



## **The Wellness Center Operated by Premise Health – Lockheed Martin Courtland, AL Frequently Asked Questions**

### **Q: Who is Premise Health?**

A: While Lockheed Martin’s Chief Medical Officer has oversight, all Lockheed Martin Wellness Centers are operated by Premise Health. [Premise Health](#) is the world’s leading direct healthcare provider and one of the largest digital providers in the country, serving over 11 million eligible lives across more than 2,500 of the largest commercial and municipal employers in the U.S. They take a transformative approach focusing on clinical expertise, easy access to care, and a seamless and simple member experience.

### **Q: Who is eligible to use the Wellness Centers?**

A: All Lockheed Martin badged employees, regardless of your medical plan coverage, will be eligible to use the Wellness Centers for occupational and personal health care.

### **Q: What type of staff work in the Wellness Center?**

A: Premise Health has recruited an experienced Registered Nurse to staff and manage The Wellness Center.

### **Q: What are the hours of operations?**

A: The Courtland Wellness Center is open Monday-Thursday 7:00a.m. - 5:00p.m.

### **Q: What if I get injured while at work?**

A: While emergencies should still be reported by calling Security at 256-637-1014, please report any non-emergency injuries or illnesses that occur at the worksite to the Wellness Center. In the Wellness Center, employees will complete necessary documentation and the nurse will assess the injury, provide first aid and recommend next steps. In some cases, the nurse may virtually consult with the Premise Health provider at Lockheed Martin’s site in Troy, AL or recommend that the employee seek a higher level of care from Occupational Medicine.

### **Q: How will the Wellness Center schedule occupational health/surveillance exams?**

A: The Medical Exam Scheduler will be used to determine who is due for medical surveillance exams and will be scheduled by the Wellness Center. Through this tool, managers and employees will be notified of upcoming examination appointment or deadline. Please call the Wellness Center to reschedule if a different appointment time is needed.

Some surveillance exams that require a higher level of care will need to be completed at a local medical facility. The Wellness Center will provide guidance on where to go if an offsite exam is required.

Lockheed Martin Courtland managers and/or ESH team will still enter all learning plans, including any medical component(s), into Atlas which informs the Medical Exam Scheduler. If you have questions about why you require the exams that have been scheduled for you, please talk to your manager or ESH professional.



**Q: What are the services?**

A: Services offered in the Wellness Center include the following:

- Occupational health (surveillance exams and worksite illness and injuries)
- Acute care and urgent care (cold, cough and sore throat)
- Health education, health coaching, condition management
- Preventive care (biometrics screenings, certain vaccinations, blood pressure checks)
- Lab services (strep, flu, covid, pregnancy, hemoglobin A1C, cholesterol, blood sugar)
- And more

**Q: What are the service fees?**

A: Service fees are based on fair market value of the services provided. The fee structure is as follows:

- Virtual provider visit (non-preventive): \$30
- Labs: \$3 for each lab and \$3 for a venipuncture (draw)
- Simple procedures: \$10

Several services will not have a charge, including preventive services, health coaching, biometric screenings, occupational health, and first aid/care for work-related illnesses and injuries.

**Q: How do I pay for services received?**

A: You will be required to pay for services through the MyPremiseHealth Patient Portal. Premise Health will accept credit cards, and debit cards (including Health Savings Account (HSA) and Health Care Spending Account (HCSA) debit cards as forms of payment.

**Q: Will the Wellness Center take my insurance plan for personal health care needs including blood draws?**

A: For all occupational health services and work-related injuries and illnesses, there will be no charge. Qualified preventive care will be covered at 100 percent with no co-pay. For personal medical care, Premise Health is considered an in-network medical provider for many Lockheed Martin health plans including Aetna, CareFirst Blue Cross Blue Shield, Cigna, and Kaiser Permanente high-deductible health plans. As with any provider, co-payments, co-insurance, and deductibles may apply based on the service and the benefit offered. For non-Lockheed Martin health insurance and some represented legacy health plans, employees should check with their insurance carrier and file claims for appropriate reimbursement.

**Q: How can I make a personal medical appointment?**

A: You can make personal appointments directly by calling your Wellness Center. A patient portal featuring online scheduling is also available. Call your Wellness Center at (256) 637-1021 to receive an activation link to register for MyPremiseHealth Patient Portal.

**Q: How can I make an occupational health/surveillance exam appointment?**

A: Your occupational surveillance exam will be scheduled through the medical exam scheduler, otherwise please call the Wellness Center to schedule occupational health visits. Both you and your supervisor will automatically receive an email with the time, date and forms that are needed for the exam. If you need to change your exam appointment, call the Wellness Center at (256) 637-1021 as soon as possible.



**Q: Who has access to my occupational medical records?**

A: Occupational care medical records are kept and managed through a separate secure online system. Premise Health and certain Lockheed Martin employees, including some employees in the ESH, HR, Legal and Security organizations, have access to or can obtain occupational health information under certain circumstances.

**Q: Will my personal medical records be kept confidential and private?**

A: The Wellness Center is managed and operated by Premise Health as a medical care provider. Your personal/primary care medical records are kept and managed online through a secure Premise Health electronic medical record, which Premise Health protects in accordance with federal and state laws governing the privacy of your identifiable health information, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and implementing regulations. Lockheed Martin and Premise Health understand the importance of making sure your health information stays private. We have worked with Premise Health to implement a policy of strict protections to ensure that your privacy is respected and protected in accordance with all applicable laws. Personal health information that you share with Premise Health is kept confidential and will only be used as permitted by law. Lockheed Martin receives only aggregate data on the health risks prevalent among all employees. This data is used as Lockheed Martin develops programs to support the health of employees.

**Q: Will I have to sign consent forms to receive treatment?**

A: Upon your first visit to the Wellness Center, you will be asked to sign annual consent forms to allow for occupational care. Additionally, consent to treat will be required for personal medical appointments.