

Whole Foods Market Medical + Wellness Centers at Providence

Frequently Asked Questions

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

Whole Foods Market has partnered with Providence to offer free primary care and office visits* with participating providers at select Providence locations in Los Angeles County. All Southern Pacific Team Members and their dependents with insurance through the *Whole Foods Market Whole Health Plan*.

Each participating Providence primary care provider is in alignment with Whole Food's Market's philosophy. WFM Medical + Wellness at Providence will offer a supportive community of primary care providers and health coaches for you and your family when you enroll in the *Whole Foods Market Whole Health Plan*.

2. Who is eligible?

Whole Foods Team Members and their eligible dependents enrolled in the Whole Foods Market Whole Health Plan.

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

- Free onsite primary medical care for PWA members (Team Members enrolled in the Whole Health Plan 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 Team Members enrolled in the *Whole Foods Whole Health Plan* for 2021 will have access to any participating locations and providers.

5. How do I schedule an appointment?

- Visit wfm.employershealthnetwork.com/psjhn to select a participating location and provider that's most convenient to you.
- Call your preferred Providence provider's office and tell them you are with Whole Foods Market.
- Let them know which WFM Medical + Wellness Preferred Provider which you would like to schedule a visit.
- Bring your Whole Health Plan insurance card with you on the day of your appointment.

6. 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.

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

7. Can I visit other locations in the Providence network not listed on the website?

Yes, Providence is considered an "In-Network Provider" on the *Whole Health Plan*. However, only the locations and providers listed on the Whole Foods Market at Providence [website](#) are eligible for the expanded benefit. Please refer to the 2021 Annual Enrollment Guide on Innerview for more information on in-network coverage.

* 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.

8. Is the Glendale Medical + Wellness Center in Glendale, CA still open?

Yes! The GMC is open and offers free onsite medical care for PWA members (Team Members enrolled in the Whole Health Plan with HSA receive free preventive care; all other services are subject to deductible). To schedule a visit, contact us at:

Glendale Medical + Wellness Center

800 S. Central Ave., Suite 203,
Glendale, CA 91204
818-844-2300

sp.gmc.info@wholefoods.com

9. 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.

10. 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.

11. What types of medical care can providers of the WFM Medical + Wellness Centers at Providence 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
- Well Woman Exams—gynecological preventive care for women

12. Are there additional services outside the WFM Medical + Wellness Preferred Provider sites that I am eligible for at no cost?"

As an established patient at one of the WFM Medical + Wellness Preferred Provider practices, your doctor can refer you for health coaching services provided by our Medical + Wellness Center Health Coaches. Health Coaching services are offered to support your doctor's plan-of-care and help you set and achieve your personal health goals. Health Coaches work closely with you and your doctor to provide you quality care and to support you in your health journey. For more information, call [888-629-3186](tel:888-629-3186) or email wfmhealthcoaches@wholefoods.com.

13. If I need urgent care or a specialist where do I go?

- There are many urgent care facilities in the EHN Preferred Tier 1 Network. Visit members.ehnconnects.com and search for "urgent care center" for the urgent care location closest to you.
- Or connect with **Remedy**, the Whole Health Plan's preferred urgent care Telemedicine provider. Visit wfm.myremedy.com or call 844-WFM-SICK. Remedy is available via virtual visits or by telephone 24/7/365.
- Find Specialists in the EHN Preferred Tier 1 Network. Visit members.ehnconnects.com and choose "specialty care" for the specialist nearest you.

14. Do I need to provide my Whole Health Plan insurance card when I visit a WFM Medical + Wellness Center at Providence?

Yes, when visiting a WFM Medical + Wellness Center at Providence, please provide your *Whole Health Plan* insurance card and let them know you are employed by Whole Foods.

15. Whom should I contact with questions or feedback?

Contact Medical & Wellness Centers' support line at (888)629-3186 and press 3 or wfm.mwc@wholefoods.com.

The Medical & Wellness Centers support line is available **Monday – Friday, 8:30 am – 4:30 pm CST**.