



Frequently Asked Questions

Q. Will the Fund or my employer see my private health information?

A. No, your private health information is completely confidential and will never be shared with the Fund or your employer.

Q. Will there be a change to my insurance plan and/or carrier?

A. No, there will not be a change; your coverage will remain the same. The Family Medical Center is an additional benefit for plan participants and their covered dependents to use.

Q. Do participants have to use the clinic?

A. Participants and their covered dependents may choose to use the Family Medical Center providers as their primary care providers with no out-of-pocket cost. They also may continue to use their current physician and obtain services at the Family Medical Center.

Q. Are members able to participate in other Activate clinics?

A. Members are welcome to access other Activate sites nationwide that have an open policy. If there is a closer or more convenient location, you are welcome to utilize this as each clinic allows. For more information on open vs closed clinics please call your primary clinic for information.

Q. What will be the cost to participants who use the Family Medical Center?

A. There will be no cost for participants and their covered dependents that wish to access the centers. This includes the appointment (regardless of the reason), any

drugs dispensed at the center, diagnostic studies done at the center, or labs drawn/completed at the clinic. Outside- labs, medication, and diagnostic workup is dependent on the member's current insurance plan.

Q. Do you do urine drug screens?

A. Urine drug screens are currently only being performed on UA Local 172 members. These can be done during any open clinic hours. Appointments are required.

Q. If I have an order for labs from my current provider/specialist, am I able to have them drawn at the clinic at no cost?

A. Yes, you can have outside lab orders drawn at the Family Medical Center at no cost to you. This is subject to each individual lab being of equal or lesser value to \$500.00. To schedule outside labs, please call the clinic and explain that you wish to schedule a lab draw from an outside provider. Please be sure to bring outside order forms with you at the time of your appointment. To avoid complications with lab draws, we advise you to confirm with your provider if the labs require fasting and/or if they need to be drawn at a specific time of day. For fasting labs please fast 12 hours prior to lab appointment- water and black coffee is okay to drink.

Q. Do you take walk-ins?

A. The clinic is not currently accepting walk-ins. Please call the clinic for help scheduling an appointment. Generally, appointments can be scheduled within 24 hours of time of request. Alternatively, for an established patient, appointments can be scheduled via the patient portal.

Q. What medications are dispensed at the Family Medical Center?

A. The Family Medical Center stocks over 150 of the most frequently used generic medications/supplies. A list of available medications/supplies is available and posted on the website. It will be updated as new medications are added or as older

ones are removed. In order to get your medication at the Family Medical Center, you will need to make an appointment and be prescribed your medication by the on-site clinician.

Q. How do I refill my medications through the Family Medical Center?

A. For medication refill needs please call the clinic or send a request via the patient portal. Please allow 24-48 business hours' processing time from date of request submission. Please give your clinic's team up to a week's notice when possible.

Q. Where will the Family Medical Center be located?

A. The address is 3371 W. Cleveland Rd, Suite 120, South Bend, IN 46628.

Q. What are the hours of the Family Medical Center?

A. The clinic will be available Monday through Friday to meet your needs.

Monday 7 am – 6 pm

Tuesday 9 am – 7 pm

Wednesday 6 am – 6 pm

Thursday 9 am – 7 pm

Friday 6 am – 4 pm

Q. What is the phone number for the Family Medical Center?

A. The telephone number for the Family Medical Center is (574) 218.6700 and the fax number is (574) 218.6708. You can reach the clinic 24 hours a day, 7 days a week. During normal business hours, you can reach the staff at the Family Medical Center. After normal business hours (for urgent events), your call will be forwarded to a nurse on call who will be able to help you assess your situation and offer guidance as needed.

Q. Is the doctor affiliated with a local hospital?

A. No, the doctor is completely independent. As a result, referrals are based on the facility that can provide the highest quality and most cost-effective service.

Q. Are my dependents allowed to use the Family Medical Center?

A. Yes, dependents over age three can use the Family Medical Center. Dependents ages three and below are best cared for by a pediatrician who is specifically trained to diagnose and treat children in order to provide the greatest care for your child.