



novia
CARECLINICS

**EMPLOYEE
MEETING**



WELCOME

Welcome to the Novia CareClinic for the employees of Howard County!

WHO IS ELIGIBLE TO USE THE CLINIC?

All associates, their dependent children and spouses who are members in the Howard County Health Plan are eligible to utilize the Novia CareClinic.

CLINIC DETAILS

Location:

620 N. Bell Street, Kokomo, IN 46901

Schedule:

Monday:	8:00 am – 12:00 pm 1:00 pm – 5:00 pm	Lisa Owens, NP Angela Bowman, NP
Tuesday:	9:00 am – 5:00 pm	Angela Bowman, NP
Wednesday:	8:00 am – 4:00 pm	Dr. Gerald Greer
Thursday:	8:00 am – 12:00 pm 1:00 pm – 5:00 pm	Dr. Devona Beard Angela Bowman, NP
Friday:	8:00 am – 9:00 am 9:00 am – 2:00 pm 2:00 pm – 3:00 pm	Blood Draws Only Dr. Gerald Maesaka RX Refills Only

Clinic Nurse: Hannah Myers, RN



REGISTRATION INSTRUCTIONS

Registration Instructions for the employees of the Howard County

MINIMUM REQUIREMENTS: Internet Explorer 7.0 (and higher) or Firefox 3.0. Email addresses are required to register. If you are unable to view the calendar after login, or if you do not have an email address, please call Novia CareClinics at 888-417-1001 for scheduling assistance.

Please do not register again if you have previously registered. Each eligible dependent must register separately.

REGISTRATION

1. Open web browser (Internet Explorer 7 or better yet or latest version of Firefox).
2. Type in the following URL: www.noviapwr.com
3. In the **'Register'** area of the screen, type in your name as provided your registration card. This information includes, at a minimum, the following information:
 - a. **Your Employer Invitation Code:** HCGNCC
 - b. **First Name**
 - c. **Last Name**
 - d. **Date of Birth**

If your middle name or initial is provided on the Welcome Page, you must enter it as well.

4. Input all required fields on the registration page. Required fields are indicated with an asterisk *, except for the phone number. Novia must have at least one number by which to contact you (home, mobile, or work). If your employer has provided any of the required information to us, it will be pre-populated for you. The following fields are required for Novia registration:
 - a. **First Name**
 - b. **Last Name**
 - c. **Password (must be at least 6 characters long)**
 - d. **Confirm Password (retype the password you just set)**
 - e. **Phone Number (Home, Mobile, or Work)**
 - f. **Street Address**
 - g. **City**
 - h. **State**
 - i. **Zip Code**
5. Click the 'Save' button when you have input all required fields.
6. Your username will be displayed; it is system-generated. When you want to login to make an appointment, you will need to use this username and password you just set during registration.



APPOINTMENT SCHEDULER INSTRUCTIONS

Appointment Scheduler Instructions for the employees of Howard County

REGISTERED USER LOGIN – TO SCHEDULE AN APPOINTMENT:

APPOINTMENTS

1. Open a web browser (Internet Explorer 7 or better or the latest version of Firefox).
2. Type in the following URL: www.noviapwr.com.
3. In the Sign In area of the screen, input your username and password, then click the **'Sign In'** button.
4. Select the name of the person for which you want to make an appointment (you can make appointments for you or your family members) in the Patients area of the screen, and then click the **'New Appointment'** button. If the **'New Appointment'** button isn't displaying when you select the person, he/she is not registered and cannot make an appointment until registered.
5. Select **'Provider Visit'** for the type of appointment you want to make.
6. Indicate whether or not this is your first visit with Novia by answering the following question appropriately, "Is this your first Provider Visit with us?" Ensure all other questions are answered correctly and enter any additional information about the appointment in the Comment box before clicking the **'Next'** button.
7. A calendar will be displayed. Days with the available appointments will be highlighted in red. Select the date in which you want to make an appointment. The date that is selected will be highlighted in blue. If you have a preference of provider or clinic location, you can filter by either of these items as well. All available appointment times will be displayed below the calendar.
8. Select an appointment start time and click the **'Next'** button.
9. Review your appointment details in the Confirm Appointment area.
 - a. Click the **'Save'** button to finalize your appointment.
 - b. Click the **'Back'** button to make any changes to your appointment.
 - c. Click the **'Cancel'** button to cancel the creation of the appointment.

Your appointment slot will be held for 2 minutes on the confirmation page. If you do not click the **'Save'** button within 2 minutes, you will have to start the appointment creation process again.



FREQUENTLY ASKED QUESTIONS

Your Novia CareClinic is ready to schedule your appointment!

Schedule a visit today.

Here are answers to your most frequently asked questions.

WHAT IS A CARECLINIC?

Your employer has a primary care clinic at your worksite. It will be staffed by qualified medical personnel and will provide normal primary care services, treatment and prescription medications.

WHAT IS THE NATURE OF A CARECLINIC?

The Novia CareClinic is staffed by independently contracted medical professionals. Neither Novia nor your employer is involved in the provision of health services. Treatment you receive in the clinic is solely determined between you and the medical professionals. Treatment outside the clinic is covered, as it is now, under the terms of your medical benefit plan.

WHO CAN GO TO THE CARECLINIC?

Eligible associates, their spouses and dependent children who are members in the Howard County Health Plan are eligible to utilize the Novia CareClinic.

DO I HAVE TO PARTICIPATE IN THE CARECLINIC PROGRAM?

No, use of the clinic is completely voluntary.

WHAT DO I NEED TO KNOW ABOUT THE CARECLINIC?

Your use of the CareClinic is completely **voluntary** – you decide. The services and prescription drugs dispensed at the

clinic are provided **free** of cost to you – no copays or deductibles. All patient records are housed in an electronic format and are completely **confidential**. Your employer has no access to your private medical history. Your current health plan remains in place – the CareClinic is a **separate benefit** sponsored by your employer.

WHAT TYPES OF SERVICES ARE PROVIDED BY THE CARECLINIC?

The CareClinic offers a broad scope of services, including many of the primary care services you would expect from a family physician or an internist.

Primary Care: Colds, flu, asthma, diabetes, etc.

Preventive Care: Physicals and health coaching

In addition to those services normally provided by a family physician or an internist, you can expect expanded benefits.

Pharmaceuticals: Some medications dispensed on site

Convenient Easy Access: More time with the Doctor, less time waiting

Health Risk Assessment: Learn your health status and what risks you may have

Health Coach: Your own personal consultant to answer your questions and assist you in complying with treatment regimens and medication.

You have access to an advanced Patient Management System that provides online appointment scheduling and results of your Personal Wellness Report. In addition, you have access to a 24 hour nurse phone line.



FREQUENTLY ASKED QUESTIONS

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WHAT IS THE MPWR ASSESSMENT?

MPWR means My Personal Wellness Report. This report combines a health questionnaire and an analysis of a full panel blood draw (60+ lab measures) that indicate key results for things like cholesterol, glucose, liver function, etc. The report helps identify your risk of heart disease, diabetes, high blood pressure, and other conditions. This serves as a tool to “empower” you to take action to improve your health status.

WHAT IS INVOLVED IN CREATING MY PERSONAL WELLNESS REPORT?

You simply schedule an appointment at the CareClinic for the blood draw. Within two weeks our personalized report will be posted to your on-line account explaining your outcome with color-coded graphics to help you better understand your lab results. It is recommended that you schedule a follow-up appointment with a CareClinic professional to review the results of your tests so that you have a clear picture of your health.

WHY SHOULD I HAVE THE MPWR ASSESSMENT?

Many people do not recognize they have health issues; especially if symptoms have not yet appeared. Every group that has added an onsite clinic has had at least one person who discovered an illness or condition that they were not aware of and were able to seek treatment to prevent the condition from becoming critical. If you should have a result that warrants immediate attention, CareClinic medical staff or a health coach will contact you and advise you of what action you should take. It is also important to know the areas to monitor-even if your results are positive-so that you remain healthy.

WHY WOULD I WANT TO PARTICIPATE IN THE CARECLINIC PROGRAM?

The clinic will provide easy access to excellent medical professionals.

The clinic will be a convenient alternative to driving to a doctor’s office, waiting for the doctor and then driving back to work. The use of the clinic will limit your time away from work and your use of valuable personal time.

The clinic will provide an economical way in which you can better monitor, maintain and improve your personal health.

The clinic allows you to obtain a comprehensive Health Risk Assessment and the tools for developing steps to achieve better health.

There are no co-pays or deductibles – the clinic use is at no additional cost to you.

There is little to no paperwork for either you or the doctor.

Many prescription drugs may be dispensed from the clinic at no cost to you.

You will have a personal health coach – someone to help you understand your condition and treatment – someone to answer your questions.

You will have access to a 24 hour nurse phone line.

Only you and the medical staff will be making decisions regarding your care and treatment.

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