

Frequently Asked Questions – Healthy Start

- **What is a Healthy Start visit?**

A comprehensive medical assessment to identify a patient's health care needs based on medical and psychosocial factors. The visit is typically 60 – 90 minutes long and may include blood tests or other screening tests.

- **Where do I get a Healthy Start visit?**

The visits are conducted by Nurse Practitioners in Emory Coordinated Care Centers. After the visit, the Nurse Practitioner will provide a copy of your care plan to your Primary Care Physicians and arrange any needed follow-up care.

- **Who can have a Healthy Start visit?**

Healthy Start visits are available to patients in participating Medicare Advantage health plans who use Emory Healthcare Network Primary Care Physicians. Participating Medicare Advantage health plans are: Aetna, Blue Cross & Blue Shield of Georgia, Cigna/HealthSpring, Humana and United Healthcare. Patient eligibility will be verified during appointment scheduling. Patients can also contact their health plan to verify eligibility.

- **How much does a Healthy Start visit cost?**

There is no cost to the patient for a Healthy Start visit. Emory has contracted with participating Medicare Advantage health plans to provide the visit free of charge to their members.

- **What do I need to bring to the Healthy Start visit?**

Patients should bring all their medication bottles, vitamins, supplements, insurance cards and eye glasses if the patient needs them. Patients are encouraged to bring a family member, caregiver or other support person to the visit with them.

- **What happens after the visit?**

Patients will receive a personalized plan of care at the end of the visit. The plan of care will also be provided to the patient's Primary Care Physician. Depending on the situation, a case manager or social worker may help the patient to arrange additional needed services. The patient's PCP and the Nurse Practitioner may also recommend ongoing follow up in one of the Emory Coordinated Care Center's disease management programs.

- **How do I schedule a visit?**

To schedule a visit, contact an Emory Coordinated Care Center. We have two locations open:

- 484 Irvin Court, Decatur GA 30030 - Appointment line: 404-251-1950 FAX: 770-506-8045
- 3515 GA-138, Stockbridge GA 30281 – Appointment line: 404-251-1980 FAX: 404-292-3826

- **How do I learn more about the Emory Coordinated Care Center?**

Please visit our website at www.emoryhealthcare.org/healthystart or e-mail Dr. Anthony Nguyen at anthony.b.nguyen@emoryhealthcare.org