Care Station Patient Information Guide

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Welcome to Care Station Medical Group

Our commitment is to provide you with best-in-class medical care and coordinated medical services. Care Station Medical Group serves as your convenient access to primary medical care, urgent care and specialty services. Our mission is to serve the healthcare needs of all our patients, promoting a healthy lifestyle for everyone, lowering per capita costs and achieving better outcomes through a holistic healthcare approach.

In 2021 RWJBarnabas Health (RWJBH) and Care Station Medical Group began a partnership focused on a commitment to providing high quality regional primary care and specialty services in the counties of Union, Essex, Hudson and Morris counties. This partnership with RWJBarnabas Health provides our patients greater access and continuity of care with the New Jersey's most comprehensive healthcare system. This alliance will meet the growing and evolving needs of our patients by enhancing the coordination of managing and treating complex health conditions.

Proactive management of your healthcare by our medical team involves pre-visit planning and information, efficient office visits, post-visit planning and an ongoing assessment of goal-directed care plans. This service requires YOU TO TAKE RESPONSIBILITY FOR YOUR HEALTHCARE AND PARTICIPATE IN THE PROCESS.

Care Station Medical Group intends to be your partner in healthcare and your health. By choosing one of our providers, you join a team which shares with you the responsibility of achieving the best possible health! Join us in this partnership to maximize your wellbeing.

Of course, Care Station Medical Group respects your privacy. We treat your medical information with the utmost confidentiality and adhere strictly to the HIPAA "Health Insurance Portability and Accountability Act" confidentiality act. HIPAA is a federal law enacted to ensure the privacy and confidential handling of medical information for all patients. Unless, as a patient, you authorize us to speak to anyone, including your spouse/ partner, or other individual, your medical records will not be discussed with or provided to anyone.

Always remember, if you have a life or limb threatening emergency, call 911.

I. Care Station Medical Group Services:

Care Station Medical Group believes you should maintain a relationship with your primary care provider, so that they know you and your individual healthcare circumstances and needs. This relationship enables your provider to better coordinate your care and help you avoid unnecessary tests or costly trips to the emergency room.

By combining an "open-access primary care model" with on-site, extended office hours, we provide you with comprehensive patient care. This model allows you to schedule regular primary care appointments and also offers you the flexibility to walk in without an appointment to visit with medical professionals you know and trust should an acute injury or illness arise.

Care Station Medical Group's Nurse Case Management team works to coordinate your medical care and, if necessary, make it easier for you to navigate through the healthcare system. This team also allows for a more coordinated continuum of care by offering improved access. In simple terms, what this means is – we are here for your medical needs when you need us.

For our patients who have a Medicare Advantage plan, you may be eligible for our ***Medicare Elite*** program. This program is designed to encourage more coordinated and customized care for Medicare Advantage patients. Ask your provider if you are eligible – they will be happy to explain the benefits of this program.

Additionally, you will find the following on site medical specialty services:

- **Cardiology**
- **Gastroenterology**
- **Gynecology**
- **Nutrition Counseling**
- **Podiatry**
- **Sports Medicine**
- **Endocrinology**
- **General Surgery**

II. Contacting our Office

1. For Clinical Questions 908-925-CARE (2273) If you have an urgent clinical concern, kindly let the operator know. Please state the clinical problem, patient's name, and phone

number where you can be reached. Please note that we are frequently unable to respond to health issues over the phone. It is always best to simply walk into the nearest Care Station office.

2. Administrative Questions 908-925-CARE (2273) Whether you are calling for a medical record, billing issue or a radiology report, we are ready to assist Monday – Friday, 9:00 am – 4:00 pm.

3. Our Patient Portal is always available for non-urgent clinical matters.

The patient portal is for established patients wishing to communicate with their provider via our electronic medical record system. After your first Care Station visit, patients will be issued a username and temporary password (valid for 24 hours). Please use this information to activate and access the portal to:

• Send secure messages to clinical or billing staff

• View your scheduled appointments

• Receive appointment reminders if your preferred method of communication is via email

• Access your statements

• Review and print approved laboratory results

• Review and print educational information from your provider

• Update personal and medical information

4. For After Hours Questions (10pm-8am) for patients being treated at Care Station 908-925-CARE (2273)

Care Station physicians are available after hours through our answering service. When you call the answering service, please leave a message, and they will contact the on-call physician who will call you back. Once again, this service is for clinical emergencies only for patients receiving care at a Care Station office.

5. If you visit the Emergency Room, provide the ER staff with the name of your Care Station provider(s) and follow up with Care Station within 48 hours after your discharge from the ER so that we can update your medical records.

Also, if you happen to be enrolled in our Medicare Elite program, please call your Nurse Case Coordinator directly at 908-925-CARE (2273) within 48 hours after your discharge from the ER.

III. <u>Appointments</u>: 908-925-CARE (2273), Option 2

Appointments are preferred for regular primary care. When you become a Care Station patient, you may select a primary care physician to coordinate your care. To provide flexibility to your busy schedule, Care Station provides same day and walk-in service (unscheduled visits) with no appointment required for any urgent care issues.

Please remember that at times we get busy, or an emergency may occur. As a result, the wait may be longer than usual. We appreciate your patience during these periods.

IV. Hospitals:

Care Station physicians are affiliated with all RWJBarnabas hospitals. If you need hospitalization, these are our preferred medical centers:

Cooperman Barnabas Medical Center – (973) 322-5000

Jersey City Medical Center – (201) 915-2000

Newark Beth Israel Medical Center – (973) 926-7000

RWJ University Hospital Rahway – (732) 381-4200

Trinitas Regional Med. Ctr. – Williamson Street Campus – (908) 994-5000

When you arrive at the hospital:

1. Let the staff know you are a Care Station patient.

2. Provide them with your Care Station provider's name and phone number **908-925-CARE (2273)**.

3. Provide them a list of your current prescribed and over-the-counter medications.

4. Be an active participant of your care team – ask questions!

5. Find out when you will be discharged.

6. Make an appointment to see your Care Station provider when you arrive home.

V. Insurance Billing Services 908-925-CARE (2273), Option 4

Our team of patient account representatives within the Billing Department are available to assist patients with insurance billing questions. Care Station participates with most insurance plans. For more information about our insurance participation, visit our website at www.carestationmedical.com, or you may contact our Billing Department, between the hours of 9:00 – 4:00, Monday – Friday. If no one answers, leave a message and you will receive a call back the next business day.

VI. Health Insurance and Financial Responsibility:

If Care Station participates with your insurance plan, we will submit your claim directly to the plan. You are responsible for non-covered services, deductibles, co-pays and co-insurance, as determined by your carrier. Based upon your plan, you may be responsible for these payments at the time of service. If your insurance plan requires that we bill you after the explanation of benefits is received, we require payment within 30 days after receiving a Care Station bill.

If you do not have health insurance or if we are unable to verify your eligibility, Care Station requires payment at the time of service. Care Station accepts Visa, MasterCard, American Express, and Discover. Considering your circumstances, we may be able to offer care at a discounted rate.

To view our financial policy, click here for English and click here for Spanish.

VII. Referrals: 908-925-CARE (2273)

Your insurance plan may require a referral for you to visit a medical specialist. As your primary care provider, Care Station is responsible to coordinate your care with those specialists, whether you visit them at Care Station or at another site. If you require a referral, you may need to visit your primary care provider at Care Station (this is an insurance company requirement) prior to receiving the referral.

We will process any referral you need as quickly as possible, though it may take up to 72 hours for completion.

VIII. Lab Test Results:

Your results are most easily viewed through your secure patient portal (please refer to the Patient Portal instructions under **Contacting our Office**).

Lab tests results are usually available within 72 hours. Some tests may require more time. Your provider may call you if your results require follow up or other action.

IX. Lab Bills:

Depending on the requirements of your specific insurance plan, lab services may be processed in our in-house lab, or they may be sent to an outside commercial lab such as LabCorp or Quest. If your insurance carrier requires your lab testing to be sent to a commercial lab, all questions related to those labs' bills must be directed to their offices or to your insurance carrier. Unfortunately, Care Station is unable to answer any questions for services processed outside of our facilities.

X. Release of Medical Records/X-Rays/Disability Forms:

Care Station Medical Group will release your records in accordance with N.J.A.C. 13:35-6.5 "Release of Patient Information" rule. Our group works with a HIPPA compliant vendor, HealthMark Group, to complete and fulfill all record requests. They can be reached at (800)483-6040 ext. 2.

1. Medical Records

All record requests are completed in the order they are received.

It can take up to 30 days to process these requests.

If a patient requires Medical Records, please complete our Medical Records Request Form online at www.carestationmedical.com or in any of our office locations. The form must be filled out and signed by the requestor. It can be returned to any of our locations or via email at medrecords@carestationmedical.com.

2. **X-Ray Films and Reports**

If you require a copy of an x-ray film or an x-ray report, please contact us at 908- 925-CARE (2273).

3. **Disability Paperwork**

You may submit disability forms by dropping them off at your office location.

If you require reports, results, or x-ray images, needed for upcoming outside specialist appointments, please speak with the Patient Services Group at (908)925-2273, Option 6, and they will direct your request to the appropriate staff person.

XI. Your Opinion Matters:

We seek to always improve our services to you. Your feedback is wanted and essential. Therefore, we encourage you to complete the patient satisfaction survey that you will receive after your visit via text or email. All feedback is reviewed and used to continuously improve our services.

For any concerns, please call (908)925-2273 and ask to speak with:

- **Maritza Bennington,Linden and Garwood Operations Manager**
  mbennington@carestationmedical.com
- **Rocio Valerio, Springfield and Secaucus Operations Manager**
  rvalerio@carestationmedical.com
- **Carlos Moreno, West Orange and Succasunna Operations Manager**
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- **Catarina Montalov, Clinical Practice Administrator**
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- **Miranda Agosto, Billing Director**
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- **Jigna Pokhan, VP of Operations**
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- **Ali Mansour, Assistant Medical Director**
  amansour@carestationmedical.com

- **Manik Singh, Medical Director**
  msingh@carestationmedical.com

Thank you for choosing Care Station. It is our pleasure to provide you and your family with the highest quality healthcare services.