



Healthcare, Designed For *You*

Offered to you as part of your Blue Shield of California plan, MCSIG is introducing a new benefit — **Altas Powered By Paladina Health** — giving you access to comprehensive **primary care and behavioral health services** from experienced family providers.

With Altas Powered By Paladina Health, You Can:



Access care when you need it, including **virtual** and in-person appointments at convenient clinic locations, with the same provider each time



Get care for the entire family, including **pediatrics**



Access your care team 24/7 over the phone for urgent needs



Schedule **same and next-day appointments**



Address multiple health concerns in one visit and **spend as much time as you need** with your provider



Gain access to specialized care, including **behavioral health services for adults and children**

To get started today, visit paladinahealth.com/MCSIG or call Member Services at **1-866-808-6005**.



Now Scheduling Appointments For You And Your Family

Get access to **primary and specialized care services** the way you want them, without overbooked practices, rushed appointments, or generic care that doesn't fit your needs.

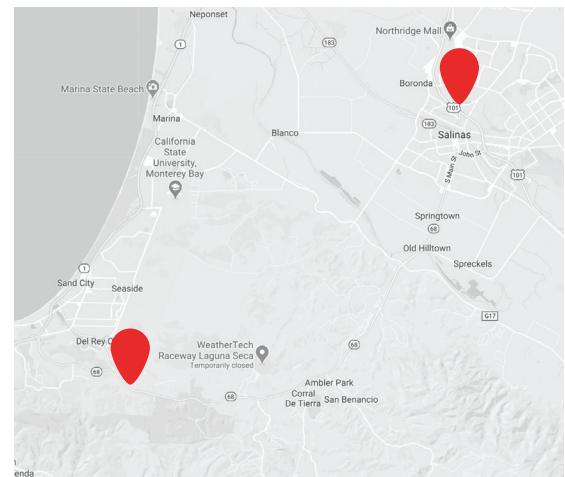


Summary of Services:

- Routine well checks
- Urgent & acute care
- Chronic condition management
- Mental, emotional & behavioral health
- Illness
- Injury treatment
- Dermatology
- Orthopedic care
- Nutrition
- Immunizations
- Health screenings
- Onsite diagnostics
- Medication management
- Emergency & hospitalization follow-up care

Virtual care is now available for most of the above services.

In-person care will be available soon, with **convenient clinic locations opening in Monterey and Salinas this fall.**



Your well-being during a pandemic is more important than ever before. **Schedule a behavioral health screening** and discuss ways to manage stress with your provider.

To get started today, visit paladinahealth.com/MCSIG or call **1-866-808-6005**.

Services List

In-person and virtual care (for adults and children)

**Available for virtual appointments. Follow-up in-person care will be coordinated with your provider if needed.*



PRIMARY & PREVENTIVE CARE

- Basic vision screening (color & near vision)
- Biometric screening
- Blood pressure and vitals screening
- Chronic condition management*
- Comprehensive personal evaluation including routine check ups*
- Coordination with other providers (e.g., specialists, hospitals)*
- Depression & anxiety*
- Fitness & nutrition coaching*
- Health risk assessment*
- Hearing screening (audiometry)
- Lifestyle & risk-reduction coaching*
- Pediatric visits*
- Sports physicals
- Women's health
- Routine adult physicals
- Pre-op evaluations & clearance
- Acute illness visits & treatment*

BEHAVIORAL HEALTH

- Health psychology services*
- Cognitive behavioral therapy*
- Anxiety assessment & treatment*
- Depression assessment & treatment*
- Addiction assessment & treatment*
- OCD assessment & treatment*
- Trauma treatments (PTSD, domestic violence, etc.)*
- Anger management*

PROCEDURES

- Asthma/pulmonary treatments
- Dermatologic procedures including mole removal
- Basic wound care
- Basic ENT procedures
- Ingrown toenail removal
- Skin biopsy (lab not included)
- Skin cyst removal
- Skin tag & wart removal (cryo)
- Stitches
- Suture/staple removal

LABS

- Basic Metabolic Panel
- Blood draws & sample collection
- Cholesterol
- Hemoglobin A1C
- Pregnancy test
- Screening for diabetes
- Strep throat test
- Urinalysis
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IMMUNIZATIONS

 Immunizations covered that will be submitted to the patient's insurance plan for payment:

- Flu vaccine
- Hepatitis A series
- Hepatitis B series
- HIB (haemophilus)
- HPV series (human papilloma virus)
- Meningococcal
- MMR (measles, mumps, rubella)
- Pneumococcal
- Polio
- Rotavirus
- Td (tetanus, diphtheria)
- Tdap (tetanus, diphtheria, pertussis)
- Varicella (chicken pox)

HEALTH PORTAL

 Visit mypaladinahealth.com to get access.

- Available 24/7
- Make and manage prescriptions from your doctor
- Request refills and view prescriptions
- Email your doctor securely
- Download your personal health record
- Manage your membership

DIAGNOSTIC TESTING & VITALS

- EKG
- Blood pressure & vitals
- Peak flow testing

**Don't see a specific treatment or procedure?
Contact Member Services at 1-866-808-6005.**

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powered by Paladina Health

Frequently Asked Questions

What is Altas Powered by Paladina Health?

Altas Powered by Paladina Health is a provider of primary care and behavioral health services that is at the forefront of innovation in healthcare. Patients can get most of the medical services they need from an experienced provider, with trust and ease. Our highly-accessible providers are dedicated to delivering a personal level of care and service to your employer's population. These services are now available to you and your family for virtual care appointments via video or phone, with in-person care becoming available soon at convenient clinic locations opening in Monterey and Salinas this fall. You can address multiple health concerns in one visit and see the same provider each time (with both virtual and in-person care).

Who is eligible to utilize Altas Powered by Paladina Health?

All employees and their eligible dependents who are members of MCSIG, reside in Monterey county and have the MCSIG/Blue Shield of California medical benefits plan are eligible to use these services. You may choose to register yourself and/or any of your eligible dependents for use of the services. Employees retain the same access to other Blue Shield of California in-network providers.

Why is MCSIG offering this benefit?

In partnership with MCSIG, your insurance provider, Blue Shield of California is offering you this benefit to improve your access to comprehensive primary care and specialized care services. They are collaborating with Altas and Paladina Health to deliver more of the high quality healthcare services you are used to, from experienced providers, ultimately to help you receive the care you need and improve your overall health.

How are you different from an urgent care clinic?

As a provider of comprehensive primary care services with dedicated care teams, we don't have the long wait times that you may experience at a walk-in clinic or the limitations in care you may experience at an urgent care clinic. Our providers offer a broad scope of services for up to 90% of your healthcare needs; everything from urgent care and routine check-ups to chronic condition management and behavioral health needs. You also have the ability to schedule same day, next day or virtual visits and have access to your care team 24/7.

What is different about Altas Powered by Paladina Health compared to my current primary care provider?

We provide primary care services for you and your family, but we are not like a traditional primary care clinic—our scope of services is broader. This means you'll receive more of your care from your Paladina provider, instead of going to multiple providers' offices to address all your healthcare needs. Our providers can treat 90% of your healthcare needs, including specialized services like behavioral health to help you and your family manage your overall well-being. You'll also receive assistance in navigating the healthcare system when you need care that cannot be provided at the Paladina Health clinic. Also, our appointment times are typically longer than the average primary care visit allowing you to address all your healthcare needs in a single visit. And you will have access to your care team evenings and weekends through our after-hours phone line.

If I already have a primary care doctor, do I have to switch to an Altas Powered by Paladina Health doctor?

This new service is an additional option to your existing MCSIG health plan and you do not have to register with Altas Powered by Paladina Health, or see their providers to continue using the MCSIG health plan. If you do choose to register and use these additional services, you can still continue to see any provider that is in the Blue Shield of California network, while also accessing Altas Powered by Paladina Health providers. If you choose to register and utilize these services, we also recommend that your Paladina Health provider become your first point of contact. Due to the limited number of patients managed by Paladina Health providers, you will experience a meaningful patient-provider relationship, high-quality care, and easy access to care when you need it. This means you might be able to avoid an expensive trip to the ER or visits to multiple specialists. Should you need care that extends beyond their scope, your Paladina Health care team will coordinate all referrals within the appropriate specialty network. As such, we recommend that immediately after registering, you schedule your first appointment and get to know your providers.

Paladina Health is an in-network provider, but may not appear in the Blue Shield of California physician directory, and that is ok. You can still utilize these services as part of your in-network providers.

What if I have a pediatrician for my children I already like?

Our providers 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 provider's office than it does in a pediatrician's office. Also, your Paladina Health care team is available 24/7 via phone for urgent needs, including nights and weekends.

Will services be available for virtual AND in-person care?

Yes, you can now receive care for most services virtually, via phone or video. With virtual care services from Altas Powered by Paladina Health, you can address multiple healthcare concerns in one visit and speak with the same provider each time. Clinic locations will be opening in Monterey and Salinas this fall, with expanded in-person care becoming available at that time. Virtual care will continue to be an option even after the clinics open.

What happens if I am experiencing an urgent health issue after hours? Or I am away from home?

After an initial personal evaluation, your provider will provide a phone number to utilize for urgent needs after hours. They will respond to your concerns no matter where you are or when you call. They are directly available to you for urgent situations 24 hours a day, every day of the week, including holidays.

Does choosing the Altas Powered by Paladina Health option increase my healthcare costs?

No. Paladina Health providers are in-network as part of your Blue Shield of California medical plan, which means you will pay the same primary care provider co-pay for a visit that you do for any other primary care in-network provider. When you see in-network providers, including Paladina Health providers, you can avoid costly visits to out of network providers, urgent care or the ER.

How experienced are the providers?

Paladina Health physicians are dedicated, board-certified or board-eligible, usually with 10 or more years of experience as practicing physicians. Other members of our care teams (advanced practitioners and nurse practitioners) are highly experienced and work closely with the physicians. Our care teams have 70 percent fewer patients than a typical primary care team, 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 your needs.

I take a lot of medications. How will you make it easier for me to manage refills and changes in dosages?

Many refill requests and many dosage adjustments can be handled virtually with your provider and called in to your pharmacy of choice without the need for an in-person office visit.

Once the clinics open, you can get many common medications right at the office. 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.

Why should I sign up now if I'm not sick currently? Why not wait until I am sick?

Injuries and illnesses inevitably 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. 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 register my dependents?

Registering your dependents is easy. Just visit paladinahealth.com/MCSIG. Provided they are covered by your MCSIG Blue Shield of California plan, your dependents will benefit from the same exceptional service that you do. You and your eligible dependents can register at any time by calling Paladina Health Member Services at **1-866-808-6005**. Registration is not tied to your health plan's open enrollment period.

What if I'm not ready to sign up now, but may want to later?

You may register for Paladina Health at any time.

How do I register?

Register online in minutes by visiting <https://paladinahealth.com/getstarted> or <https://paladinahealth.com/MCSIG> and click on "get started" to create your online account, choose your provider and schedule an appointment.

Or, contact Paladina Health Member Services at **1-866-808-6005** or email memberservices@paladinahealth.com.

