

# THE HEALTH CENTER AT HUDSON YARDS

## Frequently Asked Questions For MarketAcess Employees

### HOW TO ACCESS SERVICES

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#### 1. HOW DO I SIGN UP FOR MEMBERSHIP TO THE HEALTH CENTER?

Please sign up for your membership by following the link sent to you through Slack by MarketAcess. You'll be asked to enter your demographic information to activate your account. If you can't find the email, you can also activate your account by visiting HealthCenterHudsonYards.com, clicking on 'Sign Up', and selecting the 'Employer-Sponsored Essential Membership' option. Please note that you will need access to your work email account in order to verify your eligibility.

Once you have activated your account, you will be able to use all of the features of the Membership Portal. The Membership Portal is always accessible by visiting HealthCenterHudsonYards.com and clicking "Login" in the top right corner. Your Membership Portal will be linked with the Mount Sinai electronic health record system via a tool called MyChart. You may be asked to verify an existing MyChart account (if applicable) during the registration process.

#### 2. HOW DO I SCHEDULE AN APPOINTMENT?

You will be able to schedule an appointment online through the Membership Portal for primary and urgent care visits as well as initial consultations for physical therapy and behavioral health (psychology). You can select your appointment type, desired provider, and desired day/time.

For appointments for other services or to book an appointment via chat or phone, contact our Personal Health Navigators via chat through the Membership Portal or via phone at 646-819-5100.

Our membership model allows us to offer same-day or next-day availability for primary and urgent care appointments. While you are welcome to walk in for services, we always recommend booking an appointment ahead of time to ensure you are pre-registered and will have minimal wait time when you come to The Health Center.

#### 3. HOW DO I CONTACT MY PHYSICIAN?

You are able to contact your clinical care team for through the Membership Portal, which will be linked with the Mount Sinai electronic health record system via a tool called MyChart. You can send messages, review records from your previous doctor's visits, review lab results, request prescription refills, schedule appointments and view your bills.

To log in to the Membership Portal, please visit "HealthCenterHudsonYards.com" and click "Login" in the top right corner.

*Updated: June 2019*

*We will be evolving our services over time to meet the needs of our patients. For any questions about our latest service offerings, please contact our Personal Health Navigators via chat through the Membership Portal or via phone at 646-819-5100.*

## HEALTH CARE SERVICES AND APPOINTMENTS

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### 4. WHAT PRIMARY CARE AND URGENT CARE SERVICES ARE OFFERED AT THE HEALTH CENTER?

Our clinical care team will be able to provide most standard primary and urgent care services. Some examples of these services include:

- Annual well visits
- Ongoing treatment of chronic conditions (such as allergies & asthma, cardiovascular disease, diabetes, hypertension, metabolic syndrome, and stress)
- Allergic reactions
- Back or joint pain
- Colds or the flu
- Cuts or scrapes
- Headaches or migraines
- Rashes or skin conditions
- Sprains
- Sinus infections
- Travel medicine
- Urinary tract infections
- Vaccines such as flu, Hepatitis A&B, MMR, and HPV

We encourage you to contact our Personal Health Navigators via chat through the Membership Portal or via phone at 646-819-5100 with specific questions on the range of care we offer at The Health Center.

### 5. WHAT LABORATORY AND IMAGING SERVICES ARE AVAILABLE AT THE HEALTH CENTER?

We can complete specimen collection (e.g., blood draws) for routine labs onsite, including laboratory orders from your existing primary care provider or specialist. We also have an X-ray machine for basic imaging needs. If you need an MRI or other advanced imaging service, our Personal Health Navigators will help you with an expedited referral to another location convenient to you.

We encourage you to contact our Personal Health Navigators via chat through the Membership Portal or via phone at 646-819-5100 with specific questions on the range of care we offer at The Health Center.

### 6. WHAT SPECIALTY CARE SERVICES ARE AVAILABLE AT THE HEALTH CENTER?

We will have a broad range of specialty care onsite, including physical therapy, behavioral health (psychology), dermatology, gynecology, and optometry.

We encourage you to contact our Personal Health Navigators via chat through the Membership Portal or via phone at 646-819-5100 with specific questions on the range of care we offer at The Health Center.

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## **7. HOW LONG ARE THE APPOINTMENTS AT THE HEALTH CENTER?**

One of the unique elements of the membership model at The Health Center is the ability to customize appointments and their length to your needs. If you want or need to get in and out in less than 10 minutes, we'll make it happen. If you want a longer appointment time, we'll honor that too.

Don't have time to come in? Contact our Personal Health Navigators via chat through the Membership Portal or via phone at 646-819-5100, and we will do everything we can to meet your needs virtually.

## **8. WHAT DO I NEED TO BRING WITH ME ON THE DAY OF MY APPOINTMENT?**

For your initial visit, you will need to bring your health insurance card and your driver's license or other government-issued ID. For follow-up visits, you only need to bring a copy of your health insurance card if it has changed since your last visit.

## **9. CAN THE HEALTH CENTER TREAT MY MEDICAL EMERGENCY?**

If you are experiencing a medical emergency, you should always call 911 and/or go to your nearest emergency room. The Health Center is not equipped to provide emergency services.

## **10. WHAT HAPPENS IF I NEED CARE OUTSIDE OF HEALTH CENTER HOURS?**

If you are experiencing a medical emergency, you should always call 911 and/or go to your nearest emergency room.

We have a team on call to help triage your non-emergent clinical issues 24/7. If you need immediate care outside of our operating hours, call 646-819-5100 and we will work with you to understand your health needs, attempt to resolve over the phone, and refer you to a nearby medical center as needed.

## **11. CAN I STILL CONTINUE SEEING MY REGULAR PROVIDER ELSEWHERE?**

Yes, of course. While we encourage you to get to know The Health Center team at 55 Hudson Yards, there is no requirement to use the services at The Health Center. If you do see other clinicians regularly, we only ask that you let us know so we can engage them in thoughtfully coordinating your care, including exchanging medical records as appropriate.

## HEALTH CENTER FEATURES

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### 12. HOW DOES THE PRESCRIPTION DELIVERY SERVICE WORK?

The prescription delivery service is optional for all of our members. Our preferred partner for prescription delivery is Capsule, though we will happily send prescription requests to the pharmacy of your choice.

If you choose to use Capsule, they will send you a text message and email asking for your permission to fill your prescription as well as some basic registration information. You can then confirm with Capsule a specific location and time to meet the delivery person. Capsule can deliver to your home (if within the five boroughs of New York City), to your office, or anywhere else in New York City.

### 13. WHAT DOES PERSONAL HEALTH NAVIGATOR MEAN, AND HOW CAN I ACCESS THIS SERVICE?

Our Personal Health Navigator service is available via chat through the Membership Portal or via phone at 646-819-5100 to assist you and your family with accessing and understanding health care services. The Navigators can help you to schedule an appointment at The Health Center and elsewhere in the community, prepare for visits, understand your post-visit care plan, and answer questions about your health insurance plan. The service acts as an extension of our onsite Health Center team to serve you when your care needs extend beyond The Health Center walls. Our Health Center and Personal Health Navigator teams partner closely together to ensure a seamless experience for you and your family.

The Personal Health Navigator service is included with your membership and available for you and your spouse/dependents at no additional cost.

## PAYING FOR CARE

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### 14. HOW MUCH DO THE HEALTH CENTER SERVICES COST?

All health care services at The Health Center will be billed to your insurance plan and are subject to the agreed-upon rates between your insurance plan and Mount Sinai, the same as when you receive care elsewhere in the community. The charge will be subject to your insurance plan's cost-sharing provisions such as deductibles, coinsurance, copays, and out-of-pocket maximums. The cost of services will vary depending on the specific diagnosis and treatment that you and your provider determine you need on the day of your visit.

Our providers are in-network with your MarketAxess-sponsored health plan. If you are enrolled in a different health plan, Mount Sinai participates in all major health plan networks (e.g., Aetna, United, Cigna, and BlueCross BlueShield). Please contact our Personal Health Navigators via chat through the Membership Portal or via phone at 646-819-5100 if you would like to discuss your specific insurance arrangement further prior to receiving care.

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#### 15. WILL I HAVE TO PAY ANYTHING THE DAY OF MY VISIT?

Depending on your health insurance plan, you may owe a fixed dollar amount the day of your visit. The Health Center will accept Visa, MasterCard, Discovery, and American Express for payment. We do not accept cash, check, or money orders.

For non-copay services or high deductible health plans, you will receive a bill for services at a later date.

#### 16. I RECEIVED A BILL FOR SERVICES RENDERED AT THE HEALTH CENTER. HOW DO I PAY IT?

You are able to pay your bill online through the Membership Portal or via phone or mail as instructed on the bill. Of note, while your bill is processing against your insurance benefits, you may see a charge in your Membership Portal, but not be able to make payment. This is to ensure you only pay what your benefits require. Once your bill is finished processing, you will see the final charge amount and be able to make payment.

## ELIGIBILITY FOR SERVICES

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#### 17. CAN MY SPOUSE OR DEPENDENT USE THE HEALTH CENTER?

Your spouse or dependent is not eligible to use The Health Center through your employer-sponsored membership. You may elect to purchase an individual membership for your spouse or dependent if they live or work near the Hudson Yards neighborhood. Spouses and dependents are eligible to call the Personal Health Navigator service at 646-819-5100, at no additional cost to you, for benefit questions and referral needs.

#### 18. WILL I STILL HAVE ACCESS TO THE HEALTH CENTER IF I LEAVE MY EMPLOYER?

As your membership is sponsored by your employer, you would not be able to continue to access The Health Center under your employer-sponsored membership after you leave. However, we would be happy to speak with you about a self-sponsored membership, as well as provide you with your medical records should you choose to seek care elsewhere.

## BACK TO BASICS

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#### 19. WHEN IS THE HEALTH CENTER OPEN?

The Health Center is open from 8am to 8pm, Monday through Friday, and from 9am to 1pm on Saturdays and Sundays.

**20. IS THE HEALTH CENTER CLOSED FOR ANY HOLIDAYS?**

Yes. We will be closed on the following holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

**21. WHERE IS THE HEALTH CENTER LOCATED?**

The Health Center is located on the second floor of 55 Hudson Yards. Our dedicated street-level entrance is located just a few steps away from the building's main entrance on 11<sup>th</sup> Avenue. Once you arrive at our dedicated entrance, a staff member will greet you and direct you to The Health Center on the second floor.

**22. IS THE HEALTH CENTER CONNECTED TO THE MOUNT SINAI HEALTH SYSTEM?**

Yes, The Health Center at Hudson Yards is affiliated with the Mount Sinai Health System. The Health Center providers and Personal Health Navigators have access to seamlessly coordinate with and schedule directly with other Mount Sinai physicians and practices. Your medical records will integrate with your health records from other providers who utilize the Epic electronic medical record system.

**23. ARE THERE OTHER LEVELS OF MEMBERSHIP AVAILABLE BESIDES WHAT MY EMPLOYER HAS SPONSORED FOR ME?**

The Health Center offers a Premier Experience option that includes 24/7 care, a personal physician and health concierge, cutting-edge annual physical, and more. Please visit [www.HealthCenterHudsonYards.com](http://www.HealthCenterHudsonYards.com) or email [info@healthcenterhudsonyards.com](mailto:info@healthcenterhudsonyards.com) for more information.