the Roper Wellness Center powered by CareATC to notify them that you need a medication refill. The provider will look over your chart and determine if you will need a follow-up appointment or if a direct medication refill is suitable. You will then receive a follow-up phone call from the medical staff notifying that the prescription refill has been sent to the pharmacy, or that scheduling an appointment will be required.

How do I schedule a video visit?

There are three easy and convenient ways to schedule a virtual visit. You can call the wellness center directly at 706.638.3559, go to www.careatc.com/patients, or download the CareATC app. The mobile app is available for free download through Google Play or the Apple App Store. Patient activation is required when scheduling for the first time via the Patient Portal or app.

What is the fax number to the Roper Wellness Center powered by CareATC?

The fax number is 877-370-4635. Please notify the staff onsite prior to faxing over any documents to the Roper Wellness Center powered by CareATC.

Does the wellness center take lab/blood test orders from outside providers?

Yes, the wellness center can perform blood draws ordered by an outside provider. Please bring your lab orders with you to your appointment. The ordering provider will be notified when the lab draw is completed by the wellness center and LabCorp will send results directly to the ordering provider.

Does the wellness center provide care for Roper workers' compensation? If I get hurt on the job, can/should I go to the wellness center?

The wellness center handles personal healthcare only. If you get injured on the job, please contact the Occupational Health Clinic for work-related medical questions at 706.639.2222.

Am I required to use the wellness center?

No, the wellness center is offered onsite as a convenience for all Roper employees, retirees, and their dependents on the Roper medical plan. We encourage you to take advantage of the free and low-cost care.

Will I have to change my doctor because of the wellness center?

No, the wellness center is offered as a benefit to Roper employees and their families who are on the company medical plan as a convenience. You are not required to discontinue services with any of your current/future outside providers.

How do I access the 24/7/365 telemedicine services?

Phone 877.230.9404

Web Portal

Step 1: Activate or log in to your patient account at careatc.com/patients.

Step 2: Click "Telemedicine" under "My Care".

Step 3: Click "Start a Telemedicine Visit".

Mobile App

Step 1: Download the CareATC app and activate your account, if you have not done so already.

Step 2: Download the Wellvia app to your mobile device.

Step 3: Sign into your CareATC app and click, Telemedicine (choose 24/7) to schedule your appointment with Wellvia.

You must schedule your appointment with Wellvia via the CareATC app to verify that you are an eligible participant. Once you have scheduled your appointment, your telemedicine visit will be conducted via the Wellvia app.



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