What is Paladina Health?
Paladina Health is a provider of primary care services that is at the forefront of innovation in healthcare. It operates patient-centered medical homes where patients can get most of the medical services they need from an experienced physician, usually at a much lower cost than with other providers. Paladina Health physicians are dedicated to serving an employer’s population, are highly accessible at convenient clinic locations and are held accountable for delivering great care and service. These physicians provide a personal level of service and are available around the clock via cell phone for urgent health matters.

Why is DaVita offering this benefit?
For years, our teammates have shared the burden of escalating healthcare costs without any comparable improvement in the quality of the care they receive, the amount of time they spend with their physicians or the access they get to their providers. With Paladina Health, we believe our teammates and their family members will receive higher quality healthcare, improve their long-term health and lower their annual healthcare costs.

Who is eligible to sign up for Paladina Health?
All teammates and their eligible dependents that are on a CIGNA PPO health plan offered through DaVita are eligible to get Paladina Health services. Teammates retain the same access to their CIGNA-contracted providers. Teammates participating in an HMO such as Kaiser Permanente or Group Health are not eligible to sign up.

Does choosing the Paladina Health option increase my healthcare costs? What if I’m in the High-Deductible Health Plan (HDHP) with an HSA?
No, it should do just the opposite.

For non-HDHP participants, because there are no co-pays or other charges for both preventative and non-preventative care, it ends up costing you less.

For HDHP members who are actively contributing to an HSA, all preventative care is covered at no charge. Non-preventative services are competitively priced and reimbursable with HSA funds. After the deductible is met, there is no charge to you.

There is never any cost for phone, email or other remote interactions with your physician.
What is different about Paladina Health compared to my current primary care provider?

Paladina Health provides primary care services for you and your family, but is not just another primary care provider. As a Paladina Health patient, you get your physician’s cell phone number to call 24/7 for urgent needs. Paladina Health physicians offer a scope of services that is broader than a typical primary care practice, so you’ll be able to receive more of your care provided through the Paladina Health clinic. You’ll also get help and assistance in navigating the healthcare system when you need specialist services or care that cannot be provided at the Paladina Health clinic.

How experienced are Paladina Health physicians?

Paladina Health physicians are dedicated, board-certified or board-eligible, usually with a minimum of eight to ten years of experience as a practicing physician. Our physicians have 70 percent fewer patients than a typical primary care physician, allowing them to spend more time with you when you need it, start appointments on time and provide you with appointment availability in the timeframes that meets the urgency of your health issue.

I already have a long-standing PCP, why would I change?

Paladina Health is an optional benefit as an add-on to your existing health plan. You do not need to switch doctors or stop seeing a preferred specialist. If you choose to enroll, we recommend that your Paladina Health provider become your first point of contact. This means that rather than going directly to your specialist to receive care, you take advantage of the many convenient access points to your Paladina Health physician. As such, we recommend that immediately after signing up, you schedule your first appointment—the comprehensive physical. Then take some time to see if this health benefit works for you.

What if I have a pediatrician for my children I already like?

You do not need to switch doctors. While Paladina Health physicians are fully trained in pediatrics, many parents have an established relationship with a pediatrician. You may choose to enroll yourself in Paladina Health and not enroll your children. Or, you may choose to enroll your children but continue a relationship with their existing pediatrician. Your Paladina Health physician can be another option for your children’s healthcare—typically, it takes less time to get an appointment at the Paladina Health clinic than it does in the pediatrician’s office. Also, your Paladina Health physician—not an answering service—is available 24/7, including nights and weekends.
I take a lot of medications. How does Paladina Health help make it easier for me to manage refills and changes in dosages?
At many of its clinics, Paladina Health dispenses approximately 50 commonly prescribed medications, including medications for chronic conditions. This means that you can walk out of your appointment with most of the medications you need for treatment in-hand. The costs for these medications are usually lower than if obtained through a pharmacy. Additionally, many refill requests and many dosage adjustments can be handled remotely with your physician and called in to your pharmacy of choice without the need for an in-person office visit.

Why should I sign up now if I’m not sick currently? Why not wait until I am sick?
It never fails. Injuries and illnesses happen on weekends and evenings when most physician practices are closed. That is usually the time you most need access to a trusted medical professional. With your Paladina Health membership, you’ll receive your physician’s personal cell phone for just this reason. However, it is important to first build a relationship with your care provider. You will want your physician to know you, your medical history and your health concerns long before you get sick. Plus, Paladina Health employs screening protocols that may catch a health issue that can be treated, preventing something from becoming an urgent situation.

How do I enroll my dependents?
Signing up your dependents is easy—and no cost to you. Just visit paladinahealth.com/enroll. Your dependents will get the same 24/7 physician access for urgent needs and patient-first care from Paladina Health. If you have declined coverage for your dependents previously, you can still change their enrollment status at any time by calling Paladina Health Member Services at 1-866-808-6005.

Will my employer have access to my protected health information?
Not at all. Under HIPAA, your Paladina Health physician cannot share your medical records or any medical information with your employer. We take your privacy and the confidentiality of records very seriously.

Can I visit any Paladina Health location? Am I only allowed to see my selected physician?
Your selected Paladina Health physician will be your primary point of contact and the medical professional overseeing your care. However, you may make an appointment at any of our Paladina Health clinics that are open to the public and choose to see another provider as needed. You may also email or call your physician with your questions, or for consultation. You and your physician will choose the option that is most appropriate for the situation.
What if I’m not ready to sign up now, but may want to later?
You may enroll in Paladina Health at any time by visiting paladinahealth.com/enroll.