

## Penn Medicine HealthWorks Pilot Program

### Frequently Asked Questions Document

#### **What is Penn Medicine HealthWorks?**

Penn Medicine HealthWorks is a member-based health-care service that provides its patients with personalized, concierge-style health-care, while also helping to manage costs.

#### **Why is LG Health launching this pilot?**

Since 2017, LG Health has offered concierge-style health-care to other large organizations in the Lancaster-area. Most notable Clair Global and Moravian Manor employees are members at Rock Medical and Woodstream employees are members at the Queen Street location. Following success with these employers, LG Health is now considering expanding the availability of HealthWorks to LG Health employees by beginning with a small pilot program.

#### **Why have I been selected for this pilot?**

Employees living in the Lititz or Lancaster City zip codes (17543, 17602 and 17603), who have not been seen by a primary-care provider in the last two years (according to health insurance billings) were selected to participate in this pilot, which begins January 1, 2021 and will last two years.

#### **Which pilot location will be my primary-care provider during the pilot?**

Your provider will be assigned based on your home zip code.

- If your home address has a Lititz zip code (17543), you will be assigned to Rock Medical for the pilot.
- If your home address has a Lancaster City zip code (17602 and 17603), you will be assigned to Queen Street for the pilot.

#### **Is there a fee for me to participate in the pilot?**

There are no fees associated with the HealthWorks pilots. Employees in the LG select plan will have no co-pays for in-person visits. Employees in the LG consumer plan will have a \$99 fee for in-person sick visits only and it will be applied to their deductible and payable from their health savings account (HSA). Telemedicine visits, preventive care visits, and wellness services are offered at no cost to employees.

#### **Will I be expected to provide feedback during the pilot?**

Similar to patients who visit a Lancaster General Health Physician (LGHP) provider, HealthWorks patients will receive patient satisfaction surveys following a visit. Your responses in those surveys will be used to measure success of the pilot program. HealthWorks will also analyze claims data to assess the program's progress.

#### **How long is the pilot program?**

The pilot program is scheduled to run January 1, 2021 to December 31, 2022.

#### **Can I leave the pilot at any time?**

Yes. Employees may discontinue with the pilot program at any time.

#### **At the conclusion of the pilot, may I continue to use the same PCP?**

Following completion of the two year pilot program, employees who wish to stay with their HealthWorks PCP will be invited to do so. Additional information regarding membership will be provided at that time.

#### **After the pilot program, will there be a fee to continue with my HealthWorks provider?**

As the pilot completes and LG Health is able to access the data from your patient feedback survey and claims data, it will determine what fee structures – if any – will be in place for the long-term.

#### **What if I move? Can I switch to a different HealthWorks provider?**

In the event you move, switch jobs, or experience any other life event that may impact your participation in the pilot (i.e. you get married or have a child), please contact Keith Fox with Penn Medicine HealthWorks at [Keith.Fox@pennmedicine.upenn.edu](mailto:Keith.Fox@pennmedicine.upenn.edu) or 717-544-7854.