



## Qliance & Medicare: FAQ

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### Is Qliance insurance?

No. We work directly for our patients to provide primary health care. Your monthly care fee only pays for the primary and preventive care services described in our Patient Services Guide.

### Does Qliance take Medicare?

For services we perform in our clinics, we do not bill Medicare. However, for care you receive outside Qliance, you may use your Medicare coverage. Many patients pair Qliance with a low-premium Medicare plan; this combination often helps to minimize cost while maximizing health care access.

### Are my visits to non-Qliance health care providers covered by my monthly care fee?

No. Because we are not an insurance company, your monthly care fees do not include or cover any goods or services you receive outside of our clinics.

### Will Medicare reimburse my Qliance monthly care fee?

No. Qliance monthly care fees are not reimbursable by any health insurance company including Medicare and Medicaid. If you have a Health Savings Account (HSA), Health Reimbursement Account (HRA) or Medicare Medical Savings Account (MSA), however, your monthly care fees may be eligible for reimbursement. Please check with your plan administrator.

### What services are included in the monthly care fee?

Included in the monthly fee are unrestricted office visits, hospital care coordination, specialist care coordination, selected office procedures and lab tests, phone consultations, email contact and more. Read more about our services on our Patient Services page.

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| • Unhurried 30 to 60 minute appointments | • No copays, coinsurance or deductibles |
| • Extended weekday office hours          | • Continuous, coordinated care          |
| • Phone consultations & email access     | • Minor urgent care                     |
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### Can I choose my provider?

Absolutely. Qliance is your medical home and we want you to feel your most comfortable with your clinician. We encourage you to visit the Our Clinicians page of our website to learn more about our providers. We are also happy to schedule a 15-20 minute meet-and-greet with the clinician of your choice.

### Will I see my chosen provider at each appointment?

Unless your clinician is out of the office, yes! When you call to schedule an appointment, we will automatically schedule you with your primary care provider. If you need to be seen right away and your provider is unavailable, you are welcome to see another provider who will follow up with your regular physician.

### What if I need to be admitted to the hospital?

If you require hospitalization, your Qliance clinician will refer you to a hospital and coordinate your admission, discharge and follow-up care. When you become a Qliance member, you may designate a preferred hospital or we can help you choose a hospital.

### What if I have an emergency?

If you have a life-threatening medical emergency, please call 911 immediately. For urgent, non-life threatening medical problems you may call your Qliance clinic 24 hours a day, 7 days a week to speak with the clinician on call. If you need to be seen during office hours, we will see you as quickly as possible. If your clinician determines that you need emergency care, you will be referred to the nearest emergency room. Before you arrive, we will notify the emergency room of your arrival and provide them with pertinent medical information. Your Qliance clinician will also consult with the emergency room physician after your evaluation to discuss and coordinate your after-care.

### I take prescription medication; can Qliance refill it for me?

Yes! Your Qliance clinician can write a prescription for any medication you may need. You may either call your home Qliance clinic or send an email to [refills@Qliance.com](mailto:refills@Qliance.com).

#### Qliance First-Fill Dispensary

We are pleased to partner with [Healthwarehouse.com](http://Healthwarehouse.com) to offer an on-site dispensary of roughly 150 generic medications. If you need a medication that we carry on-site, we are happy to provide one (1) first-fill free of charge.\* We also carry a number of medications for acute illnesses that can be dispensed to you at no charge at the time of your visit.

#### About Healthwarehouse.com

[Healthwarehouse.com](http://Healthwarehouse.com) is a retail mail-order pharmacy that offers cost savings, convenience of ordering, free at-home delivery and award-winning customer service. [Healthwarehouse.com](http://Healthwarehouse.com) is able to offer best-available pricing by selling directly from manufacturer to consumer whenever possible. They offer 300 medications for \$3.50 for a 1 month supply and 1000 medications under \$25. Qliance patients receive a 5% discount on all orders. You are not obligated to use [Healthwarehouse.com](http://Healthwarehouse.com) for future prescriptions and may continue to use any pharmacy of your choice for refilling prescriptions.

#### Qliance can work with Medicare!

If you are currently paying for a Medicare supplement (Medigap,) switching to a Medicare Advantage Plan may save you money. When paired with Qliance, these plans offer a range of covered benefits and services and can wonderfully complement our services. Best of all, Medicare Advantage plans offer a broad range of prices per month.

For more information about how Qliance and Medicare Advantage plans can work together, please call our Medicare Hotline to speak with specialist Larry Cook of the Seniors Insurance Group.



Medicare Hotline: (206) 307-5585  
[www.thesig.com](http://www.thesig.com)