



# Welcome to **CareHere!**



The City of Greeley and CareHere are excited to begin this partnership in providing the eligible employees, spouses, and dependents of the City of Greeley with access to the City of Greeley Employee Wellness Center, as well as many other health and wellness resources with CareHere.

CareHere is **more than just a clinic**. CareHere is a passionate employer-sponsored healthcare organization experienced in partnering with employers to inspire their employees and families to achieve well-being and health.

We are **providing care** and **innovating services** that are helping to **change lives**.

**Connect with us, and learn more about CareHere!**  
**www.CareHere.com • 877.423.1330 •**  

## What are the benefits?

- **No deductibles and no copays for visits.\***
- **No cost for available generic medications.\***
- **Schedule appointments online with your computer, smartphone, tablet or by calling our 24/7 help line.**
- **The average wait time in CareHere health centers nationwide is less than two minutes.**

*\* Includes all preventive services. HSA insurance plans include a minimal visit fee for non-preventive services and medications.*

## Where do I start?

**Attend a CareHere-hosted Welcome Presentation to learn how to register, schedule your first appointment, and more about all the benefits of CareHere. Look for information about upcoming presentation dates and times.**

*CareHere abides by all federal HIPAA and confidentiality regulations.*

Register & Schedule appoints by contacting CareHere

[www.carehere.com](http://www.carehere.com) or 877-423-1330

Access Codes: PPO (CGRCP2) or HDHP (CGHSA4)



empower. thrive. live.

The most important thing you can do for you and your family is stay healthy. In an attempt to help our employees and their families achieve this goal, the City of Greeley Employee Benefit Plan Trust, under the direction of the Health Board, contracted CareHere to provide a wellness center for employees, spouses, and dependents enrolled in the health plan.

**CONFIDENTIAL**

The City of Greeley Employee Wellness Center (EWC) is operated by CareHere. CareHere operates the EWC with a Medical Doctor, Nurse Practitioner, and Registered Nurse. All providers are employed by CareHere and all patient personal health information (PHI) is kept completely CONFIDENTIAL. CareHere is subject to strict HIPAA privacy rules and regulations.

**No or Very Little Cost to You**

The EWC is at no cost to City of Greeley employees, spouses and dependents enrolled in the Choice (PPO) Health Insurance plans; however, those that have elected the High Deductible Health Plan (HDHP) there is a \$20 copay for non-preventative services.

This option does not affect your current medical coverage in any way. You still have full coverage as normal under your insurance plan. This is an additional benefit available to you that is convenient and affordable.

**Employee Wellness Center Hours**

Monday	Tuesday	Wednesday	Thursday	Friday
7:30am - 2pm	8am - 12pm	11:00am – 3:00pm	1:00pm – 5:00pm	7:30am to 1:00pm

**The EWC offers the following services**

- Allergy care, Asthma, Colds, Flu, Sinus Infections
- Managing Diabetes/Cholesterol/High Blood Pressure
- Lab and Pathology Services
- Written Prescriptions (after thorough evaluation)
- Limited Generic Medications Dispensed
- Sprains/Strains/Cuts/Stitches
- Referrals to Specialists
- Physicals
- Well Woman/Well Man
- Smoking Cessation
- And much more

**COMPLETELY CONFIDENTIAL**

**Location:** 1010 6<sup>th</sup> Street, Greeley, CO 80631. (Lower Level of the Senior Center). Please use east entrance off 10<sup>th</sup> Ave.

# Frequently Asked Questions

## How do I register?

Each eligible participant must be registered separately. There are two ways a patient can complete registration with CareHere. Patients can call **877.423.1330** or follow the steps below at [www.CareHere.com](http://www.CareHere.com) to register.

1. Click **Member Login**
2. Click **I need to register for the first time with my Access Code**
3. Enter your **Access Code**: **CGRCP2** (Cigna PPO)  
**CGHSA4** (CIGNA HDHP)
4. Click **Go**
5. Provide responses to the ALL questions on the next 4 web pages of the health questionnaire, including **Contact Data** and **Health and Behavioral Data**.

## How do I schedule an appointment?

Once registered, you can schedule an appointment by calling **877.423.1330** or by following steps below at [www.CareHere.com](http://www.CareHere.com) with your computer, smartphone, or tablet.

1. Click **Member Login**
2. Enter your **Username** and **Password** and click **Login**
3. Click **Appointments-SS**
4. Enter **When** you would like to make your appointment
5. Select **What** type of appointment you require
6. Select **Where** you would like to be seen
7. Select **Who** you would like to see
8. Select **Get Appointment**
9. Select an available appointment and then click **Make Appointment**
10. Enter any symptoms
11. Click **Confirm Your Appointment**

## Who is eligible to receive care?

Employees, spouses, and dependents on the City of Greeley Health Plan are eligible to receive care.

## How does the City of Greeley Employee Wellness Center benefit the City of Greeley?

Given the ever-increasing costs of healthcare, the City of Greeley Employee Wellness Center saves both you and the City of Greeley money.

Healthcare in the United States tends to be reactive instead of proactive. People get sick, and they go to the doctor. The City of Greeley Wellness Center provides high-quality care when members are sick, but also strive to provide members with proactive, preventive services. CareHere providers and staff will work with you to understand your history, your lifestyle, and to provide health and wellness services designed to lower your risks and improve your health.

The City of Greeley's ultimate goal is to provide the highest quality of services for its citizens. In order to do this, it needs to continue to attract and retain employees and to provide competitive benefit programs. It is important to the City of Greeley its employees are able to live to their fullest and healthiest potential. It believes providing the City of Greeley Employee Wellness Center will offer an opportunity to control rising healthcare costs for employees, provide additional resources to help live happy and healthy lives, and sustain its ability to serve its citizens.

## Do I have to be on a computer to schedule an appointment with CareHere?

You can schedule your appointment **online, on the phone, or on your smartphone or tablet** with our mobile site at [CareHere.com](http://CareHere.com)



## What is CareHere Connect?



The CareHere Connect Portal is an online wellness program that allows members to set personal health goals and break them down into actionable tasks. You can also connect with your health coach, download educational materials, and view webinars.

You can access CareHere Connect on [www.CareHere.com](http://www.CareHere.com) once you register and log into your account. The CareHere Connect button is located in the green navigation bar on your Welcome Page. Once you register for CareHere Connect on your computer, you can access CareHere Connect by downloading the CareHere Connect App from the App Store or the Google Play store. The CareHere Connect App is there when you need it. Throughout the day and on-the-go, you can track your health, follow your plans, do your assigned tasks, and earn Healthies™.



Download the CareHere Connect App today.



## Will the City of Greeley have access to my medical records?

Use of the City of Greeley Employee Wellness Center for personal health is completely voluntary and private. Your personal health information will not be shared with your employer. CareHere abides by all federal HIPAA and confidentiality regulations.

## May I have a copy of my electronic medical record faxed to another doctor?

Yes. We will be more than happy to fax your electronic medical record to another doctor on your behalf. To process your request, we will need the following information:

- Your name, date of birth, and the last four digits of your SSN.
- The name and fax number of the doctor or practice to which you would like your electronic medical record to be sent.

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