

Whole Foods Market Medical + Wellness Centers at Northwell Health

Frequently Asked Questions

1. What is Whole Foods Market Medical + Wellness Centers at Northwell Health?

Whole Foods Market has partnered with Northwell Health to offer free on-site primary care and office visits* with participating providers at select Northwell Health locations in the New York Metropolitan area. All Northeast Region Team Members and their eligible dependents with coverage under the Blue Cross Blue Shield insurance plan are eligible for this additional benefit.

Each participating Northwell Health primary care provider is in alignment with the Whole Food's Market's philosophy and will offer a supportive community of primary care providers and health coaches for you and your family when you enroll in the BCBSTX CDHP.

2. Who is eligible?

Whole Food's Team Members and eligible dependents enrolled in BCBSTX CDHP.

3. What is the advantage of Whole Foods Market Medical + Wellness?

- Free on-site primary medical care for PWA members (Team Members enrolled in the CDHP with HSA receive free preventive care; all other services are subject to deductible).
- Fully licensed, board-certified primary care providers who offer proactive, patient-centered treatment and lifestyle-focused treatment for adults and children.
- Nutritional education and stress management, as well as health and lifestyle coaching from Whole Foods Health Coaches (including weight loss guidance, improving sleep habit, and more).
- Multilingual support services.

4. Do I need to "opt-in" to WFM Medical + Wellness during Open Enrollment?

No. All Northeast Region Team Members enrolled in the BCBSTX CDHP for 2021 will have access to any participating locations and providers.

5. How do I schedule an appointment?

- Visit www.wfm.employershealthnetwork.com/northwellhealth/ to select a participating location and provider that's most convenient to you.
- Call your preferred Northwell Health provider's office and tell them you are with Whole Foods Market.
- Let them know which WFM Medical + Wellness Preferred Provider you've selected.
- Bring your BCBS insurance card with you on the day of your appointment.

6. Can I visit other locations in the Northwell network not listed on the website?

Yes, Northwell Health is considered an "In-Network Provider" on the Blue Cross Blue Shield Texas (BSBSTX) Insurance Plan. However, only the locations and providers listed on the Whole Foods Market at Northwell [website](#) are eligible

* If you elect the PWA, this care is not subject to the deductible. If you elect the HSA, this care is subject to the in-network deductible.

for the expanded benefit. Please refer to the 2021 Annual Enrollment Guide on Innerview for more information on in-network coverage.

7. What is a Whole Foods Market Medical +Wellness Center Preferred Provider?

A WFM Medical + Wellness Provider is a board-certified Primary Care/Family Physician that shares the healthcare philosophy of Whole Foods Market and Whole Foods' VP of Medical Affairs, Dr. Warren Brown.

8. What is a primary care provider and why do I need one?

A Primary Care provider is a doctor trained to apply scientific knowledge and clinical expertise to the diagnosis, treatment, and compassionate care of adults and children across the spectrum from health to complex illness. They are the doctors you see first for most health problems. He/she builds a foundational relationship, ensuring you get the care you need to keep you healthy while managing and coordinating chronic illnesses. He or she may work with other doctors and health care providers when specialty care is required.

9. What types of medical care can providers of the WFM Medical + Wellness Centers at Northwell Health offer adults and children?

- Yearly wellness visits, cancer screenings and check-ups as well as routine lab work and vaccinations
- Non-emergent sick visits and illnesses (e.g., fevers, rashes, coughs, sinus symptoms, urinary symptoms, headaches)
- Management of chronic illness (e.g., high blood pressure, high cholesterol, diabetes, asthma, pain)
- Help with mood-related symptoms
- Help with trouble sleeping or managing stress
- Nutrition education or weight loss guidance

10. If I schedule a visit with a WFM Medical + Wellness Preferred Provider, will it cost me anything?

If you elect the *PWA Health Care Funding Account*, preventive care and office visits with a WFM Medical + Wellness Center Provider at Providence are **free and not subject to deductible**. With the exception of preventive care, all services provided at a WFM Medical and Wellness Center will be subject to the deductible if you select the *HSA Health Care Funding account*.

11. Please refer to the 2021 Annual Enrollment Guide for more information on Health Care Funding Accounts and coverage tiers.

12. Do I need to provide my Blue Cross Blue Shield insurance card when I visit a WFM Medical + Wellness Center at Northwell Health?

Yes, when visiting a WFM Medical + Wellness Center at Northwell, please provide your BCBSTX insurance card and let them know you're a Whole Foods Market Team Member.

13. I've never heard of Whole Foods Market Medical + Wellness Centers before. Is it new?

No, Whole Foods Market currently has Medical + Wellness Centers in Los Angeles, CA and Austin, TX.

14. Whom should I contact with questions or feedback?

Contact the Whole Health Care Team at (888)629-3186 or wfm.mwc@wholefoods.com.