



Frequently Asked Questions

What are the QuadMed Health & Wellness Centers?

A QuadMed Health and Wellness Center is a full-service medical center located at, or near, your workplace. Two of these centers are available for IU13 employees and their dependents,* providing exclusive access to convenient, high-quality and free healthcare.

The health and wellness centers are operated by a third-party health and wellness vendor, QuadMed. QuadMed is a nationwide leader in employer-sponsored, onsite healthcare with 25 years of experience in providing superior care for employees at, or near, their workplace.

The QuadMed Health & Wellness Centers are located at:

Lancaster Location

1042 New Holland Avenue
Lancaster, PA 17601

Lebanon Location

1126 Walnut Street
Lebanon, PA 17042

How can I make an appointment?

You can schedule appointments by phone, online or by mobile app.

- Phone Number: 888.417.1001
- Secure Website: <https://secure.myquadmedical.com>

Who can use a QuadMed Health & Wellness Center?

- All benefit-eligible IU13 employees covered by the IU13 medical plan
- Spouses and dependents (ages 2 and up) covered by the IU13 medical plan

Do I have to use a QuadMed Health & Wellness Center?

No. Use of a health and wellness center is completely voluntary and confidential.

Are there advantages to using the QuadMed Health & Wellness Centers?

Yes, the many advantages include:

- Full primary care services conveniently located at, or near, your workplace
- Same day or next day appointments for last-minute health concerns
- A secure patient portal for scheduling appointments online and secure messaging with your provider

If I use a QuadMed Health & Wellness Center, does that mean I need to stop seeing my current Primary Care Provider (PCP)?

The provider you visit is completely your choice. You have options:

- You can make a health and wellness center your primary source of healthcare and make a QuadMed provider your PCP; or
- You can continue to see your current PCP and use a health and wellness center whenever it is convenient for you; or
- You can remain with your current PCP and not use the health and wellness centers at all.

Is there a fee for health center visits?

Any service provided within a QuadMed Health & Wellness Center is at no charge to you or your dependents.* Medical services and supplies provided outside the health and wellness centers are subject to the terms and conditions of your employer's medical plan, including co-payments, deductibles and co-insurance.

What is 24/7 Telemedicine by Teladocs?

You can receive personal treatment without having to travel to an ER or urgent care center. 24/7 Telemedicine gives you immediate access to a board-certified ER physician 24 hours a day, 7 days a week. Through phone and computer or mobile app visits, you can connect to them in 10 minutes or less for treatment of most minor illnesses and common medical conditions. If medication is needed, the physician can send a prescription electronically to most pharmacies in the United States. It's superior care anytime, anywhere, at no cost. You can access Teladoc services online at teladoc.com or call 1.800.TELADOC.

*Available for IU13 employees and their dependents (ages 2 and up) who are currently participating in the IU13 medical plan.

What is the difference between a sick/acute care visit and a wellness/preventive visit?

An acute care visit requires immediate attention, such as a sore throat, fever or cough. A wellness/preventive visit prevents you from getting ill, such as your annual physical or a flu shot.

What types of services are offered?

The QuadMed Health & Wellness Centers provide full primary care services for patients ages 2 and older. Some examples are listed below.

- Adult immunizations (including flu shots)
- Lab services
- Treatment for illnesses and injuries (such as sore throats, ear/eye infections, headaches, minor burns, coughs, cuts and contusions)
- Weight and/or blood pressure checks
- Minor Procedures (such as removals of skin tags, moles and warts)
- Personalized health and wellness coaching

Are there pediatric services for my child(ren)?

The health and wellness centers providers can see children ages 2 and older. You can bring your child in for primary care visits including physicals, or illnesses and minor injuries.

What types of labs can I have drawn?

The health and wellness centers offer a range of basic lab services, including urinalysis, strep screen, pregnancy testing, cholesterol, glucose, potassium and thyroid.

What types of physical rehabilitation services are offered?

The health and wellness centers offer a range of physical rehabilitation services to care for:

- Strains, sprains, tendinitis, and fractures for all extremities
- Pain, weakness, or limited movement which makes it difficult to sleep or participate in normal daily activities
- Pre- and post-surgical protocols, including joint replacements, tendon repair and procedures of the neck/back
- Arthritis and other chronic conditions
- Overuse and sports injuries

QuadMed staff cannot be used for Workers' Comp related services.

How does QuadMed handle specialist referrals?

Your QuadMed provider will work with you to determine when a specialist is needed and help you make an informed decision. They will also stay in close contact with your specialist.

Are prescriptions available at the QuadMed Health & Wellness Centers?

Certain pre-packaged medications are available on-site (for free). Your QuadMed provider can also prescribe medications, which can then be filled at your local pharmacy for a fee.

What if I have an emergency?

Please follow standard emergency procedures and contact 911 as appropriate.

Health information is personal. How do I know my information will remain confidential?

Confidentiality is vital in a healthcare setting, and healthcare providers are held to strict patient confidentiality rules. All patient medical information is maintained in the strictest confidence and is not accessible to IU13. Your health information is also protected by a federal law called "HIPAA" (Health Insurance Portability and Accountability Act of 1996).

In addition to operating and managing the new health and wellness centers, what services does QuadMed currently provide?

QuadMed currently provides programs and services related to wellness. Through QuadMed, IU13 employees and their families have access to an onsite Wellness Coach, as well as an online wellness website. Any service provided within a QuadMed Health & Wellness Center is at no charge to you or your dependents.*

How do I access the QuadMed Health & Wellness Center website?

The online wellness website is available through your MyQuadMed account at <https://secure.myquadmedical.com>. You can use this same account to schedule online appointments, secure message with your QuadMed providers and view your personal health information.

What is a Wellness Coach and what can they do for me?

The Wellness Coach is your resource for health initiatives. Specifically, the Wellness Coach:

- Provides custom wellness coaching plans based on risk factors and goals
- Delivers educational programs on topics such as back safety, blood pressure and cholesterol reduction
- Provides wellness coaching on topics such as weight loss, nutrition and stress management
- Conducts tobacco cessation classes and counseling

Who can I contact for more information?

If you have questions or want to learn more about the QuadMed Health & Wellness Centers call 888.417.1001.

To learn more about QuadMed, visit www.quadmedical.com.

*Available for IU13 employees and their dependents (ages 2 and up) who are currently participating in the IU13 medical plan.