

## **Hewlett Packard Health Center FAQs**

### **What is the Hewlett Packard Health Center and why was it created?**

The HP Health Center was created for HP employees and their covered spouse or domestic partner to provide on-site, convenient access to health care services. The HP Health Center will not provide services to dependent children. These services are provided as an employee benefit offered by Hewlett Packard and are not part of the employees' medical health insurance. The opening of the HP Health Center represents a growing trend among larger employers to increase productivity and reduce absenteeism by providing convenient medical care at the worksite.

### **Who and What is the Hewlett Packard Health Center?**

Hewlett Packard contracted with Take Care Health Systems, the nation's premier provider of workplace-based health care services and has been providing these services for over 40 years. A Walgreens Health and Wellness Company, Take Care Health Systems operates hundreds of workplace health centers, pharmacies, and fitness centers across the nation for a variety of clients, including many Fortune 500 companies. For additional information, refer to the attached Brochure.

### **Where is the HP clinic located?**

3000 Hanover Street (Building 20). Palo Alto, CA 94304-1185  
Phone: 650-319-1080  
Fax: 650-319-0889

### **When does the Hewlett Packard Health Center Open?**

February 8, 2011

### **How is the HP Health Center staffed?**

The HP Health Center medical staff has been carefully screened and hired by Take Care Health Systems, a leading health and wellness company selected by Hewlett Packard to manage and administer the HP Health Center. Anna Kuramoto is the Director of site operations. Please refer to the attached for a list of Take Care staff with their Biographies.

### **How are your Health Net Hewlett Packard Members identified?**

They are identified by Employer Group ID number 68956 on your PPG's Eligibility report.

### **Who has financial responsibility for services provided by the HP Health Center?**

This is an employee benefit provided by the Hewlett Packard and as such, services provided at the HP health center are HP's financial responsibility. Services provided by the HP Health Center are not billable to Health Net or the member's assigned PPG with

the exception of laboratory services ordered by the HP Health Center provider. These lab services are the financial responsibility of the member's PPG based on the PPG/ Health Plan Division of Financial Responsibility (DOFR).

**What type of services will be provided by the HP Health Center?**

Routine primary care, urgent "walk-in" care, immunization, and blood draws or other specimen collection services for lab testing to be done outside of the HP clinic. Members requiring referrals to specialists will be referred back to the member's assigned primary care physician. For your convenience, attached is a list of lab services typically provided at the HP Health Center. The HP Health Center will also provide Pharmacy concierge services.

**How will the member's assigned primary care physician be notified of the encounter at the HP Health Center?**

The Patient Demographic Information and History and Physical forms attached will be faxed by the HP Health Center staff to the member's assigned primary care physician for notification purposes as well as coordination of care, referral to specialists, and Rx management. The staff at the HP Health Center is responsible for obtaining the PCP's phone number and Fax number for this purpose. The HP Health Center has been provided with a list of urgent care centers contracted with the members PPG in cases of necessary referrals.

**How will laboratory services be provided?**

Blood draws or specimen collection may be performed by the HP Health Center and processed by the member's PPG contracted Laboratory. The HP Health Center is contracted with Quest Labs and Lab Corp. Health Net PPGs not contracted with Quest Labs or Lab Corp, the HP Health Center will make arrangements for lab work to be done by the lab contracted with the member's PPG. If your PPG is not contracted with Quest Labs or Lap Corp, please see attached list and procedures that the HP clinic will follow to ensure your Health Net HP members receive lab work from your contracted lab vendor. PPGs will be financially responsible for lab work performed by the lab vendor, in accordance with the DOFR.

**Who at Health Net should questions/concerns regarding the HP Health Center be directed to?**

Please contact the Provider Network Administrator assigned to the Member's PPG.