

Frequently asked questions

What is Primary Plus Carmel Employee Health Center?

Primary Plus is a health center managed by Indiana University Health. The City of Carmel has contracted with IU Health to serve current employees, qualified retirees and dependent family members who participate in the city's health plan.

What determines eligibility?

Primary Plus is available to any current employee, qualified retiree or dependent covered by the City of Carmel's health plan. Using the center is a win-win for employees and the city. You receive Primary Plus healthcare services at no cost to you, and the city saves money on overall healthcare expenses through this dedicated service.

How much does it cost to use the health center?

There is **no out-of-pocket cost to you** for office visits, laboratory services or medications provided by the center. Services in the center are paid for by the city at a discount, allowing both you and the city to save money on healthcare costs.

Who staffs the health center?

Health and wellness services at the center are provided by qualified medical professionals employed by IU Health.

Where is the health center located?

Primary Plus is located at 99 E. Carmel Drive, Suite 150, in Carmel.



What services does the center provide?

Primary Plus offers a wide range of health services. These include:

Preventive care

- Annual physicals and routine health exams
- Women's health exams (pelvic exams and pap smears)
- Men's health exams (including prostate exams)
- School, sports and CDL physicals
- Preventive screenings (blood pressure, blood sugar, cholesterol)
- Immunizations (seasonal flu, hepatitis B, tetanus boosters)

Immediate and primary care

- Diagnostic screenings (influenza, strep throat, vision, etc.)
- Treatment of minor illnesses and injuries (sore throat, flu, seasonal allergies, stomach pain, sinus infection, eye infection, skin infection, rash, etc.)
- Management of chronic illnesses (diabetes, high blood pressure, COPD, high cholesterol, etc.)

Health coach

- Individual and group health coaching
- Nutrition counseling and wellness education

Other services

- Screening and diagnostic labs as ordered by your doctor
- Medication dispensary
- Refills of prescription medications by mail
- Video visits for some routine medical care

Are appointments required?

While appointments are required, same-day appointments, if available, can be scheduled. For an appointment, visit carmel.in.gov to schedule online or call **317.688.5415**.

What should I bring to my appointment?

Please bring a photo ID and your insurance card.

(See next page for more information.)



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What if I need medications? Does the health center offer pharmacy services?

Approximately 100 commonly used generic medications are available from Primary Plus at **no out-of-pocket cost to you**. These “in-formulary” medications will be provided whenever possible. Prescriptions will be written by the health center practitioner for medications that are not on the center’s formulary.

- You will receive your medications from the practitioner in the health center whenever possible.
- If you need a medication that is not available on the health center’s formulary, you will receive a written prescription to take to your local retail pharmacy.
- Refills of maintenance medications will be available through mail order.
- With the health center practitioner’s approval, you may receive 90-day supplies of medications for chronic illnesses through the center’s mail-order service. Only in-formulary prescriptions written by the health center practitioner are eligible for this service.

Please note: Primary Plus will only fill prescriptions written by the center’s providers.

If I have a work-related injury, will I use Primary Plus for treatment?

No. Primary Plus will provide some routine medical surveillance services. When/if these are required, the City of Carmel Human Resources team or your supervisor will provide direction. For occupational injury or illness, you will continue to go to Community Occupational Health.



Tell me more about the health coaching. What is it and how can it help me?

Personal health coaching can help you make better lifestyle choices that can lead to a healthier life. The health center’s certified health coach will support you on your journey and provide accountability to help achieve your health goals. Coaching sessions are scheduled at your convenience. During these one-on-one sessions, your health coach will help you:

- Develop an action plan based on your individual needs
- Build confidence and boost motivation for better health
- Turn your resolutions into reality

Can I bring my children to Primary Plus for care?

Yes. Children age two and older are eligible to visit the center for services if they are included on your health plan. While we encourage you to maintain a relationship with a pediatrician for ongoing care of young children, the health center’s medical staff will be glad to treat your child if immediate care is required and your pediatrician is not available.

Will the health center share my personal medical information with my employer?

Absolutely not. Primary Plus is a physician practice of IU Health. Your privacy is protected, and the services provided are strictly confidential by law under the Health Insurance Portability and Accountability Act (HIPAA).

Will Primary Plus work with my doctor, if necessary?

Yes. If you sign a consent/release form, the health center staff will share appropriate information regarding your visit with your doctor(s).

What if I need to see someone when the health center is closed?

If you have a medical emergency, dial 911 or go to the nearest emergency room. If it’s not an emergency, go online and schedule with Primary Plus for the next available appointment.