

Frequently Asked Questions



1) What is Partnership Health Center Lycoming County?

Partnership Health Center Lycoming County is a primary care facility exclusively dedicated to members of Lycoming County health plan and their dependents. It is called PHCLC for short.

2) Am I required to receive any services there?

Utilization of Partnership Health Center Lycoming County (PHCLC) services is completely voluntary. All health plan services at PHCLC are offered without co-pays, deductibles, or other out of pocket expenses.

3) Can my family use the Partnership Health Center Lycoming County?

Yes! PHCLC is open to *both active and retired* insured members of the county, including the dependents that are covered under your health plan.

4) May I still use the services at PHCLC if I waived coverage under the Lycoming County Health Plan?

PHCLC is dedicated exclusively to active and retired employees and dependents enrolled in the county's health plan. Employees who are not covered by these plans or who have waived coverage are not eligible to use PHCLC.

5) Are my current benefits changing?

No; the current benefits under the Lycoming County health plan are not changing. PHCLC is being offered as an additional service to those enrolled in the county's health plan.

6) What are the services provided at the Partnership Health Center Lycoming County?

Partnership Health Center Lycoming County will provide primary care and urgent care services to all eligible employees, along with their dependents. Well and sick visits are provided for patients ages 2 & older. In addition to primary care and urgent care, X-rays, and physical therapy will be available. A pharmacy will be available to fill many common types of prescription drugs. The on-site pharmacist will be available for drug regimen consultations.

PHCLC will also feature a Claims Specialist and a Clinical Care Coordinator. The claims specialist will be available in-person to assist with any escalated claims issue involving your medical plan. However, you may also continue to contact your medical carrier's customer service center for assistance with claims. PHCLC's Care Coordinator will be a registered nurse (RN) who works with the Center's Medical Director to coordinate complex care situations between patients and providers. The goal of the care coordination program is to facilitate communication among treating specialists, not change your providers. We want members in the hands of the best doctors as quickly as possible and treating physicians in communication with each other to ensure the best treatment pathways for their patients and avoid errors.

7) Does Partnership Health Center Lycoming County replace my Primary Care Provider?

If you are eligible to use PHCLC, it is your choice whether you wish to designate its medical director as your primary care provider.

8) What if I need a specialist for my condition?

PHCLC may provide concierge service to assist you in seeing specialist providers. PHCLC staff will often be able to get you an appointment more quickly than if you attempt to obtain a specialist appointment on your own.

9) Do I pay the specialist co-pay if PHCLC refers me to a specialist?

Yes, you will still pay the specialist co-pay required for visits outside PHCLC.

10) Will I receive an ID card for Partnership Health Center Lycoming County?

Simply present your medical/prescription ID card to access the services at PHCLC.

11) Do I need to make an appointment at PHCLC?

Appointments are strongly recommended and are usually provided the **same day that you call**.

12) What are the hours of PHCLC?

It is open 7 days a week: Monday through Friday 8:00 AM to 6:00 PM and on Saturday and Sunday from 8:00 AM to 1:00 PM.

It is closed on the following major holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. The PHC will follow the Lycoming County closing and/or early dismissal schedule for weather-related issues.

13) What staff will be supporting PHCLC?

PHCLC will employ the services of a Board-Certified Family Physician, Nurse Practitioner, Pharmacist, Nurse Manager, Registered Nurse Care Coordinator, Medical Assistants, Radiology Technicians, Pharmacy Technician, Licensed Practical Nurse, Behavioral Health Counselor, Physical Therapist and a Claims Specialist.

14) Will PHCLC providers treat me if I am in the hospital?

Partnership Health Center Medical Directors often have staff privileges at a local hospital for professional purposes but do not treat patients there. The hospital staff will provide the necessary treatment and provide medical information to PHCLC staff as appropriate.

15) Will maintenance drugs be available at the on-site pharmacy?

Many maintenance drugs are available at the on-site pharmacy. The pharmacy will not dispense any controlled substances.

16) Will Partnership Health Center Lycoming County share my information?

PHCLC staff values confidentiality and will be governed by HIPAA requirements like any other medical facility. As part of the county's Health Plan administration, PHCLC may obtain health related information from other authorized components of the Plan but will not share information with outside providers without your participation. PHCLC will reach out to members for care coordination purposes because we've found that even the best specialists often are unaware or lack access to relevant treatment plans from other providers used by the patient. Filling in these information gaps can often avoid serious health problems.

17) Can I use PHCLC for a minor work injury?

All injuries related to work must follow your employer's current procedures in place; contact your employer.

18) What if I have a true medical emergency?

If you believe you have a life-threatening medical emergency, you should go to the nearest emergency department for treatment. If you arrive at PHCLC and the medical providers evaluate a true emergency, they will send you to the nearest emergency department (ER).

19) Do I have to clock out and use personal time or vacation time to go to PHCLC during my regularly scheduled hours?

You should follow your employer's policies and procedures in place for any medical appointments.