

Frequently Asked Questions

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ABOUT DIRECT PRIMARY CARE

What is Direct Primary Care?

Direct Primary Care is an innovative primary care practice available to Johns Hopkins Health System employees and their adult dependents, age 18 or older. The practice enables increased, 24/7 access to primary care services by offering longer in-person appointment times, video visits, MyChart messages and after-hours phone calls with a Direct Primary Care provider. When a specialist is needed, Direct Primary Care providers can assist in arranging referral visits. The practice is located at the Howard County General Hospital campus in Columbia, Maryland.

Who can participate in Direct Primary Care?

All Johns Hopkins Health System (JHHS) employees and their adult dependents (age 18 or older) who elect an Employer Health Programs (EHP) insurance plan are eligible to participate in Direct Primary Care. DPC is **not** available for Johns Hopkins University employees at this time. JHHS employers offering this program to employees include:

- Howard County General Hospital
- Johns Hopkins Bayview Medical Center
- Johns Hopkins Community Physicians
- Johns Hopkins HealthCare

- Johns Hopkins Health System Corporation (e.g., central support, such as billing, administrative services, marketing and communications, financial analysis unit, etc.)
- Johns Hopkins Home Care Group
- The Johns Hopkins Hospital
- Johns Hopkins Medicine International
- Sibley Memorial Hospital

Where is the Direct Primary Care practice located, and what are its hours of operation?

The Direct Primary Care practice is located on the Howard County General Hospital medical campus in the Medical Arts Building: 11085 Little Patuxent Parkway, Suite 103, Columbia, Maryland, 21044. The practice is open from 7 a.m. to 7 p.m., Monday through Friday.

What insurance coverage do I need to participate in Direct Primary Care?

To enroll in Direct Primary Care, you must select one of the EHP plans: EPO or PPO. This pilot will not be available through other insurance plans (e.g., CareFirst or Kaiser).

ENROLLMENT

How do I enroll in Direct Primary Care?

All interested employees, including those enrolled in Direct Primary Care 2019, must elect

Direct Primary Care during open enrollment. Below are the dates for open enrollment across the health system.

- Oct. 21–Nov. 4: The Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center, Johns Hopkins Community Physicians, Johns Hopkins HealthCare, Johns Hopkins Health System Corporation, Johns Hopkins Home Care Group, Johns Hopkins Medicine International, Howard County General Hospital
- Oct. 28–Nov. 15: Suburban Hospital
- Nov. 4–19: Sibley Memorial Hospital

Please note that Direct Primary Care can only see a limited number of patients during 2020.

Individuals who participated in Direct Primary Care in 2019 can reelect the benefit during open enrollment and will be accepted into the program.

All other interested individuals will be accepted into the benefit on a first-to-register basis. Direct Primary Care will take into account the open enrollment waves to ensure that employees across the health system have an opportunity to enroll in the benefit. You will be notified after open enrollment closes whether you will participate in the pilot.

Step-by-step instructions for how to enroll in Direct Primary Care through the open enrollment platform will be available at jhcp.org/DPC. Please check back regularly for updated information.

I participated in Direct Primary Care in 2019. Do I need to reelect DPC during open enrollment?

Yes. As this is still a pilot program, we need all current participants to reelect Direct Primary Care during open enrollment. If you choose an EHP family plan, this will automatically enroll all eligible members of your family in DPC. You will have to deselect eligible dependents if they choose not to enroll in DPC in 2020.

What are the Direct Primary Care participation terms?

All individuals who elect to participate in Direct Primary Care will be asked to agree and adhere to the following participation requirements:

- You understand that DPC is not an insurance plan; it is an additional benefit to your EHP insurance plan. DPC covers certain care services fully. Other services may be covered by your EHP plan and may require a cost.
- Your former primary care provider (PCP), if you have one, will be replaced by one of the two Direct Primary Care providers: Norman Dy, M.D., or Carolyn Le, D.N.P.
- You will use the DPC practice for your primary care and nonemergent medical services.
- You will schedule your first visit, if you are a new member in calendar year 2020, with your designated DPC provider by March 30, 2020, in order to establish care. This first

visit must be in person at the practice, located in *Columbia, Maryland*.

- After you have established care with your Direct Primary Care provider, you may begin using the virtual services, such as video visits. Your Direct Primary Care provider will determine if a video visit is appropriate for your care needs. Per state and federal regulations, *you will need to be physically located in the state of Maryland during any video visit.*

INDIVIDUALS COVERED

Do I have to be an EHP member to enroll in Direct Primary Care?

Yes. You must select one of the EHP plans, either EPO or PPO, to enroll in the Direct Primary Care benefit.

Can my dependent (e.g., spouse, partner or child) enroll in Direct Primary Care?

Adult dependents are eligible to participate in Direct Primary Care as long as the Johns Hopkins Health System employee also elects to participate in the program. Adult dependents are spouses/partners or children age 18 or older.

Can my kids see a Direct Primary Care provider too?

Direct Primary Care does not currently provide pediatric services. The Direct Primary Care pilot program provides adult-only services. If your child is age 18 years or

older and covered under your EHP insurance plan, he or she is eligible to enroll in the pilot program.

Adults interested in selecting Direct Primary Care as their primary care option will continue to have their children covered under EHP's regular family plan care options.

I don't live in Howard County. Can I still enroll in Direct Primary Care?

Yes. All Johns Hopkins Health System employees and their dependents (age 18 years or older) who elect an EHP insurance plan can participate in Direct Primary Care. All members will need to visit the Howard County practice location to establish care and for all in-person care needs. Additionally, all members must verify that they are physically located in Maryland during any video visit with a Direct Primary Care provider.

I don't live in Maryland. Can I still enroll in Direct Primary Care?

Yes. All Johns Hopkins Health System employees and their dependents (age 18 years or older) who elect an EHP insurance plan can participate in Direct Primary Care. However, please note *ALL members will need to visit the Howard County practice location to establish care and for all in-person care needs.* Additionally, all members must verify that they are *physically located in Maryland during any video visit* with a Direct Primary Care provider. If this is not feasible for your care due to being out of state, you should not enroll.

I don't work at Howard County General Hospital. Can I enroll in Direct Primary Care?

Yes. The pilot is not limited to any one Johns Hopkins Health System employer. All health system employees and their dependents (age 18 years or older) who elect an EHP insurance plan are eligible to enroll in the pilot.

Will the Direct Primary Care providers also see patients outside their patient panel?

No. The two Direct Primary Care providers — Carolyn Le, D.N.P., C.R.N.P., and Norman M. Dy, M.D. — will only see patients enrolled in the Direct Primary Care program.

SERVICES COVERED

What specific services are covered under Direct Primary Care?

- 8 office or video visits,* with no copayment (subsequent visits will require a \$10 copay)
- 1 annual physical
- 6 in-office point of care/rapid tests (flu, strep, urine, pregnancy, A1c)**
- 1 flu vaccine
- 1 EKG
- Unlimited telephone consultation
- Unlimited direct access through MyChart portal and phone
- Unlimited blood draws and urine collections**

- Unlimited prior authorizations
- Unlimited care coordination

*A visit is defined in the section below.

**Any tests sent to an outside lab (Quest, LabCorp, JHML lab, etc.) may incur a coinsurance expense dependent on the patient's individual benefits plan.

How do you define a "visit"?

A visit is an in-person or video encounter with the provider, where he or she is administering clinical care. If a provider sees the patient for something beyond what the original appointment was scheduled for, this may be billed as two visits (e.g., patient has an annual physical visit, but in the visit complains of a potential upper respiratory infection and provider administers clinical care for that complaint).

Can I see a specialist without a referral?

Yes, as described by your EHP insurance plan, you may continue to see a specialist without a referral. It is highly encouraged that you speak to your Direct Primary Care provider, even if by phone or through MyChart messages, before you see a specialist so that your Direct Primary Care provider may comprehensively manage your care and speak to the specialist, if needed.

Will the Direct Primary Care practice location have radiology (e.g., X-ray)?

The Direct Primary Care practice will not have radiology services available on-site. These services are

still covered according to your EHP insurance plan; they just cannot be performed by your Direct Primary Care provider. Should you need these services, your Direct Primary Care provider can direct you to radiology services according to your health care needs and your selected EHP insurance plan.

Are lab draws and testing free as part of Direct Primary Care?

DPC does NOT include lab tests of any kind. Blood can be drawn at the DPC office (i.e., lab draws) for the tests. All lab *draws* are then sent to an outside lab, such as Quest, JHML lab or LabCorp, and will incur a separate charge or coinsurance, determined by the patient's selected EHP insurance plan.

DPC members will receive six *in-office* point-of-care/rapid tests free of any copayment or coinsurance. Point-of-care tests may include:

- Flu
- Strep
- Pregnancy
- Urine
- A1c

Will gynecological services be provided?

Gynecological services are not included in the Direct Primary Care package of services. However, these services are still covered according to your EHP insurance plan. Should the need arise, your Direct Primary Care provider can direct you to gynecological services according to your health care needs and your

selected EHP insurance plan.

Why are pediatrics not covered under the Direct Primary Care pilot?

We are looking into offering pediatric options in the future. In the meantime, your child's health care will continue to be covered according to your EHP insurance plan.

What if I am out of state or traveling when I need my provider?

If the issue does not require a physical visit, consider calling or messaging your Direct Primary Care provider.

However, if you need to see a provider in person and elect to see a provider in your vicinity, your EHP insurance plan will determine the cost of copayments, coinsurance and deductible. (*Note: This is true regardless of your enrollment in Direct Primary Care.*)

Is Direct Primary Care also my insurance provider?

No, DPC is not an insurance product nor is it your insurance provider. Direct Primary Care is an innovative primary care practice under the medical group of Johns Hopkins Community Physicians.

The insurance that includes Direct Primary Care as an allowable benefit is the Employer Health Programs (EHP). Should you have questions about your EHP insurance plan, please call 1-800-261-2393.

COST OF CARE

Is it true that I pay the same amount as an EHP member, whether I choose to enroll in Direct Primary Care or not?

Correct. There is no additional cost for the member to enroll in Direct Primary Care.

Will there be any hidden fees or out-of-pocket costs that I should be aware of?

If you receive any services or are sent for services outside the Direct Primary Care package (e.g., lab services or specialty services), your costs will fall under the standard copayment, coinsurance and deductible as outlined by your EHP insurance plan.

APPOINTMENTS

Do I have to go through a call center to make an appointment?

Please use this direct line to schedule an appointment with your Direct Primary Care providers: 240-865-5500.

Can I book appointments online?

You will need to schedule your first visit with a Direct Primary Care provider by calling our scheduling line at 240-865-5500. After this initial visit, you can schedule all future appointments with your Direct Primary Care provider online through the Johns Hopkins MyChart portal.

Can I see the provider through a same-day appointment or walk-in?

Yes. The goal of Direct Primary Care is to create access for you when you need it. We will create availability for walk-ins and same-day appointments. If you are unable to see the provider in the office, you can call or email your provider at any time.

Will I be able to see the provider during evening hours or on the weekends?

Direct Primary Care offers extended office hours: Monday–Friday, 7 a.m.–7 p.m. Weekend office hours are currently not available, but you will continue to have access to a Direct Primary Care provider. If you have a concern or acute need, you can call the practice any time, day or night, and access your provider by request.

Will I be able to call my provider in the middle of the night?

With Direct Primary Care, you have access to your provider 24/7. If you have a concern or acute need, you can call the practice any time, day or night, and access your provider by request.

What is the expected turnaround time for calls, emails and appointment requests?

The Direct Primary Care team makes every effort to respond to all inquiries within 24 hours of receipt. Oftentimes, a faster response is possible. When in doubt, please

Speak directly with your Direct Primary Care provider to confirm, and as always, please dial 911 in case of emergency.

Doctors are always running behind, which means I have a long wait. Will there be a wait once I arrive for my appointment?

Direct Primary Care aims to ensure you never have to wait. We build enough time in between visits so when you arrive on time, a DPC provider is ready to take care of you.

PROVIDERS

Can I meet or learn about the providers before I have to select one?

Yes, the Direct Primary Care providers are Carolyn Le, D.N.P., C.R.N.P., and Norman M. Dy, M.D. You can meet the providers at the Howard County General Hospital benefits fair, or visit our website at jhcp.org/DPC to learn more about them.

How many providers can I choose between?

The practice has two providers: Carolyn Le, D.N.P., C.R.N.P., and Norman M. Dy, M.D. Upon your acceptance into Direct Primary Care, you will be assigned one of the providers.

However, Dy and Le work as a team to manage all Direct Primary Care patients' health needs. They work closely together to ensure that your primary care needs are satisfied in a timely and effective manner.

OTHER QUESTIONS

How can I share feedback about my experience with Direct Primary Care?

Our goal is to provide all our patients with the highest quality health care combined with exceptional service. One of the best ways to do this is to ask our patients about their experience so we can identify what we are doing right and areas that may need improvement. If you have feedback you would like to share, please email DirectPC@jhmi.edu.

How do I disenroll from Direct Primary Care?

If you participated in Direct Primary Care during 2019, you can choose to not elect Direct Primary Care in 2020.

If you enroll in Direct Primary Care for 2020 but later decide to discontinue, call EHP to handle your DPC termination request. EHP members will be able to select a PCP on the call with an EHP staff member in real time. You can reach EHP customer service at 410-424-4450 or 800-261-2393.

I'm planning to retire in 2020. Can I enroll in Direct Primary Care?

If you retire mid-calendar year, you may remain within DPC only if you elected Medicare Part A before retiring AND are continuing the EHP medical plan under COBRA. If you are not continuing to participate in the EHP medical plan under COBRA, you will not be able to remain in DPC. Our DPC providers

will be happy to seamlessly and comprehensively transfer your care to your new primary care provider.

What if I take another job outside of Johns Hopkins Health System in 2020? Can I still maintain my participation in Direct Primary Care?

No. If you take a job with an employer outside the Johns Hopkins Health System, resulting in a change in your health insurance, you will not be able to retain the Direct Primary Care benefit. Our DPC providers will be happy to seamlessly and comprehensively transfer your care to your new primary care provider.

CONTACT US

Visit jhcp.org/DPC to learn more about the benefit. You can also email questions about Direct Primary Care to DirectPC@jhmi.edu.