I saved time and money. I got a doctor who is a partner in our health and well-being.

Get These Benefits & More

- **PARTNER WITH AN EXPERIENCED PRIMARY CARE DOCTOR** who delivers a broad scope of care, including primary and preventive care, chronic condition management, urgent care, and coordination with specialists and hospitals.

- **ACCESS YOUR DOCTOR 24/7** via phone for urgent needs, email through the health portal or visit your doctor at a convenient location near work or home.

- **SAVE MONEY.** Most services are little to no cost, with no co-pays or co-insurance.*

*Certain prescriptions and procedures, and tests sent to outside labs will be charged to your insurance. For those contributing to a Health Savings Account (HSA), some fees may be required for non-preventive services; acute/non-preventive services are provided, on average, at a lower cost than other providers. Care delivered by phone or email is no cost at all.

ENROLL IN PALADINA HEALTH IN MINUTES BY VISITING PALADINAHEALTH.COM/ENROLL.

Sign Up for Paladina Health in Minutes

Visit [paladinahealth.com/enroll](http://paladinahealth.com/enroll) to enroll electronically. It’s easy.

Or, call Member Services at 1-866-808-6005 to get started.

The healthcare you want. The convenience you need. The savings you deserve.

paladinahealth.com
IMPORTANT:
Your Anthem BlueCross BlueShield healthcare network includes Paladina Health doctors.

You are eligible to have a partner in your health and well-being with Paladina Health. Membership is at no cost to you and your eligible dependents.

Healthcare that Fits Your Schedule & Budget for You & Your Family

- Save money. Most services are at little to no cost.*
- Save time. Get care at any of eight convenient locations.
- Get peace of mind. Enjoy 24/7 access to your doctor via phone for urgent health needs.

8 Convenient Locations In Denver Metro:
Aurora
Arvada
Boulder
Broomfield
Capitol Hill
Denver Tech Center
Lakewood
LoDo

*Certain prescriptions and procedures, and tests sent to outside labs will be charged to your insurance. For those contributing to a Health Savings Account (HSA), some fees may be required for non-preventive services; acute/non-preventive services are provided, on average, at a lower cost than other providers. Care delivered by phone or email is no cost at all.

VISIT PALADINAHEALTH.COM/ENROLL OR CALL 1-866-808-6005 TO SIGN UP TODAY.
FREQUENTLY ASKED QUESTIONS

What is Paladina Health?
Paladina Health is a provider of primary care services that is at the forefront of innovation in healthcare. It operates a physician-led program where patients can get most of the medical services they need from an experienced doctor at no out-of-pocket cost. Paladina Health doctors are dedicated to serving an employer's population, are highly accessible at convenient office locations and are held accountable for delivering great care and service. These doctors provide a personal level of service and are available around the clock via phone for urgent health matters.

How are you different from an Urgent Care Clinic?
As a primary care doctors office, we don’t have the long wait times that you may experience when going to a walk-in clinic. Scheduling your appointment for same or next day urgent needs allows you to get in at your scheduled appointment time instead of waiting behind the people in front of you.

Who is eligible to sign up for Paladina Health?
All employees and their eligible dependents who are on an Anthem health plan are eligible to enroll in Paladina Health services. You may choose to enroll yourself and/or any of your eligible dependents. Employees retain the same access to their Anthem-contracted providers.

Why is my employer offering this benefit?
Your insurance provider, Anthem, is offering an additional choice to address the cost of the healthcare you receive through this collaboration with Paladina Health. Through this program, you will receive high-quality, no or low-cost primary care through your Paladina Health doctor. Ultimately, this innovative approach to primary care is designed to help you be healthier and to lower your overall out-of-pocket healthcare costs.

If I am on the Blue Priority HMO, Blue Advantage HMO/ POS, or PRIME Blue Priority PPO Plan, can I choose a Paladina Health doctor?
Yes. Paladina Health doctors are contracted with Anthem and can serve as your single point of care for primary care, and even some specialty care needs. Should you need care that extends beyond their scope, your Paladina Health Care Team will coordinate all referrals within the appropriate specialty network. Paladina Health doctors may not appear on your Anthem ID card or in Anthem’s physician directory, and that is ok. On August 1, Paladina Health services will be available to all employees and eligible dependents of CSU Pueblo, School of Mines, Metro and Auraria on an Anthem medical plan. ID Cards listing your
selected Paladina Health PCP will be sent by Anthem at end of the year. No deductible or co-payment applies when you are seen in a Paladina Health doctor’s office under the Blue Priority HMO, Blue Advantage HMO/POS, or PRIME Blue Priority PPO Plans. This will not impact referrals or claims processing. For questions about your Anthem plan, please call the customer service number on the back of your Anthem BlueCross BlueShield ID card.

Does choosing the Paladina Health option increase my healthcare costs?
No, it should do just the opposite.

For those in the Blue Priority HMO, Blue Advantage HMO/POS, and PRIME Blue Priority PPO Plan, all preventive care is covered at no charge. Most non-preventive services are covered at no charge and there are no co-pays.

For those in the HDHP/HSA (PPO) plan with HSA, all preventive care is coverage at no charge. Non-preventive services are competitively priced and reimbursable with HSA funds. After the deductible is met, there is no charge to you. There is never any cost for phone, email or other remote interactions with your physician on any of the four Anthem plans.

What is different about Paladina Health compared to my current primary care provider?
Paladina Health provides primary care services for you and your family, but is not just another primary care provider. As a Paladina Health patient, you have after hours and weekend access to your physician via phone to call 24/7 for urgent needs. Paladina Health doctors offer a scope of services that is broader than a typical primary care office, so you’ll be able to receive more of your care provided through Paladina Health. You’ll also get help and assistance in navigating the healthcare system when you need specialist services or care that cannot be provided at the Paladina Health office.

How experienced are Paladina Health doctors?
Paladina Health doctors are dedicated, board-certified or board-eligible, usually with a minimum of eight to ten years of experience as a practicing doctor. Our doctors have 70 percent fewer patients than a typical primary care physician, allowing them to spend more time with you when you need it, start appointments on time and provide you with appointment availability in the timeframe that meets the urgency of your health issue.

I already have a long-standing PCP, why would I change?
Paladina Health is an additional option to your existing health plan. If you choose to enroll, we recommend that your Paladina Health provider become your first point of contact. Due to the limited number of patients managed by Paladina Health doctors, you will experience a meaningful patient-doctor relationship, excellent care, and easy access to your personal doctor. This means that rather than going directly to your specialist to
receive care, you take advantage of the many convenient access points to your Paladina Health doctor and you may even be able to avoid a visit with a specialist. As such, we recommend that immediately after signing up, you schedule your first appointment—the comprehensive patient evaluation.

What if I have a pediatrician for my children I already like? Paladina Health doctors are fully trained in pediatrics and can be another option for your children's healthcare. Typically, it takes less time to get an appointment at the Paladina Health doctor's office than it does in a pediatrician's office. Also, your Paladina Health doctor is available 24/7 via phone for urgent needs, including nights and weekends.

I take a lot of medications. How does Paladina Health help make it easier for me to manage refills and changes in dosages?
At many of its doctors’ offices, Paladina Health dispenses approximately 50 commonly prescribed generic medications, including medications for chronic conditions. This means that you can walk out of your appointment with most of the medications you need for treatment in-hand. The costs for these medications are usually lower than if obtained through a pharmacy. Additionally, many refill requests and many dosage adjustments can be handled remotely with your doctor and called in to your pharmacy of choice without the need for an in-person office visit.

Why should I sign up now if I'm not sick currently? Why not wait until I am sick?
It never fails. Injuries and illnesses happen on weekends and evenings when most doctors’ practices are closed. That is usually the time you most need access to a trusted medical professional. With your Paladina Health membership, you'll have 24/7 access to your doctor via phone for just this reason. However, it is important to first build a relationship with your care provider. You will want your doctor to know you, your medical history and your health concerns long before you get sick. Plus, Paladina Health employs screening protocols that may catch a health issue that can be treated, preventing something from becoming an urgent situation.

How do I enroll my dependents?
Signing up your dependents is easy—and no cost to you. Just visit paladinahealth.com/enroll. Your dependents will get the same 24/7 access to your doctor via phone for urgent needs and patient-first care from Paladina Health. If you have declined coverage for your dependents previously, you can still change their enrollment status at any time by calling Paladina Health Member Services at 1-866-808-6005. You and your dependents can enroll at any time, enrollment is not tied to your health plan's open enrollment period.
Can I visit any Paladina Health location? Am I only allowed to see my selected doctor?
Your selected Paladina Health doctor will be your primary point of contact and the medical professional overseeing your care. However, you may make an appointment at any of our Paladina Health doctors’ offices that are open to the public and choose to see another provider as needed. You may also email or call your doctor with your questions, or for consultation. You and your doctor will choose the option that is most appropriate for the situation.

Where are the Paladina Health locations?

14 CONVENIENT LOCATIONS:
- Boulder
- Colorado Springs
- Pueblo West
- Pueblo Central
- Arvada
- Broomfield
- Capitol Hill
- Aurora
- Lakewood
- LoDo
- Tech Center

Satellite Locations
- Fort Collins
- Grand Junction
- Sterling

Paladina Health satellite locations are committed to providing patients with the same high quality care and service standards as our standalone doctor's offices.

What if I’m not ready to sign up now, but may want to later?
You may enroll in Paladina Health at any time by visiting paladinahealth.com/enroll.