



HCCSC Near Site Clinic

Frequently Asked Questions – Near Site Clinic Visits

For HCCSC insured employees and dependents

Q: What is a Near Site Walk-in Clinic?

A: The near site clinic is a benefit provided to you by HCCSC in collaboration with Parkview Physicians Group. By participating in the Manchester University health plan, you may go to a near-site clinic to receive low-cost or no-cost preventive care and related medical services. The Near Site Walk-in Clinics (Parkview First Care) are established care facilities which treat acute (recent on-set) illnesses and injuries and are staffed by Parkview Physician Group providers (physicians, nurse practitioners and physician assistants). Parkview First Care offers locations in Wabash and Huntington as well as several other convenient locations to choose from in Allen County.

Q: Do I have to pay anything for a visit to the clinic?

A: HCCSC members will have a \$20 co-pay for the Near Site walk-in visit. Lab services and medications included in the scope of services for HCCSC are included in your visit at no additional cost to you. Please refer to the list of labs and medications provided at no cost.

Q: Who can be seen in this clinic?

A: All HCCSC employees and their spouses/dependents, who are covered by HCCSC insurance can be seen at any of the First Care clinics. Medications are only stocked at the Wabash, Huntington and Allen County locations.

Q: Where are these clinics located?

A: Wabash – 1655 N. Cass Street (Mon – Fri 8am – 8pm, Saturday 8am – 2pm, closed Sunday and Holidays)
Huntington – 2708 Guilford (Mon – Fri 8am - 8pm, Saturday & Sunday 8am - 2pm, closed Holidays)

Please call 1-877-PPG-TODAY for hours of operations for our other locations throughout Northeast Indiana.

Q: What kinds of services can we get at the Near Site walk-in clinic?

A: The clinic is intended to be used for acute (recent on-set) illnesses and injuries. The clinics are offered to you as a convenience around your work and family schedules; because we understand finding time for a visit to your doctor's office isn't always feasible. Refer to the HCCSC "Near Site Clinic Services" sheet for a detailed list of services.

Q: What do I need to bring with me to the clinic?

A: You will need a photo I.D., your Near Site Clinic benefit card and your HCCSC insurance card.

Q: What if we want to be seen for something that is not listed on the scope of services?

A: The scope of services includes the most common acute illnesses and injuries which can effectively be taken care of in a walk-in clinic. If an illness or injury is not listed on the scope of services, it is either because it is a more in-depth issue that should really be addressed (and followed) by your primary care physician or it is a more severe illness or injury, for which a hospital emergency room is better equipped to treat. **If you are not sure where you should go, you can call Parkview's Patient Services Center at 1-877-PPG-TODAY and the staff will provide guidance on what type of care is more appropriate for your health concern.**

Q: Are all the services offered during the 8am-8pm Monday-Friday hours?

A: In Huntington and Wabash, lab services are available Monday – Friday 8am-4:30pm.

Q: Are x-rays included in the free Near Site Walk-in Clinic visit?

A: X-rays are NOT included in your walk-in clinic benefit, but are covered under your health plan and will be subject to customary deductibles and co-pays.

Q: Can my regular primary care physician get the notes about my visit to the Near Site Walk-in Clinic?

A: Yes, your Parkview Physician's Group physician will be able to see all visit notes in our Electronic Medical Record system. You can also see copies of the visit notes by accessing your patient medical record, using MyChart portal/app. If you have a non-Parkview physician, you can request that your visit notes be shared with your physician when you are checking in at the front desk. Please provide physician's name, and address.

Q: If I already use a medication for a long-term health condition but it is not on the list of drugs the Near Site Clinic carries, can I change it to a medication the Near Site Clinic does carry?

A: The clinic generally only carries certain acute medications. If your maintenance medication is not included on the drug list for the near-site clinic, please approach your primary care physician about making a change to the medication you are currently taking, to one that is carried at the near-site clinic. They will need to review your medical history to ensure there will not be any complications from changing your medication. If your situation does not allow for a change, the clinic provider will write you a prescription to fill at the pharmacy of your choice; at which time, your health plan cost applies.

Q: What if I need a medication the clinic does not carry?

A: The clinic cannot carry all medications, as the selection of medications needed to treat all conditions is too great. The provider will, however, write you a prescription for any medication they deem appropriate for your

illness or injury. These medications would need to be filled at an outpatient pharmacy of your choosing, and would be subject to coverage under your health plan. The clinic staff **will not** write prescriptions for narcotics.

Q: Will my employer be able to see or access my health records?

A: No, your health information is kept strictly confidential in accordance with the HIPAA laws.

Q: Should the near-site clinic replace my primary care physician?

A: Access to the near-site clinic should not be a substitute for having an ongoing relationship with a primary care physician.

****The availability of low or no-cost services at the near-site clinic is a benefit offered to you by your employer and health plan. Parkview Physicians Group is a service provider on behalf of the health plan, but is not responsible for final benefit decisions or for making legal determinations on behalf of the plan. For any other questions regarding your health plan benefits, please contact your employer directly.****

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