

Dow Family Health Center – Frequently Asked Questions

How much does it cost to use the Dow Family Health Centers?

If you visit a Dow Family Health Center for preventive services such as physical exams, well-child exams, health screenings and immunizations, there is no cost to you. The cost for personal medical services are as below:

- If you are covered by the MAP Plus Option 1 or Cigna HMO plan, you will be charged a \$10 copay for all such medical services received during the visit, with the exception of prescription medication.
- If you are covered by the MAP Plus Option 2 plan, you will receive an Explanation of Benefits for health center services and you will be charged at comparable local rates until you reach your deductible.

If I already have a primary care provider (PCP), can I still use a Dow Family Health Center?

You could make a Dow Family Health Center your primary source of health care, or you can continue to see your current PCP and use a Dow Family Health Center when it's convenient for you.

Will Dow have access to my primary care medical records?

No. Confidentiality is vital in a health care setting and health care providers are held to strict patient confidentiality rules. All patient medical information will be maintained by QuadMed in the accordance with federal law. Your health information is protected by the federal law called "HIPAA" (Health Insurance Portability and Accountability Act of 1996).

Why can't retirees who have Medicare as their primary insurer use the Dow Family Health Centers?

The government has very strict requirements regarding who can see Medicare participants. In order for Medicare to pay the portion of the cost that falls to them, the Dow Family Health Centers would have to become a Medicare-approved provider. This is an extensive effort that does not align with Dow's health strategy.

What prescriptions can be filled at the pharmacy? (*Pharmacies are currently available in Lake Jackson and Midland*).

The pharmacy dispenses prescriptions that were ordered from a Dow Family Health Center. At this time, you cannot use the Dow Family Pharmacy for prescriptions that were ordered from a community provider.

If I am traveling to another Dow location, can I use the local Dow Family Health Center?

Yes – if you are covered by a Dow medical plan, you can visit any of the Dow Family Health Centers.

Who operates the Dow Family Health Center?

The Dow Family Health Centers are managed and staffed by QuadMed, a nationwide leader in providing high-quality, high-value, employer-sponsored health care.

Who can I contact about any concerns I have about my experience at the Dow Family Health Center?

Your feedback is important in helping us provide the best care. Our Patient Services line is dedicated to addressing questions and concerns in a timely, dignified and confident manner. Please call QuadMed's Patient Services at 888.417.1001.