



Coalition Health Center



FREQUENTLY ASKED QUESTIONS

Who is eligible to use the health center?

- Employees and family members enrolled in **Plans A and C** may use the CHC.
- The CHC is not available to employees in Plan B.

What services are offered at the new coalition health center?

The coalition health center offers a wide range of services for you and your family:

- **Wellness and preventive care**, such as physicals, lab work, women's care, immunizations, and minor care.
- **Chronic disease management**, including medication management.
- **Treatment for illnesses**, such as coughs, colds, sore throats, earaches, and rashes.
- **Treatment for injuries**, such as sprains, strains, and minor lacerations.
- **On-site services**, such as X-rays and EKGs.
- **Prescription dispensary**. The CHC can provide some common prescription medications for your convenience.

NEW SERVICE!

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Where is the new health center located, and how do I get in touch with them?

Ridgeview Business Park
575 Riverstone Way, Unit 1
Fairbanks, AK 99709

(907) 450-3300

www.coalitionhealthcenter.com

When is the CHC open? Updated May 2017

The hours of operation are **Monday-Friday, 7:30 am to 6:30 pm**. The CHC will look at expanding the operating hours in the future, based on demand.

How much does it cost to visit the CHC?

- Preventive care visits are **\$0 copay**.
- You pay a **\$10 copay** for all other visits.

Can the CHC treat children?

- Children as young as five can be treated at the CHC currently.
- Effective 2/21/17 Fairbanks CHC will accept acute illness and injury (i.e. sore throat, fever, ear aches, sprains, minor lacerations, etc.) patients age 2 and up.

Do I have to make an appointment?

Updated May 2017

- Appointments are available between 7:30 am and 6:30 pm Monday through Friday (except holidays).
- Fairbanks CHC accepts **walk-ins** for **acute illness** and **injury needs** between 8:30 am and 4:30 pm Monday through Friday (except holidays).

What if I can't wait for a same day or next day appointment? What are my options?

- **Nurseline**. If you want advice but don't need to see a physician, call the nurseline: 800-566-1555. It is free to covered employees and family members.
- **Teladoc**. You can visit a doctor via phone or online, 24/7: **855-835-2362** (855-Teladoc). Board certified physicians can diagnose and treat acute, non-emergency medical issues. For employees and family members in Plan A or C, you pay a \$5 copay, not subject to the deductible. For employees and family members in Plan B, the visit is \$40.
- **Urgent Care Center**. If you need to see a physician immediately, but your condition is **not life threatening**, you may use an urgent care center such as Steese Immediate Care, First Care, or US Healthworks. The services are subject to the deductible and coinsurance.
- **Emergency Room**. If you experience a **life threatening** emergency, please visit the ER without delay!

