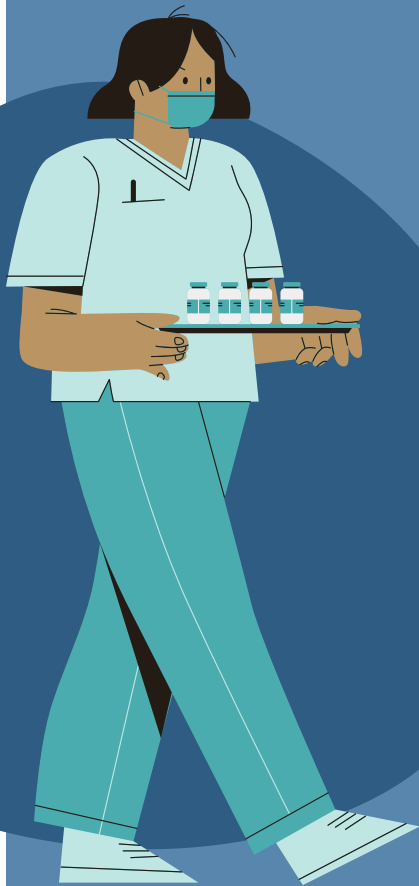


# HEALTH CENTER PLAN FREQUENTLY ASKED QUESTIONS (FAQ)



1

**What providers can I use for Primary Care under this plan?** Under the Health Center plan, the SDOC Center for Employee Health is the Primary Care Provider (PCP) for those enrolled. Dependent children may continue to use their Pediatrician if the parent prefers. There is **NO** co-pay for Health Center or Pediatrician office visits.

2

**When I am traveling outside our local area, where can I access care?** Depending on the level of care needed, there are a few options. For non-emergency care, visit the Evolutions website ([www.ehsppo.com](http://www.ehsppo.com)) to choose a provider. Additionally, Minute Clinic has facilities nation-wide ([www.minuteclinic.com](http://www.minuteclinic.com)) In the event of a life-threatening emergency, any hospital emergency room will be covered at the network level.

3

**Does the Health Center use a different network than the other plans?** Preferred providers are within the Evolutions network and are vetted by Sentry Health. We will work with Evolutions to locate a provider.

4

**Do I need a referral for a Specialist office visit?** Members will require a referral from their Primary Care Provider (PCP) to access Specialty care. No referrals are needed for OB-GYN/Pediatrician, Mental Health, Convenient Care (Minute Clinic), Urgent Care and Emergency Room.

5

**Is the employee eligible for the Orlando Health Telehealth visits if the Employee Health Center has no appointments available?** Yes, and there is no co-pay.

6

**What happens when I'm out of town and need a prescription?** In case of emergency or travel, acute medications may be dispensed at any pharmacy. Call Ventegra if you're traveling for an extended period of time to ensure you receive your maintenance medication.

IF ADDITIONAL QUESTIONS  
RISK & BENEFITS  
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