

CITY OF CLARKSVILLE EMPLOYEE HEALTH & WELLNESS

Clinic & 2024 Wellness Program



INTRODUCTION

Congratulations!

The City of Clarksville and One to One Health have partnered together to provide you with the high-quality resources you need to reach the level of healthcare you desire for you and your family. City of Clarksville Employee Health & Wellness Center, powered by One to One Health, is excited to help you start your journey towards a healthier lifestyle!

We are here to help!

This booklet is intended to provide an overview of the Employee Health & Wellness Center and the Preferred Wellness Plan for eligible members.

Forms and documents depicted in this booklet are available and can be accessed online by visiting clarkvilleclinic.com.

City of Clarksville Employee Health and Wellness Center

130 N. Spring Street

Clarksville, TN 37040

Phone: 615-346-9437

Fax: 615-291-1702

Email: patientservicesclarksville@121.health

www.ClarksvilleClinic.com

If you would like to receive text message updates from the City of Clarksville Employee Health & Wellness Center, please text 'Wellness Updates' to (615) 657-4930 to be added to the list.



HEALTH & WELLNESS CENTER SERVICES & LOCATION

The following services are offered on-site to all full-time City of Clarksville employees, and eligible retirees, spouses, and dependents age 4 and up. For more information regarding the City of Clarksville Employee Health & Wellness Center or to view clinic walk-in hours, visit clarkvilleclinic.com.

- No cost (no patient out of pocket cost) medical care
- No cost generic prescription medication
- Primary care for annual check-up and physical exams
- Acute care for colds, sore throat, flu and other needs
- Chronic care management for diabetes, high blood pressure, etc.
- School sports physicals
- No cost (no patient out of pocket charge) routine lab work from a One to One provider or outside physician order performed in our clinic

CLINIC HOURS

MONDAY: 7:30AM - 6:30PM

TUESDAY: 7:30AM - 4:30PM

WEDNESDAY: 7:30AM - 4:00PM

THURSDAY: 7:30AM - 6:30PM

FRIDAY: 7:30AM - 6:30PM

WALK-IN HOURS

(sick visits only)

TUESDAY & THURSDAY: 7:30AM-11:30AM



130 N. Spring Street
Clarksville, TN 37040

Phone: 615-346-9437

Fax: 615-291-1702

Email: patientservicesclarksville@121.health

WELLNESS PROGRAM

Overview:

The Wellness Program is applicable to active employees and spouses who have elected to enroll in the City's health plan as well as those interested in participating in the wellness program. Dependent children, regardless of age, do not need to participate in the Wellness Program requirements.

Wellness Program Physical:

New Hire Wellness Physical: All newly hired full-time employees who wish to enroll in the City's health plan are required to have an annual physical with identified lab draws within the deadline listed on the Provider Form. New hires will be able to complete a nicotine affidavit during their first year of participation. A negative nicotine status is required to be eligible for the Preferred Health Plan with HRA funds.

Annual Wellness Physical: An annual physical is required for all eligible active employees, and spouses (if applicable) who wish to remain on the City's health plan or for those who wish to participate.

Things you can expect at your annual physical:

- Full set of vitals
- Lab draw (fasting not required)
- A comprehensive review of medical and surgical history
- A comprehensive review of current medications

Visit your personalized wellness portal at clarksville.wellright.com to view and download wellness documents. Please read all documents carefully to ensure you meet and understand the wellness requirements.



WELLNESS PROGRAM REQUIREMENTS:

- 01** Active employees and spouses (if applicable) enrolled in the City's health plan, as well as those interested in participating in the Wellness Program, are required to obtain a physical with required lab panels at the City of Clarksville clinic or your Primary Care Physician between **January 1, 2022 - December 31, 2022**. Health Coaching (if needed) must be completed by **May 16, 2023**.

- 02** If you choose to use your PCP, please take the approved Provider Form with you to your appointment for your physician to complete. Upload the completed Provider Form to your wellness portal at clarksville.wellright.com no later than **January 7, 2023**.

- 03** Nicotine and A1c results are obtained via a lab blood draw (fasting not required).
NOTE: If you use an outside provider, you may be responsible for any charges associated with nicotine and A1c lab draws. These labs are a requirement for the wellness program and will need to be completed. It is recommended to use our City of Clarksville Health & Wellness clinic to ensure you do not encounter any lab draw costs.

- 04** Employees and spouses (if applicable) will be able to track their compliance status and coaching progress via individual Wellness Portals at clarksville.wellright.com.

- 05** Please allow 7 – 14 days for your wellness results to be listed on your Clarksville Wellness Portal at clarksville.wellright.com. As a reminder, employees must register before the spouse can create their account.

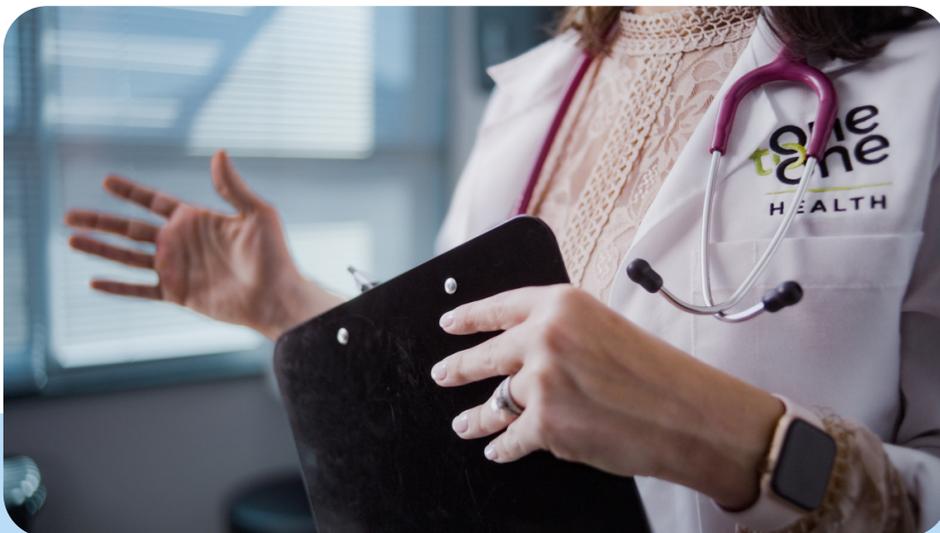
- 06** Employees who do not meet benchmarks will be required to attend two face-to-face health coaching sessions with the One to One Health Coach to attain compliance. Employees and spouses (if applicable) who miss biometric benchmarks can begin health coaching sessions immediately by calling (615) 346-9437. It is your responsibility to contact One to One Health and schedule health coaching appointments.

WELLNESS PROGRAM REQUIREMENTS:

2022-2023 Required Benchmarks:

- Blood pressure less than 140/90 (high blood pressure)
- BMI less than 30 (body mass index)
- A1C less than 5.7 (3-month blood sugar average)
- Nicotine negative

The Wellness Program is only applicable to active employees and spouses (*if applicable*) who have elected to enroll in the City's health plan as well as those interested in participating in the program. If you and your spouse (*if applicable*) attain compliance, you will be eligible for the Preferred Health Plan that provides HRA funds.



PROVIDER FORM:



2024 Wellness Program Physical Form

CITY OF CLARKSVILLE EMPLOYEE WELLNESS PROGRAM INFORMATION <i>(please print legibly)</i>	
Last Name:	First Name:
Date Of Birth:	Phone Number:
Email Address:	Gender: M F

Use this form as credit/proof for your physical examination. Upload to [Clarksville.wellright.com](https://clarksville.wellright.com)

INSTRUCTIONS:

This form is to be used to record your biometric measurements after a physical in order to track completion of a physical exam between 1/1/2022 – 12/31/2022. Upload this form to your wellness portal (clarksville.wellright.com)

BIOMETRIC SCREENING DATA

Check here if your patient is pregnant at the time of her physical.

Biometric Measure	Value	Date of Measure	Target Value
Body Weight (lb)			
Height (in)			
Body Mass Index (BMI)			< 30
Systolic Blood Pressure Level (top number)			< 140
Diastolic Blood Pressure Level (bottom number)			< 90
A1C			< 5.7
Cotinine Results (nicotine lab draw)	<input type="checkbox"/> (+) <input type="checkbox"/> (-)		Negative (-)

All labs are required for participation in the wellness program.

Physical Exam	Provider Initials	Date of Exam
Physical Exam Completed (1/1/22 – 12/31/22)? <input type="checkbox"/> NO <input type="checkbox"/> YES		

If you would like to better understand any of your biometric screening data or to schedule an appointment with a health coach, please call (615) 346-9437.

BIOMETRIC SCREENING COMPLETED BY:

AUTHORIZED SIGNATURE
OR STAMP OF
PROVIDER OR LAB

Upload this form to your wellness portal at
[Clarksville.wellright.com](https://clarksville.wellright.com)

Please refer to page 2 of this provider form to review
protections from disclosure of medical information.

PROGRAM OPERATED BY ONE TO ONE HEALTH
QUESTIONS? Please send us an email at:
patientservicesclarksville@121.health

It is the patient's responsibility to upload their form to the wellness portal. Please allow 7 to 14 business days for processing before results will appear on your personalized wellness portal.

Wellness Program requirements are subject to change based on plan changes!

WELLNESS PROGRAM FAQ'S

Active employees and spouses (if applicable) enrolled in the City's health plan must complete the Wellness Program to keep their HRA funds.

Q: Do I have to complete a physical in a certain time frame?

A: Yes, your annual physical should be completed between **Jan 1, 2022 - Dec 31, 2022**. The deadline to upload the form is **January 7, 2023**.

Q: What if I am hired after the deadline?

A: Employees hired after the deadline are expected to work towards compliance between **Jan 1 - Dec 31**, as it pertains to next year's wellness period.

Q: Why do I have to complete a physical for the Wellness Program?

A: Completing an annual physical will allow you time to speak with a provider regarding your health and create a plan to improve high-risk areas.

Q: What if I have already had a physical with my provider, do I have to complete another one?

A: No, as long as the physical was completed between **Jan 1, 2022 - Dec 31, 2022**, you are not required to complete another physical. However, if you used an outside provider, you will need to ensure they complete the approved Provider Form and you must upload your form to your wellness portal.

Q: What if my primary care physician did not complete the approved Provider Form?

A: You should download and print your form at clarksville.wellright.com for your provider to complete. Once your form is completed you will log into your wellness portal and upload your physical form at clarksville.wellright.com. The form must be completed to attain compliance.

Q: Do I have to pay for my labs or will my insurance cover labs if I complete my physical with my PCP?

A: If you use an outside provider, you may be responsible for any charges associated with Nicotine and A1c lab blood draws. These labs are a requirement for the wellness program and will need to be completed. It is recommended to use our City of Clarksville clinic to ensure you do not encounter any costs.

Q: I completed my physical on Dec 31, 2022. Do I need to have my form turned in on this date?

A: The Annual Physical Screening Form must be uploaded to your wellness portal no later than **January 7, 2023**.

Q: Do I have to complete my physical at the City of Clarksville Health & Wellness Center?

A: No, you may use your own Primary Care Physician, just have them complete the Annual Screening Physical Form, and you must upload the form to your wellness portal at clarksville.wellright.com. If you use your own Primary Care Physician, ensure they complete blood draw labs for nicotine and A1c. If these results are missing, your physical will be incomplete and you will be considered Non-Compliant.

Q: What are the biometric benchmark requirements for the Wellness Program?

A:

- Blood pressure is less than 140/90
- BMI is less than 30 (body mass index)
- A1c is less than 5.7 (blood sugar)
- Nicotine is negative

WELLNESS PROGRAM FAQ'S

Q: Will I be able to view my compliance status?

A: Yes, employees and eligible spouses (if applicable) will be able to track their compliance status and coaching progress on their individual wellness portal at clarksville.wellright.com.

As a reminder, employees must register before the spouse can create their account. Please allow 7-14 days for your results to be available.

Q: What is required of me if I am Compliant?

A: Eligible employees and their covered spouses (if applicable) that meet all benchmarks following their physical and lab panels are **COMPLIANT**; no further action is required. To verify you met all benchmarks and to view your compliance status you **MUST** register and log into your individual wellness portal at clarksville.wellright.com.

Q: Am I required to fast for lab draws?

A: No, labs do not have to be fasting.

Q: Do I have to complete a physical if I am pregnant?

A: Yes, a physical must still be completed and uploaded if you are pregnant, but no health coaching will be required if you are pregnant at the time of your physical.

Q: May I complete my health coaching outside of the City of Clarksville Clinic?

A: No, health coaching must be completed by attending coaching sessions with the Clarksville Health Coach.

Q: What is required of me if I am Non-Compliant?

A: Members who are identified as at-risk must complete health coaching. You must complete the coaching in-person with the Clarksville Health Coach. Coaching must be completed by **May 16, 2023**. Employees and eligible spouses (if applicable) can check their status by logging into their individual Wellness Portal at clarksville.wellright.com. It is your responsibility to schedule health coaching appointments if benchmarks are missed.

Q: Will it be difficult to make an appointment?

A: To ensure you can get an appointment in the clinic for a physical, or with a health coach for health coaching sessions, you should complete these steps (reference deadlines listed on pg. 9) as soon as possible. Those employees waiting until the deadline will be accommodated on a first-come, first-serve basis. Schedules fill up quickly near the deadline; do not delay in making your appointment.

NOTE: *If you or your spouse (if applicable) miss biometric benchmarks, you may begin health coaching immediately.*

2022-2023 IMPORTANT DATES

Complete Wellness Program Physical:	Jan 1, 2022 - Dec 31, 2022
Deadline to schedule a Wellness Physical appointment in the City of Clarksville clinic or outside provider:	Tuesday, November 1, 2022
Deadline to complete the Wellness Program Physical:	Saturday, December 31, 2022
Deadline to upload your Wellness Program Physical form in your Wellness Portal account:	Saturday, January 7, 2023 (<i>midnight</i>)
Deadline to schedule initial health coaching (<i>if needed</i>):	Friday, March 31, 2023
Deadline to complete all health coaching requirements:	Tuesday, May 16, 2023

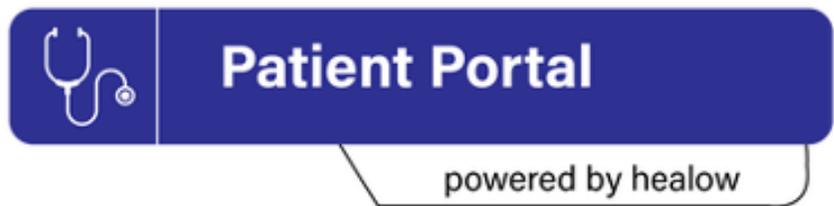
The timeline helps ensure employees meet the required deadlines.

Please Note:

- A spouse (*if applicable*) is required to create their own Wellness Portal account.
- Please do not upload spousal information into the employee portal as the spouse is required to create their own separate account using an email address unique to them.
- Once your Provider Form is uploaded, please allow 7-14 days for your results to be posted.
- Please do not upload the patient summary you may receive from an outside provider (ONLY the Provider Form must be uploaded).
- You must log-in to your Wellness Portal account at clarksville.wellright.com to upload your Provider Form if you use an outside provider. Your Wellness Portal account is the ONLY place you can review your COMPLIANCE Status and track your Wellness status and ensure you are compliant.
- If you use an outside provider, you may be responsible for any charges associated with Nicotine and A1c lab blood draws. These labs are a requirement for the wellness program and will need to be completed. It is recommended to use our City of Clarksville clinic to ensure you do not encounter any costs.
- For all necessary forms and Wellness Program details please visit www.clarksvilleclinic.com.

PATIENT VS WELLNESS PORTAL DIFFERENCE BETWEEN THE TWO:

Online appointment scheduling is now available! DOT physical appointments cannot be scheduled online. Please call 615-346-9437 to schedule your DOT physical appointment. In addition to scheduling appointments, your patient portal provides information about your allergies, medications, prescriptions, lab results and more in one convenient location.



City of Clarksville Patient Portal

- Schedule clinic appointments
- Access your medical records
- View Lab Results
- Send messages to your provider



City of Clarksville Wellness Portal

- Upload your completed Provider Form
- View your compliance status
- Download forms
- Understand the Wellness Program



PATIENT PORTAL: REGISTRATION

To access your medical records and book appointments online, please register for your personalized clinic patient portal. Please note **each family member must have their own account** with their own username and password.

- **Step 1**

Click [HERE](#)

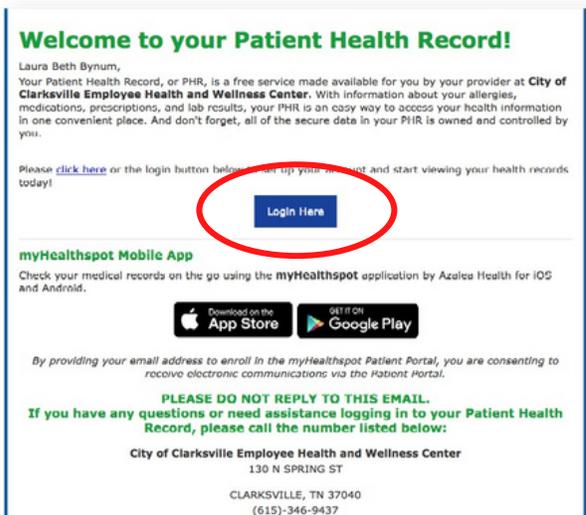
<https://portal-registration.myhealthspot.com/?key=27c85de25aafa096c54ba0920bec63a8e5739278>

- **Step 2**

Enter your first name, last name, date of birth, phone number, email address, and click '**Register**'

- **Step 3**

Check your email for a message from '**City of Clarksville Employee Health and Wellness Center**'. Click '**Login Here**' inside the email.



- **Step 4**

Verify your date of birth then continue to “**setting up your account**”. Once you have entered all required information, you will need to agree to the user agreement then click “**submit**”.

PATIENT PORTAL: HOW TO MAKE AN APPOINTMENT

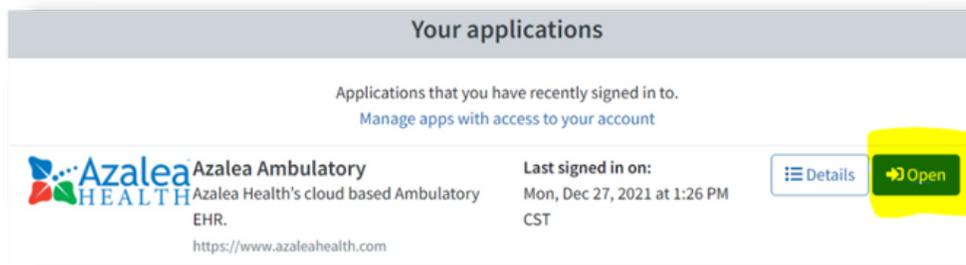
1. Sign into your patient portal.

Visit www.azaleahealth.com

Click "Login."

Sign in using your username and password.

If the following message appears, click "Open" (highlighted below)

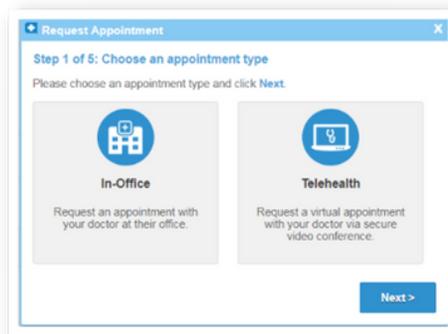
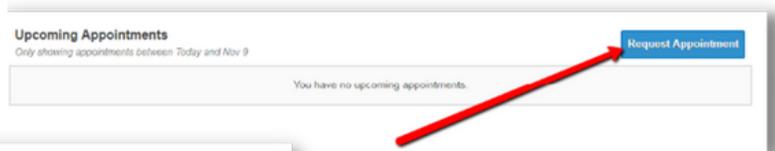


2. Click "Request Appointment"

Choose your appointment type.

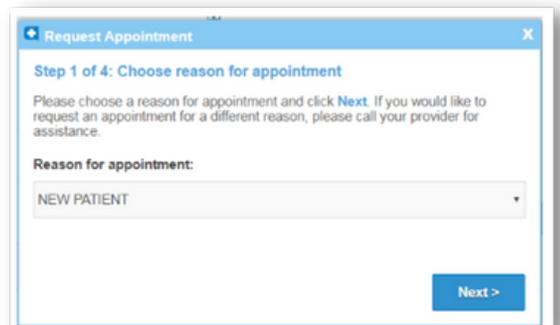
Select In-Office or Telehealth.

Click "Next."

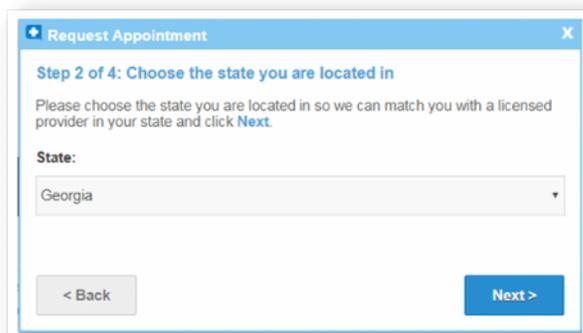


3. Choose your Reason for the Appointment.

After you have completed selecting the reason for your visit, click "Next."



4. Choose the State you are located in.



PATIENT PORTAL: HOW TO MAKE AN APPOINTMENT

5. Choose your Appointment Time

Request Appointment

Step 4 of 5: Choose an appointment time

Please choose the desired **day** and **time slot** or the next available opening and click **Next**.

October 2018

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Azalea Doctor
AZALEA MEDICAL

Tuesday, October 16, 2018

8:00 AM	8:15 AM	8:30 AM	8:45 AM
9:00 AM	9:15 AM	9:30 AM	9:45 AM
10:00 AM	10:15 AM	10:30 AM	10:45 AM
11:00 AM	11:15 AM	11:30 AM	11:45 AM
12:00 PM	12:15 PM	12:30 PM	12:45 PM
1:00 PM	1:15 PM	1:30 PM	1:45 PM
2:00 PM	2:15 PM	2:30 PM	2:45 PM
3:00 PM	3:15 PM	3:30 PM	3:45 PM
4:00 PM	4:15 PM	4:30 PM	4:45 PM
5:00 PM	5:15 PM	5:30 PM	5:45 PM

Provider: Azalea Doctor

Office Location: -No preference-

< Back

Next >

6. Review Appointment Details

Request Appointment

Step 5 of 5: Review appointment details

Please verify the information below is correct. Once you've verified the appointment information is correct, click **Request Appointment** to send an appointment request to the provider.

Appointment Information

Type: In-Office
Reason: NEW PATIENT
Located In: Alabama
Date: Tuesday, October 16, 2018
Time: 8:00 AM
Provider: Azalea Doctor
Office Location: AZALEA MEDICAL

Enter any additional notes for the provider here

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Request Appointment

7. Submit your Appointment Request

The following message will appear. Click 'OK'.

myHealthspot

Your requested appointment has been approved and scheduled

OK

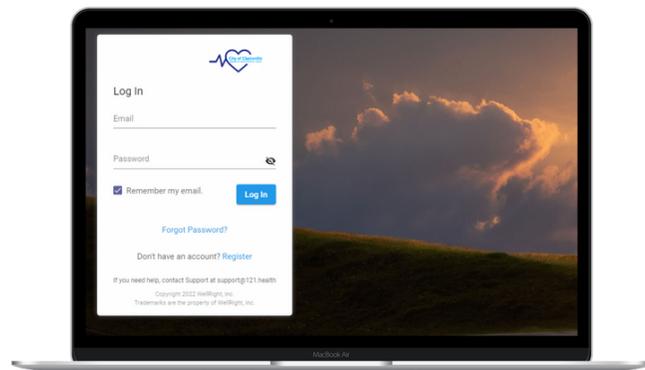
- Your upcoming appointment information is located on the dashboard of your patient portal. The dashboard is the home screen of your patient portal.
- Please note you cannot cancel or amend your upcoming appointments via the patient portal. Please call the clinic at 615-346-9437 to cancel or reschedule your appointment.

WELLNESS PORTAL REGISTRATION:

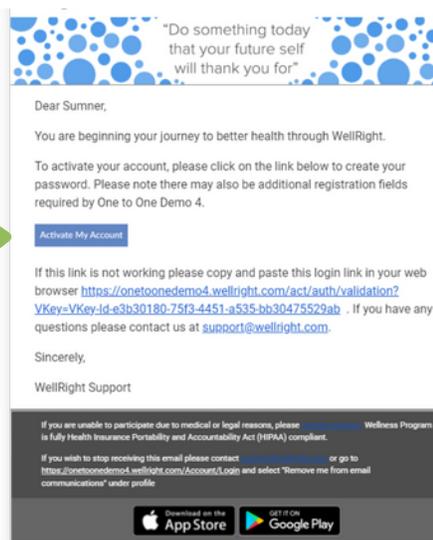
Step 1: Visit clarksville.wellright.com

Step 2: If this is your first time visiting the site, click "**Register**" and complete the registration process.

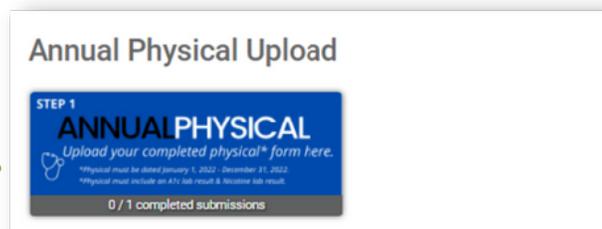
Otherwise, sign into your account using your username (email) and password.



Step 3: After registering, verify your email via the link sent to your email inbox. This will come from 'noreply@wellright.com'.



Step 4: Upload your completed Provider Form by clicking the blue 'Annual Physical' box on the home page.



If you have problems logging into your portal, please email support@121.health

TELEHEALTH:

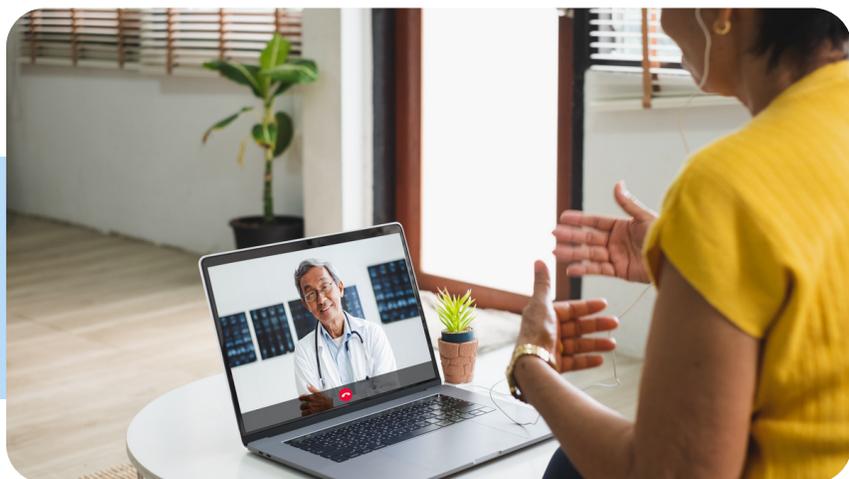
Telehealth allows you to receive the care you need, when you need it, where you need it. **Telehealth services include:**

- 24/7 access to a One to One Health provider
- Providers have full access to patient's medical records
- Video and telephonic chats are available
- Minimal wait time to speak to a provider
- Utilize from anywhere
- Reduction in unnecessary visits to Urgent Care and Emergency Room
- Sick and follow-up appointments are available
- Medication refills

Guidelines for using the Telehealth Program

Telehealth is offered to meet your health and wellness needs! All City of Clarksville employees are now eligible for Telehealth services. Dependents enrolled on the City of Clarksville's health insurance plan are able to utilize Telehealth services as well. Telehealth is offered to you for routine medication refills and sick visits. While our Telehealth providers are able to diagnose and treat most health related concerns virtually, it is possible the provider may feel that you need to be seen in our clinic or referred to another level of care at an outside facility.

Telehealth is available by appointment during regular business hours and after hours for your convenience. You may request an appointment by calling 615-346-9437 or via myHealthspot. Please be able to provide a valid email address. You must have access to a computer or mobile device to access a Telehealth visit.





City of Clarksville Employee Health & Wellness Center

- ✓ Communicating with your City of Clarksville clinic care team is now easier than ever!
- ✓ There is no app to download.
- ✓ Send a text message to ask questions or leave a comment.
- ✓ Receive a quick text back from your care team!



Introducing direct text messaging for quick, convenient communication to your clinic care team!

Text us to connect with your care team today!

615-346-9437

If you are experiencing a medical emergency, please call 911.



PREFERRED MAINTENANCE MEDICATION PROGRAM

Save time and money with **City of Clarksville**
Employee Health & Wellness Center Home Delivery

You can get prescriptions for maintenance medications delivered to your door for a fraction of the cost when you order through our home delivery service.

- ✓ Free delivery to your home save money on time and gas
- ✓ Zero out of pocket costs for you and your dependents
- ✓ With fewer refills, you'll be less likely to miss a dose
- ✓ Get your prescriptions on time with automatic refills
- ✓ 60 and 90-day supply options fewer visits to the pharmacy
- ✓ Receive all your medications at once
- ✓ We will transfer your prescriptions for you

**EMPLOYEES, DEPENDENTS AND RETIREES WITH CLINIC ACCESS:
HAVE YOUR DOCTOR SEND YOUR PRESCRIPTION TO SAV-RX PRESCRIPTION SERVICES**

📍 224 N Park Avenue Fremont, NE 68025

📞 **TO SCHEDULE FOR HOME DELIVERY
CALL (800)228-3108**

📍 130 North Spring Street
Clarksville, TN 37040





powered by



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