

ANNOUNCEMENT

On-site Medical Clinics will be under new management

Effective

September 1, 2011

Why will we see a change at the clinics?

- The on-site medical clinics recently went through a formal Request for Proposal (RFP) process, also known as a bid process. This process ensures that Rutherford County is receiving cost-competitive goods and services for specific programs. Rutherford County typically bids services on a three year cycle. This is a legal process that requires companies to submit a written proposal for services if they are interested in being considered.

The proposal must meet written guidelines as stated in the RFP and must be turned in to Rutherford County by the stated deadline. This same process was followed when the existing contract was awarded to CareHere.

The current management company, CareHere, did not submit a bid by the stated time the bids were due to Rutherford County.

Bids received after the stated deadline are not accepted by the Purchasing Committee. The bid process is not unique to Rutherford County. It is a formal process used by both public-sector and private companies.

What can you expect on September 1, 2011?

You may be familiar with the Take Care clinics located in the Walgreen stores. Take Care has over 20 years of experience in managing clinics both in retail and at employer sites. Although the name Take Care will not be used for the clinics in Rutherford County, Take Care will be the managing company and will be responsible for hiring and day-to-day management of the physician, nurse practitioners, and other support staff in the clinics.

We know you have many questions about the change to the clinics. The following Q&A has been developed to provide you additional information.

Question: Will there be a time period when the clinics will be closed to allow for the transition?

Answer: No, CareHere will continue to provide services through the end of August and the new company will begin seeing patients on Thursday, September 1.

Question: Will services still be provided at “no charge”?

Answer: Yes, services will still be at no charge for participants in Option 1 and 2. Option 3 participants will pay \$50.00 for clinic appointments, just as they currently do and the claim filing process will remain the same.

Question: Will the clinic locations and hours of operation be the same?

Answer: Yes, with the exception of Town of Smyrna. We will no longer have access to this clinic. Additional hours will be available at Stewarts Creek to offset the appointment no longer available at Town of Smyrna. The full-schedule will be communicated when finalized.

Question: Can the hours available at Town of Smyrna be moved to the Rock Springs Middle school location?

Answer: Rock Springs Middle has a full-time nurse for students. Since the clinic is located in the space designated for the school nurse, we are unable to expand the current hours of operation.

Question: Will the providers be the same?

Answer: Unfortunately, CareHere has non-compete/non-solicitation language in their contracts that prohibits the hiring of the current providers. As a result, new providers will be hired for the clinics.

Question: Will the services be the same?

Answer: Yes, all current services will be available including HRA's and Flu shots.

Question: What will happen to my medical records at CareHere?

Answer: CareHere has informed Rutherford County they will transfer medical record information to the new vendor if they receive a signed medical release form from the patient. Medical release forms will be mailed to your home prior to September 1, 2011.

Question: Will the same medications and supplies be available on September 1, 2011?

Answer: CareHere does not use an inventory control process that tracks medications or supplies at the patient level. It is our intentions to stock the same supplies and medications, at a minimum. Due to how information is tracked by CareHere, you may find it necessary to talk about supplies and medications you typically receive from the clinic with the new provider at your first appointment.

Question: How will appointments be scheduled?

Answer: Just like today, you will be able to schedule appointments on-line or by telephone. Appointment times will not be set to a standard 20-minute period. As an example, lab draws will be scheduled differently than an appointment that requires you to be seen by a provider. As a result, we expect to see more appointments available than when using the standard 20-minute scheduling plan.

*A new scheduling system may require that a new profile be built by you. It will not be the same scheduling system currently being used since it is owned by CareHere. We will communicate detailed information on appointment scheduling at a later date.

Question: Will well-woman appointments still be available?

Answer: Yes, with the same services being available.

Question: Will missed appointments still have a \$15.00 fee charged through payroll?

Answer: Yes, the fee will still apply for missed appointments.

Question: Will the County still offer quarterly incentives for Health Risk Assessments?

Answer: Yes, the County will still select a quarterly winner from the list of employees and the spouses who take an HRA within the prior quarter .

Question: Will I be able to use the Take Care clinics located in Walgreens?

Answer: The Take Care clinics located in Walgreens will not be part of the clinic program in the County. You can use the clinics and submit the cost to Cigna. You will be responsible for any applicable co-pays or co-insurance.

The availability of using the retail clinic locations will be reviewed at a later time after the county-owned clinics are fully implemented and we have experience working with Take Care.

The on-site medical clinics are a tremendous benefit to the employees of Rutherford County who participate in the medical plan. As mentioned previously, Take Care has over 20 years of experience in managing on-site medical clinics and County employees will benefit from this experience. The comments shared in the December 2010 satisfaction survey taken by CareHere was considered during the review of on-site medical candidates.

Improvements to our current services being offered at the clinics will include:

- Dedicated, full-time staff who will work solely for the employees of Rutherford County.
- More appointments available to employees since appointment times are based on the type of appointment needed rather than 20-minute intervals.
- The ability to request a medication refill through an on-line portal rather than requiring an appointment to obtain a refill.
- The addition of full-time administration staff at the clinics to help with clinic needs, including scheduling.
- A complete offering of wellness initiatives and programs including a full-time Health Educator.

- Take Care has offered the County performance guarantees that will be measured by employee satisfaction with the clinics including availability of medications, etc.

Change can be scary. We understand that. We are working hard to ensure a transition that is smooth as possible.

As with any transition, we expect some unforeseen issues to arise but know you have the commitment of Rutherford County and Take Care to make this transition as easy as possible for you. We will keep you updated during this transition. Look for information to arrive in your e-mail and at your home through regular mail.