



*Coming  
January  
4<sup>th</sup>*

**DETAILS  
COMING  
SOON**

*Please refill any  
necessary prescriptions  
with enough to get you  
through the holidays  
and the new clinics  
opening in January!*

## Coming January 4, 2021! Your new Activate Health & Wellness Center.

Your Activate Health & Wellness Center will open January 4, 2021, and provide access to medical care, prescriptions, lab work and health and wellness support at no cost to all covered Northeast Indiana School Insurance Trust members and retirees, including their enrolled spouses and dependents.

1

### **MEDICAL PROVIDER VISITS**

No out-of-pocket costs for visits with an experienced medical professional to help guide and support your health and healthcare needs.

2

### **GENERIC DRUGS AND LAB WORK**

Up to 50 high-quality, no-cost generic drugs when prescribed and dispensed by the on-site clinician, plus no charge for commonly ordered labs performed at the wellness center.

3

### **HEALTH AND WELLNESS SUPPORT**

Work with your care team to create personal health and wellness plans, track progress and achieve your goals.



#### **ACTIVATE HEALTH & WELLNESS CENTERS**

##### **ANGOLA**

3270 Intertech Dr.  
Angola, IN 46703

##### **HOURS:**

5-day, 40 hours TBD

##### **BUTLER**

300 E. Washington St.  
Butler, IN 46721

##### **HOURS:**

**M:** 6 am - 4 pm

**TH:** 9 am - 7 pm

##### **LAGRANGE**

2120 N. Detroit St.  
LaGrange, IN 46761

##### **HOURS:**

**TU:** 9 am - 7 pm

**F:** 6 am - 4 pm





Building Healthcare That Gives More

# What We Do

We are an employer-sponsored, patient-centric healthcare service, delivering comprehensive primary and preventive care services via on-site and near-site care centers.

The current healthcare system is broken, with ever-rising costs and decreasing standards in quality of care. The COVID-19 crisis will lead to even higher costs, meaning new care models are going to be more important than ever before. Paladina Health is in business to help address those challenges. We partner with organizations to empower their people with access to high-quality, value-based direct primary care services, while driving cost savings for both organizations and people.



## Partner with Organizations

- Care models tailored to employer needs (clinic locations, hours & services)
- Improve employee (and their families) health + well-being
- Increase employee retention and productivity
- Reduce medical claims spending and total cost of care



## Empower Providers

- Incentives based on outcomes, patient satisfaction and engagement (not volume)
- Physician-led care teams
- 70% fewer patients than traditional doctors
- Total care coordination and referral management

## HOW WE DO IT



## Engage Employees

- In-person and virtual care
- Direct, 24/7 access to a doctor
- Personalized care plans
- Broad scope of services for 90% of healthcare needs
- Convenient online tools
- Locations near home/work
- Unlimited time with provider

Results: Long-term Cost Savings and Better Health Outcomes

## COST SAVINGS



Return up to  
**\$1.85** for each  
**\$1** invested  
per year



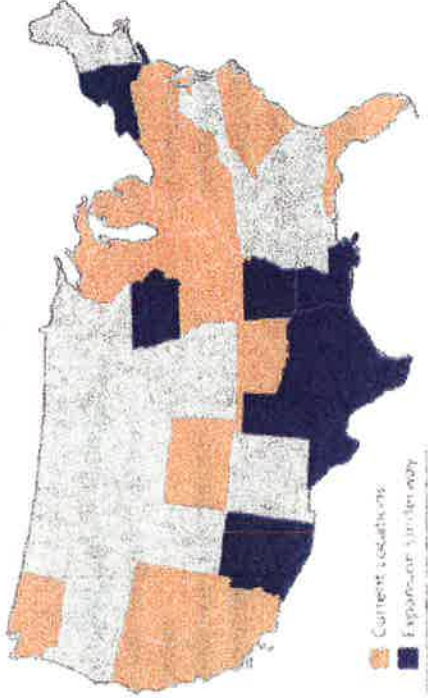
Lower total  
healthcare  
costs by  
up to **25%**



Save members  
more than  
**\$350** on  
copays annually

## OUR FOOTPRINT

**120+** Clients **19+** States and growing.



### Who We Serve

- Private Employers
- Municipalities
- School Districts
- State Governments
- Benefits Trusts
- Unions
- Health Plans



**Paladina Health has been transformational in the way healthcare is provided to our employees and families, and transformational in the way we can manage our healthcare costs as an employer."**

— Linda Haley, City of Arvada Director of Human Resources

## OUR SERVICES

### Primary Care

- Comprehensive physical exam
- Episodic sick care
- Prenatal care
- Pediatrics
- **>50** generics on-site
- Lab collection

### Preventive Care

- Biometric screenings
- Blood pressure screens
- Health risk assessments
- Wellness and lifestyle coaching
- Immunizations and routine injections

### Proactive Care Coordination

- Chronic Disease Management
- Specialty Care Coordination
- Acute care triage and coordination

### Urgent Care

- Suturing/basic wound care
- Sprains and strains
- Rashes
- Basic splinting
- Occupational Medicine initial treatment and referral to provider

## BETTER HEALTH OUTCOMES



of patients with  
high blood pressure  
experienced  
decreases



of patients with  
high cholesterol  
experienced  
decreases



of obese patients  
significantly  
reduced BMI



of patients with  
uncontrolled A1c  
reduced levels

Learn more at [www.paladinahealth.com](http://www.paladinahealth.com)



# DIRECT PRIMARY CARE Is The Solution

We are meeting **up to 90 percent** of patient needs under one roof while saving employers and employees money.

Direct-to-consumer primary care is a **proven solution** to many of today's healthcare shortfalls.

## EQUIPPED TO DELIVER AT SCALE

**Investor-backed**   

We have the resources to deliver against our goals.

**Tech-empowered**   

We have the tools to drive engagement and results.

**Client-focused**   

We tailor solutions to a growing list of satisfied customers.

We are **changing** healthcare for **good** through our innovative model of care

We deliver **nationwide primary care** services:

-  Sponsored by employers and organizations at or near their locations
-  That enable patients to proactively manage their health
-  That establish meaningful patient and physician relationships



866.808.6005  
[partnership@paladinahealth.com](mailto:partnership@paladinahealth.com)

## THE POWER OF DIRECT PRIMARY CARE

In May 2020, Milliman and the Society of Actuaries conducted a comprehensive evaluation of direct primary care (DPC) as a healthcare delivery and financing model.

The study found that DPC patients had a **19.90% lower claims cost for employers, 40% fewer ER visits, a 56.6% reduction in ER claims costs and 25.54% lower hospital admissions.**<sup>1</sup>

<sup>1</sup> Direct Primary Care: Evaluating a New Model of Delivery and Financing, Health Care Cost Trends, Society of Actuaries / Milliman Inc., May 2020



**67%**  
of patients with hypertension reduced their blood pressure

**28% YOY GROWTH**  
for three years in a row

**\$1.85 returned**  
for each \$1 invested for participating organizations

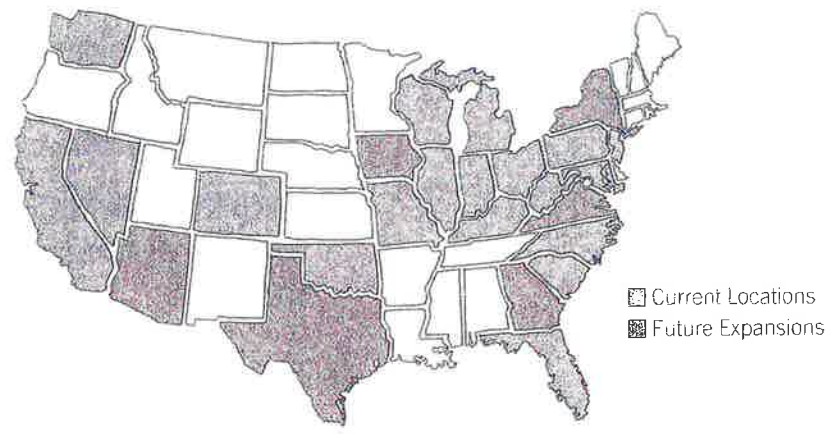
**Greater than 85%**  
employee member participation

**4.8 (out of 5)**  
Average patient satisfaction

## OUR IMPACT & REACH

- 300+** providers
- 132** active clinics
- 197** clients nationwide
- 20 states served** (soon to be 26)
- 200,000+** patients
- Second largest** direct primary care provider in the U.S.

## LOCATIONS



## OUR EVOLUTION

- JAN. 2011**  
Founded in 2011 within DaVita with headquarters in Denver
- JUNE 2018**  
Acquired by New Enterprise Associates (NEA) in June 2018 from DaVita
- AUG. 2018**  
Completed a \$165M growth financing led by NEA, Oak HC/FT, Alta Partners, Greenspring Associates and additional investors
- JAN. 2019**  
Acquired competitor Activate Healthcare in January 2019 to become the second largest advanced primary care provider in the space
- 2020**  
Additional acquisitions and partnerships underway as we continue to expand our primary care services to clients nationwide



**866.808.6005**  
partnership@paladinahealth.com



Brigelle Strang &lt;bstrang@msdsc.us&gt;

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## New Clinic Information

1 message

Jennifer Barker <jbarker@msdsc.us>  
To: All Faculty <all@msdsc.us>

Thu, Jan 7, 2021 at 6:45 AM

Good Morning!

I thought it might be beneficial to send out some more detailed information about the new clinics since they have officially opened. Some will be repeat information of what you received prior to break, but some will be new. I've received quite a few emails with questions that I feel might be helpful to address all in one place. If you ever have questions, please feel free to email me! I'm just hoping to alleviate some potential frustration for you by addressing some issues that have come up. I will try to categorize the information somewhat so that it's not so overwhelming. General information that applies to all 3 locations will be listed first, followed by individual clinic information at the bottom.

### General Clinic Information

#### Prescriptions:

This is the area I have fielded the majority of the questions so far, so we will start here. Unfortunately, Prescriptions are not able to be transferred from the Mobile Clinic to the new Clinics. This is not uncommon, as it is a liability issue. **Even if your Medical Records were transferred you will need to be seen by one of Activate's Nurse Practitioners in order to begin receiving medications through them.**

#### Schedule your Initial Appointment:

I highly encourage everyone to go ahead and schedule an initial appointment at one of the clinics. This appointment will take longer than subsequent visits as they will be reviewing your medical history along with any medications you are currently taking. Because of this I encourage you to make this appointment prior to being sick and needing an appointment right away, as the longer time slot for the initial visit may be harder to schedule than a regular sick visit. Also, you can not begin receiving medications through the clinic until you are seen by one of the NP's. It would be beneficial if you could take your current prescription bottles to your first visit. If this is not possible, at least have a written list with the name of the medications and their dosage amounts.

#### Appointment:

Upon arrival at your appointment you are to stay in your vehicle and call the clinic to let them know you are there. They will conduct a basic Covid screen via phone prior to giving you the ok to come into the building. This is becoming standard protocol at other offices as well.

#### Phones:

There have been a few issues noted with individuals who have tried to call and make an appointment over the past few days. I'm not sure why the phone system has had problems, but we're trying to find ways to work around it until it is resolved. A few tips in case you are having issues:

1. Please remember that you can only talk to a live person during that specific clinic's open hours (listed below).
2. If you are having difficulty getting through to the clinic of your choice feel free to call one of the other numbers, as they have the ability to schedule for any location. Please note that only 2 of the phone lines will ever be operational at one time. The Butler and LaGrange clinic lines will never be live on the same day, and the Angola number will be the only one available on Wednesdays.

#### Patience:

1. Please be patient with the staff during this time, as this is all brand new to them as well. They are very good at what they do, but are having to learn an entirely new system at the same time as learning where all the equipment is kept and getting used to a new work environment, new colleagues, and new patients. It's a lot! Please also note that the permanent Nurse Practitioner for Angola was unable to get out of her current contract until March, so the current NP on staff is temporary.

2. Please be patient with the process as well. The lack of signage at the moment is confusing, but signs are coming! With erecting brand new clinics there was a LOT that had to happen prior to the doors opening on Monday. Prioritization had to take place, so not everything is completed yet. The main things - like doors on the exam rooms/restrooms, flooring, staffing, etc. were all handled first, as they were a MUST. Everything else, like marketing materials and signage

will soon follow. It has been brought to my attention by several of you that magnets with each location's address, phone number and hours would be helpful. This request will be made at our next meeting.

### **Feedback:**

I would greatly appreciate any feedback you can give me concerning any interaction you have with the clinics - good, bad, or indifferent. We can't fix problems if we aren't aware of them, and it is always nice to be able to relay positive feedback as well! I was actually able to do this today with the MA in Angola. I had received 2 glowing reports about her, so called to let her know. She was very appreciative!

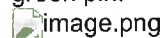
Before moving on to the specific information, please know that you can reach out to me at any time with questions!

### **Specific Clinic Information:**

#### **Angola:**

Location - [3270 Intertech Dr. Angola, IN 46703](#)

The Angola clinic is located in the building that has a large Physical Therapy sign, between the Medical Building that houses Dr. Mattox's office and BSA (Pineapple) Volleyball building on Intertech Parkway. The map below indicates the building circled in red. Note that the BSA Volleyball building wasn't physically there at the time, but is indicated by the green pin.

image.png

#### **Hours:**

Monday: 7:00 a.m. - 3:00 p.m.  
 Tuesday: 11:00 a.m. - 7:00 p.m.  
 Wednesday: 9:00 a.m. - 5:00 p.m.  
 Thursday: 8:00 a.m. - 4:00 p.m.  
 Friday: 6:00 a.m. - 2:00 p.m.

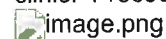
**Phone:** (260) 305-2622

Tip - when calling the Angola number you will have a couple of prompts to choose from. If you are calling to make an appointment you will press 1. To hear the hours for the clinic you can press 2. For address and fax number you will press 3. If you're calling after hours there is a different message and you can speak with a Triage Nurse by pressing 1.

#### **LaGrange:**

Location: [2120 N Detroit St. LaGrange, IN 46761](#)

This clinic is in the back of the current Redi-Med building, just north of the Dodge dealership (labeled as Everage Auto on the map). Do not use the front entrance of the building, as that is Redi Med, and they are open during the hours of the clinic. Proceed further back into the parking lot and use the doors that face North, as indicated by the red arrow below.

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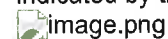
**Hours:** Tuesday 9:00 a.m. - 7:00 p.m.  
 Friday 6:00 a.m. - 2:00 p.m.

**Phone:** (260) 766-6190 If you call this number during non-working hours you will be directed straight to voicemail.

#### **Butler:**

Location: 300 E. Washington St. Butler, IN 46721

The address listed above will take you to the Administration Building. The actual clinic site doesn't have it's own physical address, so until signage is up and it can be located clearly by sight from a nearby address, the above address will be the one used on promotional materials. The clinic is located just West of the Eastside Jr./Sr. High School building, off Green Street. It is toward the back of the parking lot between the building and the soccer fields, on the school's campus, as indicated by the arrow in the picture below.

image.png

**Hours:** Monday 6:00 a.m. - 4:00 p.m.  
 Thursday 9:00 a.m. - 7:00 p.m.

**Phone:** (260) 366-4770 If you call this number during non-working hours you will be directed straight to voicemail.

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Jennifer Barker  
 Wellness Coordinator