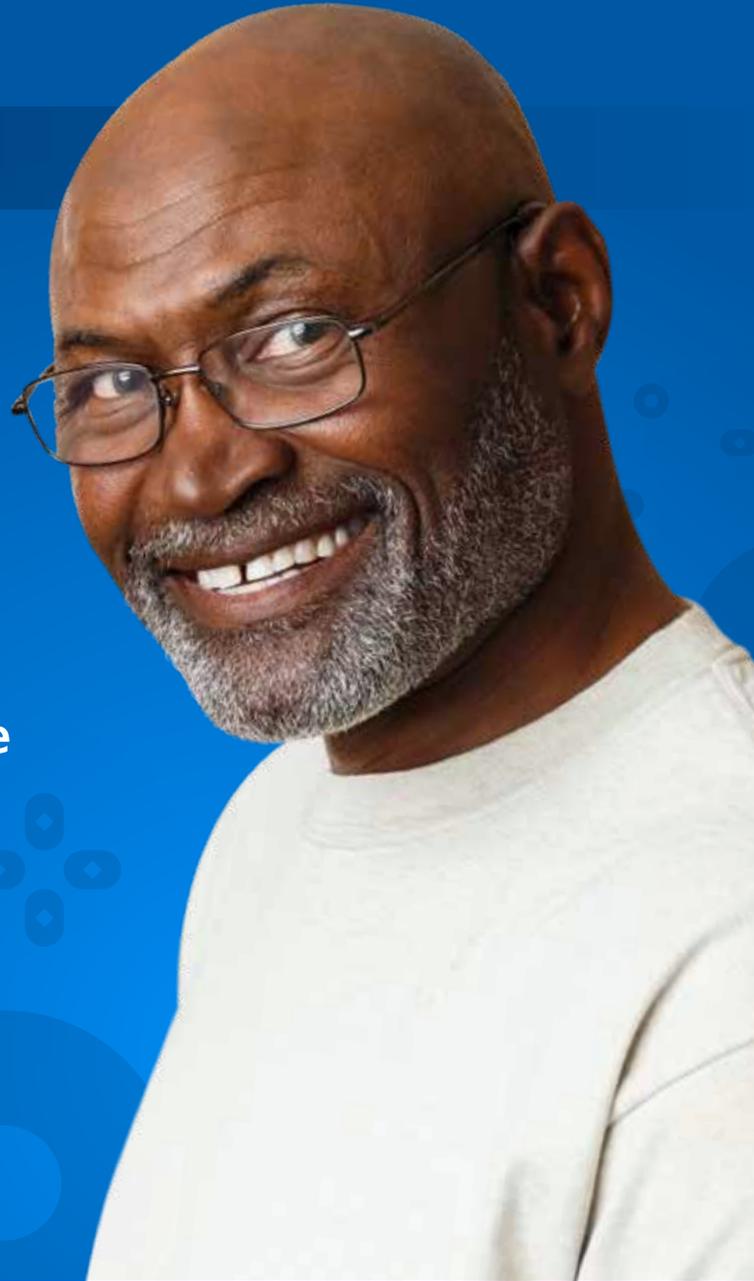


VIP

VALUED IMPORTANT PATIENT

Welcome Guide

Start living your healthiest life and
get the most out of your care
with this helpful starter guide.

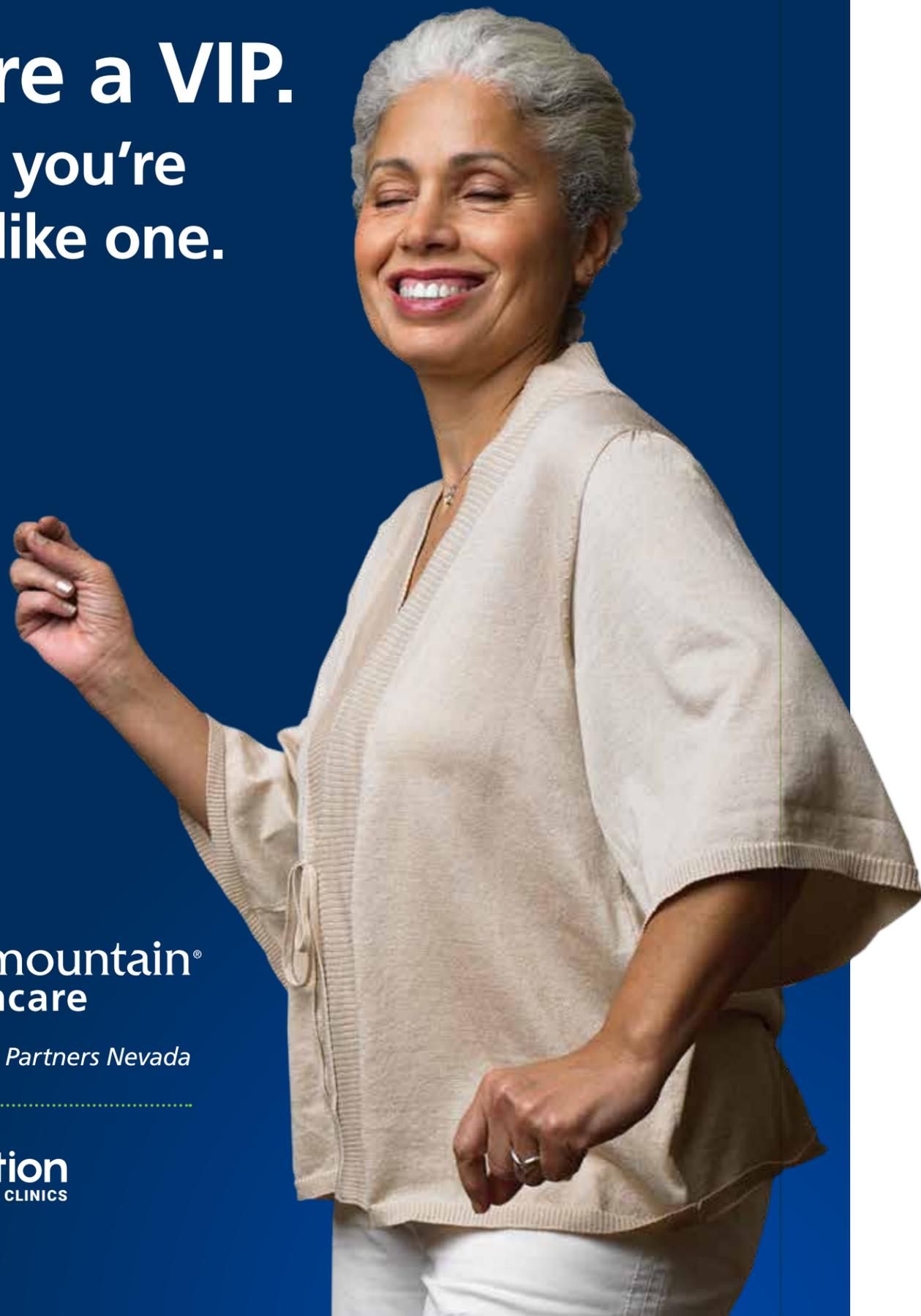


**Intermountain[®]
Healthcare**

formerly HealthCare Partners Nevada

mygeneration
SENIOR CLINICS

**You are a VIP.
It's time you're
treated like one.**



formerly HealthCare Partners Nevada



Welcome to the personalized primary care you deserve.

You are a **Valued Important Patient (VIP)** and we are so happy you chose **Intermountain Healthcare and our myGeneration Clinics**. We believe you will be too.

Our primary care providers and coordinated care teams at myGeneration Clinics specialize in treating Medicare Advantage patients just like you with exclusive services that go beyond your appointment and make a real difference in your health.

Call [702-978-7644](tel:702-978-7644) to schedule an appointment today — and start feeling your best.

Our professionals give you personalized attention for all your healthcare needs — including complete coordination with your Medicare Advantage coverage. And thanks to telehealth services, over 30 locations and same-day access to urgent care, it's never been easier for you to get VIP care, convenience and service at no additional cost!

myGeneration Clinics are here to help you live the healthiest life possible, so you can keep doing the things you love.

“ myGeneration patients enjoy peace of mind knowing they are **covered for the care we recommend.** ”

Ama Brobbey, MD
Chief Medical Officer — Nevada
Intermountain Healthcare
myGeneration Clinics



Extra convenience, comfort and care — at no extra cost.

The VIP primary care you enjoy at myGeneration Clinics works hand in hand with your Medicare Advantage plan so we can help you maximize your benefits and coverage. You'll have a complete suite of personalized services to help you stay healthy.



New patients seen within two weeks

New patients will wait less than two weeks to see a provider while established patients can get even more prompt appointments.



Same-day access for all health-related questions

Not feeling well? Call us first for all health-related questions and non-life-threatening injuries without having to visit the emergency room. Our clinics provide effective care and most visits are efficiently conducted within 1 hour. Get expert care in a manageable appointment time.



Twice the average time with your doctor and care team

Our providers take twice the time in each appointment to really understand you and your health goals. Your well-being is our top priority so we ensure all your healthcare needs are met.



Dedicated Referral Team

We understand that you may have specialists you see on a regular basis — we will evaluate if your specialists are in our network during your first visit. Our dedicated referral team makes getting your referrals prompt and easy so you can get the care you need. Our network includes more than 1,500 specialists serving southern Nevada.



Helpful Care Managers and Health Coaches

Your care managers and health coaches take the time to educate you on your health conditions and next steps as they guide you through the complex healthcare system. They may remind you of screenings and exams, explain health information so it's easy to understand and serve as your advocate when communicating with specialists, hospitals and Medicare Advantage plan representatives.

We make it easier for you to get the care you need.



Telehealth and Virtual Care Options

Have a non-urgent health issue? Get access to expert, specialized care from the comfort of your own home with a telehealth appointment and get help scheduling from your dedicated care team.



Transportation

Intermountain Healthcare now partners with LifeTrans to ensure safe, reliable transportation for your medical needs, such as medical appointments, dialysis treatments, pharmacy visits and more.

For your safety, we work closely with public health authorities to follow up-to-date COVID-19 guidelines when providing rides through LifeTrans, including sanitizing vehicles and wearing face masks.

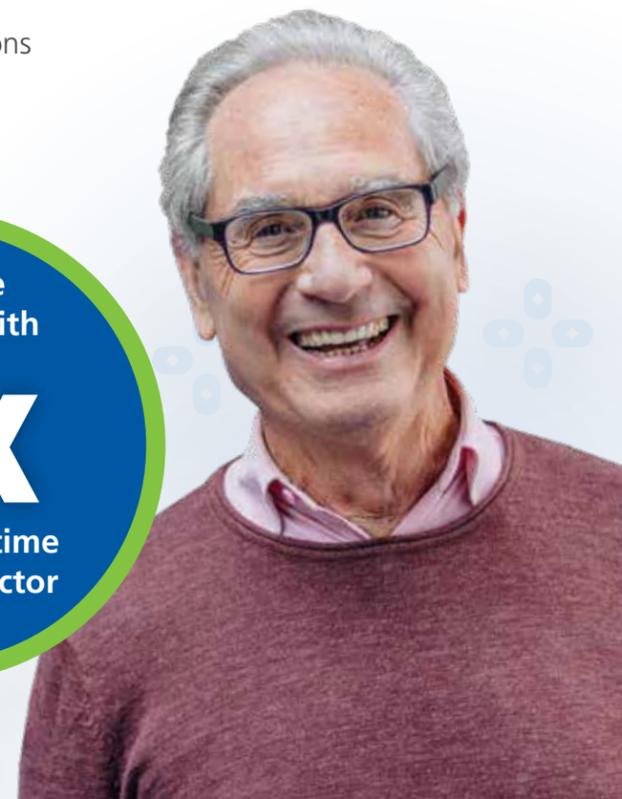
Call [702-978-7644](tel:702-978-7644) today to schedule an appointment for convenient primary care services, including:

- Annual wellness exams
- Treatment and management of chronic conditions
- Vaccines and immunizations
- Sick visits
- Behavioral health
- Nutrition assistance*
- Diagnostic testing
- Laboratory services
- Prescriptions
- And more!

Feel more
cared for with

2x

the average time
with your doctor



Get personal attention every time you come to see us.

Your care team is dedicated to guiding you on your healthcare journey. From preventive care to sick visits or wellness checkups, these dedicated professionals help you with personalized support — again, at no extra cost to you.



Your care team makes it easy to get your healthcare goals accomplished.

- Providing education about your health conditions
- Creating a plan to manage your medications
- Arranging transportation for visits
- Finding specialists for your care
- Helping with insurance and paperwork questions
- Getting prescriptions filled
- And more!

And if you ever experience a hospitalization or major life event, we'll be there for you. We have providers who work in hospitals and coordinate closely with your myGeneration care team to ensure you get the right care, guidance, instruction and support.



House calls at no extra cost? YES! Enjoy specialized care right in your own home.

Our house calls program is specially designed for homebound Medicare Advantage patients who need ongoing medical care, but aren't able to visit our clinics.

House calls providers are trained to care for you in your home and keep your primary doctor up to date on your health and treatment.

To see if you qualify for house calls, talk with your myGeneration care team.

Schedule your Annual Wellness Visit today — it's important.

One of the most important things you can do for your health is to get the preventive screenings and immunizations recommended for you and covered by Medicare or your Medicare Advantage plan. The best way to start is with an Annual Wellness Visit.

This no-cost visit is especially important for new myGeneration patients.

It gives your new primary care team the opportunity to get to know you and your medical history — and to evaluate your current health status. During your wellness visit, you and your team may discuss:

- Your physical and emotional health over the past year
- Recommended health screenings (such as mammograms, colorectal cancer screenings and diabetic eye exams)
- Steps you can take to manage or improve your health
- The best ways to keep you doing the things you love

And to keep you safe, our clinics follow strict COVID-19 protocols, including masks and sanitizers.

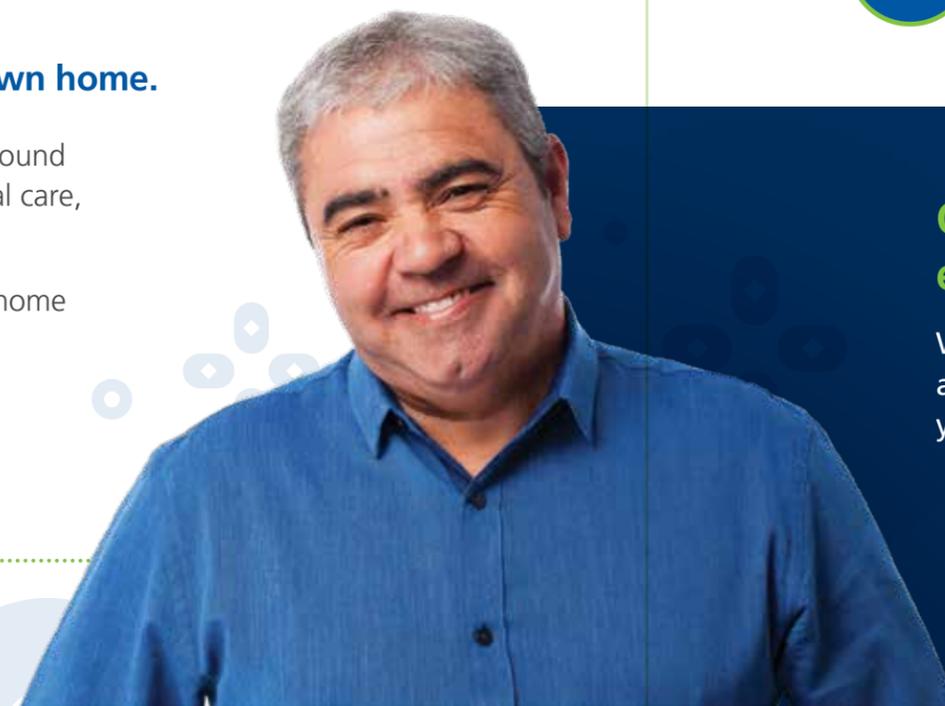


If you haven't had your Annual Wellness Visit this year, call [702-978-7644](tel:702-978-7644) to schedule yours today.

Our Service Excellence Team ensures we treat you like a VIP.

We're here to make healthcare easier for you! Our team is available to assist with questions and resolve any issues. Plus, your feedback helps us focus on what matters most to YOU!

- Call us at **702-479-2300**
Monday – Friday, 7am – 5pm
- Or email us at resolution@imailnv.org



Enjoy round-the-clock support with our Patient Services Center

Located in Las Vegas, our Patient Services Center is staffed by Intermountain Healthcare representatives 24 hours a day, 7 days a week, 365 days a year. When you call your clinic phone number during normal business hours, you'll be greeted by a representative who can:

- Request your medication refills, update your referrals or request a call back from a member of your care team at your clinic
- Schedule, reschedule or cancel your appointments
- Check on the status of your referrals
- Provide lab results if your provider has already reviewed them



After-Hours Patient Access Line

We know that unexpected needs may arise after normal business hours, so we are here to help guide your care 24/7. When you call your clinic phone number after hours, on weekends or holidays, a Patient Services Center representative can:

- Answer your questions and address urgent needs with the help of a licensed, registered nurse
- Prescribe emergency maintenance medication refills, in some cases
- Locate your nearest urgent care clinic that will have your Intermountain Healthcare medical records on file

Call 702-978-7644 to reach a helpful Patient Services Center representative.



When you aren't feeling well, call the team you trust.

Your care team knows you and your medical history best. Call your clinic phone number day or night and a Patient Services Center representative will make every effort to fit you in for a same-day appointment, connect you with our nurse hotline or help locate an urgent care clinic that will have your medical records on file.

Your care team can treat the following conditions and symptoms:

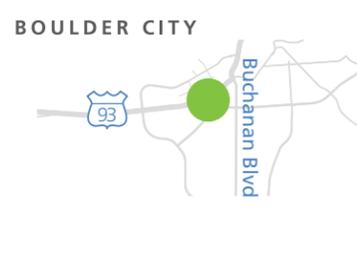
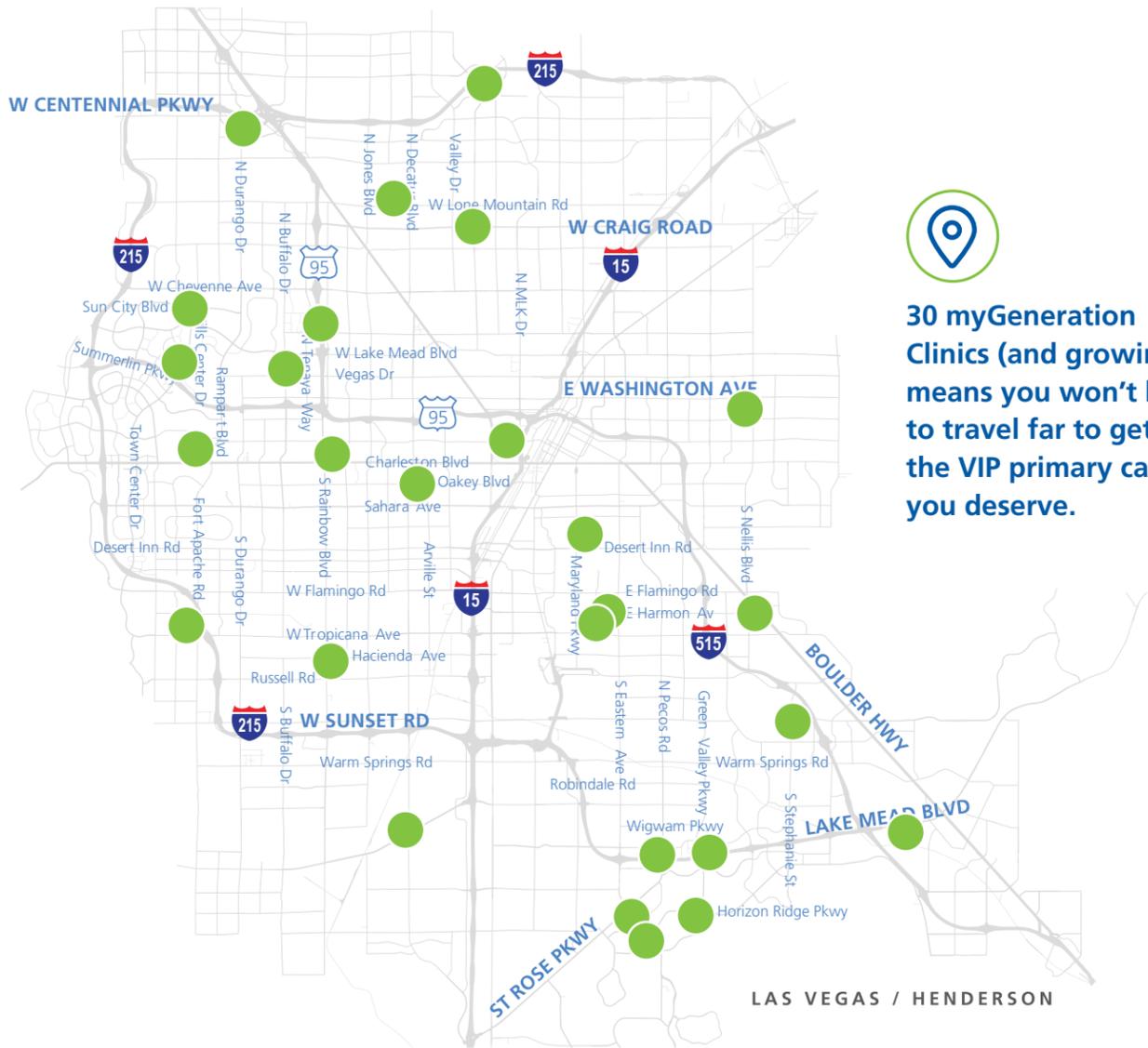
- Flu & common cold
- Suspected COVID-19
- Urinary tract infection
- Sinus infection
- Back pain
- Nausea or vomiting
- Diarrhea or dehydration
- Strains & sprains
- Headache or dizziness
- Blood pressure concerns
- Medication questions

We provide care for a wide variety of conditions, not limited to the ones on this list. Don't hesitate to call with any non-emergency issue you're having. We're here for you!

The average cost for an urgent care visit is 10x less than an Emergency Room visit for the same diagnosis.** Call us first!

For a life-threatening emergency, call 9-1-1.

Your care is always close to home.



Your choice of hospitals.

Intermountain Healthcare myGeneration Clinics work with all major hospitals within the communities we serve. Here is a current list of our hospital partnerships.

- Boulder City Hospital
- Centennial Hills Medical Center
- Desert Springs Hospital
- Desert View Regional Medical Center
- Dignity St. Rose – Blue Diamond
- Dignity St. Rose – Craig Ranch
- Dignity St. Rose – Flamingo
- Dignity St. Rose – Sahara
- Henderson Hospital
- Mesa View Regional Hospital
- Mountain View Hospital
- North Vista Hospital
- Southern Hills Hospital
- Spring Valley Hospital
- St. Rose Dominican Hospital – Rose de Lima Campus
- St. Rose Dominican Hospital – San Martin Campus
- St. Rose Dominican Hospital – Siena Campus
- Summerlin Hospital
- Sunrise Medical Center
- University Medical Center
- Valley Hospital

Need a ride to your next appointment?

We've partnered with LifeTrans to bring you safe, reliable transportation for your medical needs.

Visit lifetrans.org or call 833-793-0885 to schedule transportation with LifeTrans.



Better patient experience means a healthier you.

- ✓ **Complete care coordination** makes it easy to get the care you need.
- ✓ **A dedicated care team** that takes the time to really understand all your needs
- ✓ **Specialized services** that don't cost you extra, like:
 - Same-day appointments
 - Care management support
 - Laboratory services
 - Telehealth services — and more!

40%
fewer hospital admissions
than the national average[†]
— a direct result of how well we care for our patients.



Call today to schedule your first appointment of the year!

702-978-7644

Monday – Friday, 8 a.m. to 8 p.m.

For more about **VIP care**, our healthy online events and more, visit myGenerationCares.com



formerly HealthCare Partners Nevada



*Nutrition benefits are not included with all plans. Please check with your plan for more information.

**Urgent Care Association. Ucaoa.org.

†Centers for Medicare & Medicaid Services.

myGeneration Senior Clinics accept patients with Medicare Advantage plans; not all plans accepted, call for details. Intermountain Healthcare, formerly HealthCare Partners Nevada, is a network of healthcare providers and clinics throughout southern Nevada and is now part of one of the leading health systems in the western U.S. As a healthcare provider, we are dedicated to providing you with information and connecting you with a licensed insurance agent to help guide you in selecting the best Medicare plan for your healthcare needs.

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