



SalernoHealthTM
Affordable Direct Medical Care

DELIVERING HEALTHCARE THE WAY IT SHOULD BE

Member Services Guide



Dear Member;

I would like to take this opportunity to welcome you to Salerno Health. We are pleased that you have chosen to be part of the solution for affordable quality healthcare. Our network of primary care physicians, specialists and surgeons are committed to providing you with the best care available.

Enclosed please find your new membership packet containing important information:

1. Membership card(s) to present when you visit our offices or facilities.
2. Member services guide outlining how Salerno Health works, a summary of covered services and excluded services, prescription refill policy, patient privacy policy, and a member portability policy. Your member services guide also includes our network of primary care physicians, specialists and surgeons.
3. Our web site and key contact information including our **Med-Line 405.607.4466** or **1.855.754.4363** for medical questions.
4. Our RxCut prescription savings card to ensure you receive the best price for any prescription you have filled.
5. Please note that there is a thirty (30) day grace period from your membership start date for accessing the specialty/surgical network.

It is important that you understand your Salerno Health benefits especially with your employer's major medical plan when offered. We thank you and look forward to a happy and healthy future.

Sincerely,

David Rothwell, M.D.
Salerno Health Managing Partner

About Us...

Salerno Health is a direct medical care company that offers the solution for affordable healthcare to employers, employees and their families. We provide a network of experienced physicians and surgeons throughout the Oklahoma City metro area.

What does this mean for you? It means you have access to quality primary, specialty, and surgical care without the cost of meeting insurance deductibles, complex paperwork such as explanation of benefits or statements, and confusing pre-authorizations for specialty referrals. Direct medical care has been shown to reduce hospital admissions, unnecessary office visits and procedures. It also means fewer urgent care or emergency room visits for our members. Direct medical care serves as a member's "primary care medical home". Members pay a low monthly fee beginning at \$49 a month. Like a health club membership, this fee gives patients premium access to providers who will provide same/next day access for acute care needs, coordinate care across specialties, manage chronic disease, and treat patients without unnecessary office visits when appropriate.

Salerno Health is designed to provide over 80% of your primary and specialty/surgical health care needs. Salerno Health is a membership based health benefit plan. *It is **NOT** insurance.* Combined with your current health insurance provided through your employer Salerno Health will reduce your out of pocket expenses significantly that you previously paid through a deductible.

How does Salerno Work...

To provide greater quality and improve health care access, Salerno Health benefits include a **MED-LINE (405) 607-4466** or **1.855.754.4363** where patients may call to address their health care needs. The **MED-LINE** is staffed by a nurse Monday through Friday 8am-5pm. By using the **MED-LINE** you will be able to have our nurse address questions, assist with scheduling of appointments, and link patients to an on call provider if necessary. All office visits with Salerno Health providers must be coordinated via the **MED-LINE** unless a member is specifically asked to do otherwise. When you need to see a physician, you may access via the **MED-LINE** any of our primary physicians that are close to home or close to work. The Salerno Network of seven (7) primary care physician and mid-level providers (nurse practitioners or physician assistants) are located conveniently throughout the Oklahoma metro area including Midwest City, Mustang, Edmond, Norman and Moore. Our primary care providers offer same/next day access for acute care needs.

Salerno Health provides after hour access to our providers. We ask that our members respect this benefit and utilize it for urgent matters that cannot wait until business hours. If you are established with one of our Salerno Health providers, prescriptions can be called in. Otherwise, you will have to be seen prior to prescriptions being handled.

We ask all Salerno Health providers and their staff to make every attempt to have appointments begin on time. Again, please call the **MED-LINE** to schedule appointments. Wait times may vary at each clinic. If you have any questions or concerns please contact us at questions@salernohealth.com. The **MED-LINE (405) 607-4466 or 1.855.754.4363** can help eliminate unnecessary office visits when appropriate. Once you have established care with a Salerno Health primary care provider, a treatment option can be coordinated over the phone through our physician supervised nurses thus eliminating an office visit fee of \$30.

Access to medical records online is available via Patient Fusion. To obtain your personalized and secure access you will need to request access information while at one of our primary care offices and at our corporate headquarters. Access will NOT be provided over the phone. Please call the **MED-LINE** during business hours for questions.

Regarding referrals to any entity within the specialty/surgical network, need must be established by one of our primary care providers. In order to keep costs under control and, more importantly, to provide quality health care our model is based on coordination of care by our primary care providers. In addition, referrals may not come from a non-Salerno Health provider. If you see a physician or provider outside our network who recommends any service or otherwise that is covered by your Salerno Health benefit, you will need to call the **MED-LINE** to coordinate.

All lab tests ordered must be drawn at a CPL location. These are listed on page 17. If you go to another facility (even one that states it works with CPL, is an approved draw station for CPL, or otherwise) you will be responsible for the invoice generated. To keep our laboratory costs down, Salerno Health has established a relationship with CPL specifying which locations to use. Please call **MED-LINE** with any questions about lab work needed. Also, lab work ordered by a non-Salerno Health physician is NOT covered.

Any imaging ordered (x-ray, MRI, CT scan, ultrasound, etc.) must be ordered by and coordinated with a Salerno Health provider to be covered. If you have any questions regarding imaging tests please call the **MED-LINE**.

Accidents and the unexpected do happen, so the typical patient in a direct medical care plan is highly recommended to keep an insurance plan to cover emergencies and serious illnesses. Because this insurance doesn't need to cover routine care or even most ambulatory surgical care, many patients choose a less comprehensive plan with a higher deductible and lower premium ultimately reducing the overall cost of care.

Salerno Health is NOT health insurance.

FREQUENTLY ASKED QUESTIONS (FAQ)

Q: Is Salerno Health (SH) health insurance?

A: SH is neither health insurance nor do we provide health insurance coverage. SH provides comprehensive primary care services (see description of services under each plan) and specialty/surgical care (see list for details). We recommend that all members have a major medical health insurance plan. If your employer has selected major medical insurance in conjunction with Salerno Health both plans work together to save you the most out-of-pocket expenses.

Q: Does SH accept insurance or patients with insurance?

A: SH cannot assume care for patients under a state health plan (i.e. Sooner Care) or government plan (i.e. Medicare). You are not required to have insurance to be a SH patient although we strongly recommend a major medical health insurance plan to go along with our benefits. Even if you lose your insurance coverage you can remain a SH patient as long as you maintain your membership. We do not bill nor collect insurance.

Q: Will my health insurance pay for SH fees?

A: You will need to check with your insurance plan or your employer's Human Resources Department.

Q: What is covered by SH membership? Hospital Stays? ER visits?

A: SH membership covers all items listed in the Member Services Guide.

Q: How do I contact my SH provider or make an appointment?

A: SH will provide you with a membership card with a Med-Line phone number to call for any health care needs. This number remains in effect 24/7 and is available to all members. During business hours a nurse will handle your particular need and get you in touch with the provider (either for an appointment or to discuss a health need). After hours calls are reserved only for urgent matters that cannot be handled during business hours (Monday-Friday 8am-5pm). Emergencies should be handled in the emergency room and are not covered by Salerno Health.

Q: Do I need to make an appointment or can I just walk in?

A: You should always use our Med-Line to make an appointment and/or determine if you need to be seen. Many Primary Care office visits can be prevented by addressing your medical issue over the phone. This process will save you time and money.

Q: What if I need to see a specialist?

A: If you have purchased the Salerno Specialty Care membership and your Salerno Primary Care Physician recommends that you see a Salerno Specialist then they will coordinate your care. A separate Specialty Office Visit fee of \$40 will apply. Additional fees for surgery and other procedures may apply, Refer to the Member Services Guide for details and prices. Refer

to this same guide for a list of Salerno Health Specialists and services included in your plan. If your Salerno Primary Care Physician determines that your medical condition warrants a referral to a specialist outside of the Salerno network, or for a specific procedure not included in your membership plan, then they will also coordinate your care. Note that any fees incurred in either of these examples will be the responsibility of the patient and you should consult your major medical insurance plan.

Q: If I become seriously ill or develop a chronic illness, will my monthly membership fee increase?

A: No. There are no exclusions for pre-existing conditions for membership, nor are there any rate adjustments for changes in your health status during your membership.

Q: Can I add or drop members to my Salerno Health plan?

A: Any family member can be added during the agreement term (12 months) of your membership plan. However each new member will be signed for a minimum twelve (12) month membership. Check with your employer for any policy that might prohibit mid-term additions or deletions of members.

Q: Will I have access to my medical record?

A: Yes. SH provides each member/patient with a secure, HIPPA compliant option for access to your medical information.

Q: How about prescriptions? How do I get prescriptions on my SH plan?

A: SH recommends that members contact their pharmacy for routine prescription refills. ANY CONTROLLED SUBSTANCE WILL NOT BE FILLED WITHOUT AN OFFICE VISIT OR AFTER HOURS (this is mandated by the DEA and Oklahoma Bureau of Narcotics and Dangerous Drugs). Please refer to the SH Membership Guide for policy on controlled medications.

Q: Can I still see my current primary care physician or specialty doctor?

A: Your Salerno Health membership only covers treatment by Salerno Health physicians participating in our network. Any services or providers that you choose to utilize outside of these covered services will be considered the responsibility of the patient or if you have major medical coverage then you should consult your major medical insurance plan.

Summary of Covered Services

Primary Care:

- **Office visits**
 - New patient visits (99201-99205)
 - Established patient visits (99211-99215)
 - Preventive medicine and well child visits (99382-99386; 99392-99396)
- **Immunizations** (most covered – check website for detailed list)
- **Blood tests** (most covered – check website for detailed list)
 - Refer to page 17 for approved sites for testing
 - Examples
 - Cholesterol
 - Liver and kidney function tests
 - Blood count (aka, CBC) for anemia
 - Thyroid testing
- **Injections**
 - Steroid shot (J1020/J1030/J1040 = methylprednisolone)
- **In office lab**
 - Urinalysis (81002)
 - Strep test (87880)
 - Flu test (87804)
- **Breathing treatment** (94640)

Specialists/Surgeons:

- **Neurology**
 - nerve conduction testing (95900)
- **Cardiology**
 - office visits/consultations
 - treadmill stress test (93015)
 - thallium scans/nuclear stress tests (78452)
 - carotid ultrasound (93880)
- **Urology**
 - office visits/consultations
 - scope looking into bladder (cystoscopy – 52000)
 - prostate biopsy (55700)

- **Orthopedic procedures**
 - office visits/consultations
 - X-ray (in office)
 - removal of ganglion cyst (25111)
 - scope of shoulder (29806, 29807, 29819, 29822, 29823, 29824, 29826)
 - rotator cuff repair (29827)
 - scope of knee with ACL repair (29888)
 - carpal tunnel surgery (64721)
- **General Surgery**
 - office visits/consultations
 - mastectomies (19301, 19302, 19303, 19304, 19307)
 - drainage of skin abscesses (10060/10061)
 - appendectomy (non-emergent only)
 - removal of gallbladder using scope (laparoscopic cholecystectomy/non-emergent only)
 - hernia repairs (numerous codes)
- **Gastroenterology**
 - office visits/consultations
 - colonoscopies
 - Screening for cancer (G0105/G0121)
 - For problems that need diagnosis (45378)
 - With lesion (i.e. polyp or suspicious mass) biopsy (45380)
 - EGD (upper scope or stomach scope)
 - For problems that need diagnosis (43235)
 - With biopsy (43239)
- **Ear, Nose & Throat (coming soon)**
 - office visits/consultations
 - office procedures
 - nosebleeds (30901)
 - scope to look at larynx (31575)
 - hearing test (those codes with "audiometry")
 - surgeries
 - ear tubes (myringotomy)
 - sinus procedures (numerous codes)
 - tonsillectomy (42825)
 - adenoidectomy (alone or with tonsils)

- **Radiology**
 - MRI/MRA
 - CT (“cat”) scans
 - Ultrasound
- **Pathology**
 - most basic tissue samples for evaluation by a pathologist are covered
 - Surgeries, colonoscopies, other scope procedures
- **Breast Imaging**
 - Mammograms
- **Physical Therapy**
 - Back pain
 - Neck pain
 - Post-operative rehabilitation

Member financial responsibility for Primary and Specialty Surgical care (examples)

Primary Care (per office visit)	\$30
Specialty Care (per office visit)	\$40
Imaging	
CT/Ultrasound (per procedure)	\$25
MRI/MRA (per procedure)	\$50
Breast Center	
Mammogram (per procedure)	\$25
Colonoscopy	\$50
EGD (stomach scope)	\$50
Physical Therapy (per visit)	\$10
Treadmill stress test	\$25
Surgical Procedures (per surgery)	15% of surgery fee

What is not covered?

- Newborns
 - Children < 2 years old
- Neurology (pediatric < 18 yrs old)
- Sleep Studies
- Lasik
- Joint replacements
- Fracture care
- PET scans
- Psychiatry/psychologist care/counseling
- Treatment of kidney stones
- Prescription medications (Salerno Health provides a prescription discount card)
- CPAP/Sleep study supplies/equipment

- Hospital Inpatient/Outpatient Care
- Urgent Care/ER Visits
- OB/GYN, Nephrology, Radiation Oncology, Medical Oncology, Pain Management, Allergy, Rheumatology

Expanded List of Primary Care Covered Services

Covered Office Visits	Covered In Office Imaging	Covered In Office Imaging
<p>Office/outpatient visit new Office/outpatient visit new Office/outpatient visit new Office/outpatient visit new Office/outpatient visit new Office/outpatient visit est Office/outpatient visit est Office/outpatient visit est Office/outpatient visit est Office/outpatient visit est Init pm e/m new pat 3-4 yrs Prev visit new age 5-11 Prev visit new age 12-17 Prev visit new age 18-39 Prev visit new age 40-64 Prev visit est age 3-4 Prev visit est age 5-11 Prev visit est age 12-17 Prev visit est age 18-39 Prev visit est age 40-64</p>	<p>Chest x-ray Chest x-ray X-ray exam of ribs/chest X-ray exam of spine X-ray exam of neck spine X-ray exam of neck spine X-ray exam of thoracic spine X-ray exam of lower spine X-ray exam of lower spine X-ray exam of pelvis X-ray exam of collar bone X-ray exam of shoulder X-ray exam of shoulder X-ray exam of humerus X-ray exam of elbow X-ray exam of elbow X-ray exam of forearm X-ray exam of wrist X-ray exam of wrist X-ray exam of hand X-ray exam of hand X-ray exam of finger(s) X-ray exam of hip X-ray exam of hip X-ray exam of hips X-ray exam of thigh X-ray exam of knee 1 or 2 X-ray exam of knee 3 X-ray exam of knees X-ray exam of lower leg X-ray exam of ankle X-ray exam of ankle X-ray exam of foot</p>	<p>X-ray exam of heel X-ray exam of toe(s) X-ray exam of abdomen X-ray exam of abdomen</p> <hr/> <p>Covered Immunizations</p> <p>Immunization admin Immunization admin each add Immune admin oral/nasal Immune admin oral/nasal addl Hep a vaccine adult im Hep a vacc ped/adol 2 dose Hep a vacc ped/adol 3 dose Hib vaccine hboc im Hib vaccine prp-t im Pneumococcal vacc 7 val im Dtap vaccine < 7 yrs im Dt vaccine < 7 im Mmr vaccine sc Poliovirus ipv sc/im Tdap vaccine >7 im Chicken pox vaccine sc dT vaccine > 7 im Diphtheria vaccine im Dtap/hib vaccine im Dtap-hep b-ipv vaccine im Pneumococcal vaccine Hepb vacc ped/adol 3 dose im Hep b vaccine adult im Hep b/hib vaccine im</p>
Covered Injections		
<p>Ceftriaxone sodium injection Methylprednisolone 20 MG inj Methylprednisolone 40 MG inj Methylprednisolone 80 MG inj Ketorolac tromethamine inj Lidocaine injection Promethazine hcl injection Methylprednisolone injection Methylprednisolone injection Triamcinolone acet inj NOS</p>		

Expanded List of Primary Care Covered Services, *(continued)*

Covered Miscellaneous	Non Covered Procedures	Non Covered Procedures
Application of finger splint Electrocardiogram complete Rhythm ECG with report Airway inhalation treatment Evaluate pt use of inhaler Measure blood oxygen level Specimen handling Surgical trays	Remove foreign body Drainage of hematoma/fluid Trim skin lesion Trim skin lesions 2 to 4 Removal of skin tags Remove skin tags add-on Shave skin lesion Exc tr-ext b9+marg 0.5 < cm Exc tr-ext b9+marg 0.6-1 cm Exc h-f-nk-sp b9+marg 0.5 < Exc h-f-nk-sp b9+marg 0.6-1 Exc face-mm b9+marg 0.5 < cm Exc face-mm b9+marg 0.6-1 cm Exc tr-ext mlg+marg 0.5 < cm Removal of nail plate Removal of nail bed Destruct premalg lesion Destruct premalg les 2-14 Destroy premlg lesions 15+ Destruct b9 lesion 1-14 Application of forearm cast Diagnostic anoscopy Insert bladder catheter Exam of cervix w/scope X-ray exam of sinuses Glucose blood test Complete cbc w/auto diff wbc Complete cbc automated Prothrombin time Heterophile antibodies Hpv vaccine 4 valent im Hpv vaccine 2 valent im Flu vaccine no preserv 6-35m	Flu vaccine no preserv 3 & > Flu vaccine 3 yrs & > im Flu vaccine nasal Meningococcal vaccine sc Meningococcal vaccine im Pure tone hearing test air Tympanometry Tte w/o doppler complete Bioimpedance cv analysis Total body plethysmography Upr/l xtremity art 2 levels Breathing capacity test Evaluation of wheezing Vital capacity test Immunotherapy one injection Immunotherapy injections Ther/proph/diag inj sc/im Hot or cold packs therapy Electric stimulation therapy Special supplies Slings TENS suppl 2 lead per month Lt compres band >=3" <5"/yd Nebulizer administration set Nebulizer administration set Nebulizer dome & mouthpiece Admin influenza virus vac Admin pneumococcal vaccine Admin hepatitis b vaccine Ampicillin 500 MG inj Cefazolin sodium injection Cefotaxime sodium injection Betamethasone acet&sod phosp
Covered In Office Lab		
Routine venipuncture Capillary blood draw Urinalysis nonauto w/o scope Urine pregnancy test Occult blood feces Reagent strip/blood glucose TB intradermal test Smear wet mount saline/ink Influenza assay w/optic Strep a assay w/optic		

Expanded List of Primary Care Covered Services, *(continued)*

Non Covered Procedures

Prochlorperazine injection
Medroxyprogester acetate inj
Dexamethasone sodium phos
Injection estrone per 1 MG
Hydrocortisone sodium succ i
Furosemide injection
Orphenadrine injection
Promethazine hcl injection
Sumatriptan succinate / 6 MG
Trimethobenzamide hcl inj
Vitamin b12 injection
Drugs unclassified injection
Normal saline solution infus
Bitolterol mesylate comp con
All newborn care 0-2 yrs old

Any procedure NOT LISTED specifically is considered NOT COVERED under your Salerno Health primary care benefit.

For questions regarding covered specialty/surgical benefits please contact us at 405.607.4466 or 1.855.754.4363 for details.

Expanded List of Laboratory Covered Services

Covered Tests	Covered Tests	Covered Tests
Metabolic panel total ca	Assay of ferritin	Assay of blood/uric acid
General health panel	Blood folic acid serum	Chorionic gonadotropin test
Electrolyte panel	Assay of folic acid rbc	Hematocrit
Comprehen metabolic panel	Glucose tolerance test (GTT)	Hemoglobin
Lipid panel	Gonadotropin (LH)	Complete cbc w/auto diff wbc
Renal function panel	Glycosylated hemoglobin test	Automated reticulocyte count
Acute hepatitis panel	Assay of homocystine	Automated platelet count
Hepatic function panel	Immunoassay nonantibody	Prothrombin time
Drug screen qualitate/multi	Assay of iron	Rbc sed rate automated
Drug screen single	Iron binding test	RBC sickle cell test
Assay of digoxin	Assay of lead	Thromboplastin time partial
Assay dipropylacetic acid	Assay of lipase	Antinuclear antibodies
Assay of lithium	Assay of lipoprotein	Antinuclear antibodies (ANA)
Assay of phenytoin total	Assay of blood lipoprotein	C-reactive protein
Urinalysis auto w/scope	Assay of magnesium	C-reactive protein hs
Urinalysis auto w/o scope	Natriuretic peptide	Immunoassay tumor ca 15-3
Microscopic exam of urine	Assay of serum potassium	Immunoassay tumor ca 19-9
Urine pregnancy test	Assay of progesterone	Immunoassay tumor ca 125
Microalbumin quantitative	Assay of prolactin	Heterophile antibodies
Assay of ammonia	Assay of psa total	Rheumatoid factor quant
Assay of amylase	Assay of psa free	Syphilis test non-trep qual
Bilirubin total	Assay of protein serum	HTLV/HIV confirmatory test
Bilirubin direct	Assay of protein urine	Herpes simplex test
Occult blood feces	Assay of sex hormone globul	Herpes simplex type 2
Occult bld feces 1-3 tests	Assay of serum sodium	Hiv-1/hiv-2 single assay
Vitamin d 25 hydroxy	Assay of testosterone	Hep b core antibody total
Carcinoembryonic antigen	Assay of total testosterone	Hep b surface antibody
Assay of ck (cpk)	Assay of total thyroxine	Hep a antibody total
Assay of urine creatinine	Assay of free thyroxine	Hep a antibody igm
Creatinine clearance test	Assay thyroid stim hormone	Rickettsia antibody
Vitamin B-12	Transferase (AST) (SGOT)	Rubella antibody
Dehydroepiandrosterone	Alanine amino (ALT) (SGPT)	Thyroglobulin antibody
Assay of estradiol	Assay of triglycerides	Hepatitis c ab test
Assay of estriol	Assay triiodothyronine (t3)	Blood typing abo

All tests must be performed at approved site (pg. 17)

Expanded Laboratory Covered Services, (continued)

Covered Tests	Non Covered Tests
Blood typing rh (d)	Chorionic gonadotropin assay
Blood culture for bacteria	Allergen specific IgE
Feces culture bacteria	Cardiolipin antibody
Stool cultr bacteria each	Nuclear antigen antibody
Culture bacteria other	Fluorescent antibody screen
Urine culture/colony count	Fluorescent antibody titer
Skin fungi culture	Inhibin A
Fungi identification yeast	Microsomal antibody
Ova and parasites smears	Syphilis test non-trep quant
Smear gram stain	Lyme disease antibody
Smear wet mount saline/ink	Cultr bacteria except blood
Clostridium ag eia	Culture anaerobe ident each
Hepatitis b surface ag eia	Culture aerobic identify
Chylmd trach dna dir probe	Culture screen only
N.gonorrhoeae dna dir prob	Fungi identification mold
Hpv dna amp probe	Culture type immunologic
Cytopath c/v auto fluid redo	Microbe susceptible disk
	Microbe susceptible mic
	Smear complex stain
	Genet virus isolate hsv
	Chylmd trach dna amp probe
	N.gonorrhoeae dna amp prob
	Obstetric panel
	Assay of vancomycin
	Alpha-fetoprotein serum
	Total cortisol
	Assay of estrone
	GTT-added samples
	Gonadotropin (LH)
	Assay of progesterone
	Assay of insulin
	Lipoprotein bld hr fraction
	Assay of thyroid (t3 or t4)
	Free assay (FT-3)
	Assay of troponin quant

Any test NOT LISTED specifically is considered NON COVERED

Primary Care Physicians

Call Med-Line at 405.607.4466 or 1.855.754.4363 for appointments

MIDTOWN OKC

David Rothwell, M.D.,
6307 Waterford Blvd., Suite 127
Oklahoma City, OK 73118
Phone: 405.607.4466
Fax: 405.494.8062

MIDWEST CITY

Shannon L. Reed, DO
9065 Harmony Drive
Midwest City, OK 73130
Phone: 405.733.5800
Fax: 405.733.5913

SOUTH OKC/MOORE

Stan Bevers, M.D.
Family Health Center South
10021 S. Western
Oklahoma City, OK 73139
Phone: 405.692.9300
Fax: 405.692.3321

NORTHWEST OKC

John R. Pittman, M.D.
Putnam North Family Medical Center
11220 North Rockwell Avenue
Oklahoma City, OK 73162
Phone: 405.722.9474
Fax: 405.722.9463

MUSTANG/YUKON

Gerald A. Amundsen, M.D.
206 North Mustang Mall Terr.
Mustang, OK 73064
Phone: 405.256.6000
Fax: 405.256.6001

NORMAN

Steven E. Cox, D.O.
905 24th Ave NW, Suite B
Norman, OK 73069
Phone: 405.292.3060
Fax: 405.292.5563

EDMOND

Daniel C. Clinkenbeard, M.D.
400 North Bryant Avenue, Suite A/B
Edmond, OK 73034
Phone: 405.230.9210
Fax: 405.330.5591

BARTLESVILLE

M. Ryan Vaclaw, M.D.
4150 SE Adams Rd.,
Bartlesville, OK 74006
Phone: 918.331.9979
Fax: 918.331.2346

Specialty/Surgical Care Providers

General Surgery

Surgical Specialists of Oklahoma (SSO)

Russell L. Hanan Jr., M.D.

608 NE 9th Street, Suite 4204

Oklahoma City, OK 73102

Phone: 405.235.3245

Fax: 405.235.6991

Orthopedic Surgery

McBride Clinic

Brad Margo, M.D.

1110 N. Lee Ave.

Oklahoma City, OK 73103

Phone: 405.232.0341

Fax: 405.230.9475

McBride Orthopedic Hospital

9600 North Broadway Ext

Oklahoma City, OK 73114

Phone: 405.486.2100

Fax: 405.475.0660

Urology Surgery

Basel S. Hassoun, M.D.

4200 W. Memorial Rd., Ste 501

Oklahoma City, OK 73120

Phone: 405.755.3723

Fax: 405.755.1166

Gastroenterology

Digestive Disease Specialists Inc., (DDSI)

Carl Razskowski, M.D.

Baptist Medical Center

3366 Northwest Expressway

Building D, Ste 300

Oklahoma City, OK 73112

Phone: 405.702.1310

Fax: 405.702.1281

www.okddsi.net

Digestive Disease Specialists Inc., (DDSI)

Robert Wilson, M.D.

Southwest Medical Center

4201 S. Western Ave.

Oklahoma City, OK 73109

Phone: 405.635.3700

Fax: 405.635.3701

www.okddsi.net

Otolaryngology - Ear, Nose & Throat

Richard D. Orgill, MD

3330 NW 56th St Suite 110

Oklahoma City, OK 73112

405.605.4368 (Office)

Fax 877.294.9891

Edward N. Digges, MD

4140 W Memorial, Suite 116

Oklahoma City, OK 73120

Office: 405.607.8222

Fax 866.322.0876

Edward N. Digges, MD

1601 SW 89th, Suite 500

Oklahoma City, OK 73159

Office: 405.607.8222

Fax 866.322.0876

Specialty/Surgical Care Providers

Cardiology

Asim J. Chohan, M.D.
8121 National Ave., Ste 400
Midwest City, OK 73110
Phone: 405.733.9500
Fax: 405.732.1060

Neurology

Andrew Gin, M.D.
1211 N. Shartel, Ste 600
Oklahoma City, OK 73103
Phone: 405.682.9955
Fax: 405.682.9979

Radiology

Doug Beall, M.D.
www.drdouglasbeall.com

Imaging Centers

Summit Medical Center
1800 S. Renaissance Blvd.
Edmond, OK 73013
Phone: 405.359.2400
Fax: 405.359.9186

OCOM
9901 S. Pennsylvania
Oklahoma City, OK 73159
Phone: 405.691.8558
www.ocomimaging.com

OCOM
230 SW 80th St
Oklahoma City, OK 73139
Phone: 405.634.8405
www.ocomimaging.com

RAMIC Imaging Center
9654 N. May Ave
Oklahoma City, OK 73120
Phone: 405.634.8405

*all imaging to be scheduled by your Salerno Health provider or nurse only

Breast Care Center

Oklahoma Breast Care Center
North
13509 N. Meridian
Oklahoma City, OK 73120
Phone: 405.755.2273
Fax: 405.755.8408

South
2601 SW 119th, Ste A
Oklahoma City, OK 73170
Phone: 405.814.2273
Fax; 405.755.8408

All imaging must be ordered by a Salerno Health provider. Testing may not be ordered by a non-Salerno Health provider AND be covered under your membership. In that case, you will be responsible for full payment of the services rendered.

Ancillary Services

Physical Therapy

Human Performance Centers (HPC)
www.hcpphysicaltherapyok.org

North OKC
3327 NW 50th Street
Oklahoma City, OK 73112
Phone: 405.946.7300
Fax: 405.946.7306

South OKC
1200 SW 104th, Ste A
Oklahoma City, OK 73139
Phone: 405.759.3773
Fax: 405.759.3780

Midwest City
9060 S. Harmony Dr., Ste A
Oklahoma City, OK 73130
Phone: 405.610.7800
Fax: 405.610.7880

Yukon
720 S. Mustang Road
Yukon, OK 73099
Phone: 405.494.7070
Fax: 405.494.7071

Edmond
180 W. 15th Street
Edmond, OK 73013
Phone: 405.471.5444
Fax: 405.471.5446

Piedmont
1841 Piedmont Rd North
Piedmont, OK 73078
Phone: 405.373.3600
Fax: 405.373.3505

Clinton
1221W. Gary Blvd., Ste B
Clinton, OK 73601
Phone: 580.323.7600
Fax: 580.323.7601

Laboratory

Clinical Pathology Laboratory (CPL)

www.cpllabs.com

*covered under primary care benefit

*only these locations may be used for testing; if another location is used you will be responsible for payment of services rendered

**FOR QUESTIONS ABOUT LAB RESULTS PLEASE CONTACT THE MEDLINE
405.607.4466 or 1.855.754.4363**

Northwest Medical Center
3330 NW 56th St., Ste. 104
Oklahoma City, OK 73112
Phone: 405.928.7620
Fax: 405.928.7625

Portland Avenue
5622 N. Portland Ave, Ste 100
Oklahoma City, OK 73112
Phone: 405.943.4623
Fax: 405.943.4623

Integrated Medical
65 S. Saints Blvd.
Edmond, OK 73034
Phone: 405.359.0295
Fax: 405.359.7137

Meridian
13301 N. Meridian, Suite 300
Oklahoma City, OK 73120
Phone: 405.359.0295
Fax: 405.359.7137

Salerno Health Prescription Refill Policy

To ensure the highest quality care and timely processing of prescription refills, we ask that patients follow the instructions below:

Controlled medications (narcotics, stimulants, sleep medication, etc.)

1. All controlled substance prescription refill requests must be approved by a SH primary care provider, specialist, or surgeon. All refill requests must be made via fax or telephone to the physician filling the medication. Please note, absolutely no controlled medication refills will be handled outside of business hours. Please have the following information available with any request:
 - a. Your name
 - b. Date of Birth
 - c. Name(s) of medication(s) you are requesting
 - d. Pharmacy name, phone number, and fax number
2. Changes in your medications must be made during an office visit or, at least, by phone consultation with a Salerno Health provider office. Salerno Health representatives will be happy to assist in referring you for an appointment.
3. Narcotic and other controlled substances refills must be submitted **three business days** in advance (i.e. Monday through Friday). Refills will not be processed after hours, on weekends, or on holidays. Early refills will not be honored.
4. Finally, to ensure that we release your prescriptions to only you or your designee, please provide picture ID at the time of pick up at the Salerno Health providers' office. If you would like to have someone else pick up your prescription, please make this request to the office ahead of time. You are responsible for both the prescriptions and the medications once picked up at the pharmacy. Medications or prescriptions that have been lost or stolen will not be replaced so, please, guard them safely, and remember to always keep them well out of the reach of children.

All other medications

1. Refill requests must be made through your pharmacy. Most pharmacies use electronic prescribing which saves time and minimizes errors. We encourage Salerno Health members to seek out such pharmacies.
2. If you have not established yourself or dependant with a Salerno Health provider you will need to make an appointment and be seen prior to the prescribing of any medications.
3. Refills of medications will be handled during business hours only. No refills will be handled by the on call provider and the request must go through your pharmacy.

Thank you in advance for your cooperation. We are confident that this will enable providers (physicians, physician assistants, and nurse practitioners) seeing Salerno Health members to provide a superior level of care and service to you and to all of our patients.

Salerno Health Pain Management Policy

Salerno Health does not provide long term pain management for members. Any member needing long term pain management will be referred to a pain management provider if possible (coordination of care). If a suitable option cannot be provided, you will remain eligible for continued primary care services but continued prescription(s) for pain management purposes will not be included.

Salerno Health Patient Termination Policy

Salerno Health providers are aware that there are unfortunate circumstances that make the ongoing delivery of health care in certain patient-physician relationships unfeasible and put both parties at risk. Because of this, Salerno Health providers and members may terminate a patient-physician relationship by:

- Mutual consent
- The patient's dismissal of the physician
- The physician's dismissal of the patient

Termination by the physician may include (but not be limited to) any of the following reasons:

- Patient verbal or physical abuse
- Nonpayment (this includes nonpayment by the members' employer for benefits)
- Treatment noncompliance
- Follow-up noncompliance
- Office policy noncompliance (may vary by provider)

Salerno Health will notify patients via written notice (by regular and certified mail). This termination applies to services related to any Salerno Health provider and, thus, the terminated patient may not choose another Salerno Health provider for care. The patient has 30 days to procure another health care provider and only urgent matters may be addressed during this period of time. If the patient is considered a threat of dangerous behavior to other patients, staff, or providers the termination is effective immediately. Patients will be sent a form for release of records to be completed by their health care provider.

Salerno Health Patient Privacy Policy

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Who is subject to this Notice

This Notice applies to Salerno Health, OKC, LLC and its providers, medical staff, and patients.

Use and Disclosures of Health Information

We respect your privacy. We maintain administrative, physical, and technical safeguards to protect your health information. Your health information includes your symptoms, test results, diagnoses, treatments, health information from other providers, billing and payment information relating to these services, date of birth, Social Security Number, and other private information. The following categories describe different ways we use and disclose health information. Not every use or disclosure in a category will be listed.

Use and Disclosure of Your Health Information for Treatment, Payment, and Operations

Treatment: We may use and disclose your health information to give you care and to coordinate and manage your treatment or other services. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process.

Additionally, we receive laboratory results and imaging reports from outside laboratories and diagnostic facilities. We also may disclose your health information to other health care providers. For example, we may provide your health information to a surgeon who will be operating on you at a hospital.

Payment: We may use and disclose your health information to bill and collect payment from you or, as applicable, your employer, for services you received. For example, we may give information, such as that you are one of our patients, to your employer so your employer will pay your monthly care fees. We also may share your information with other providers who are involved in your care for their payment purposes. Some of the health information we collect includes financial information, including information contained in forms you complete and submit to obtain services (your Social Security Number, insurance number, credit information, etc.) and information relating to your transactions with us or others, such as your payment history and insurance and financial information.

Health Care Operations: We may use and disclose health information about you for our operations. For example, our quality improvement team may use your health information to assess the care and outcomes in your case and others like it. We may disclose your health information to other of your providers or to health plans for their own health care operations, on a limited basis, as allowed by law.

Appointment Reminders, Treatment Alternatives, and Health-Related Benefits and Services: We may use and disclose your health information to: remind you about appointments with us; tell you about alternative treatment therapies, providers, or settings of care; and tell you about health-related products, benefits, or services related to your treatment or care. We may send you newsletters about general health matters, our services, and wellness programs.

Disclosures and Uses of Health Information Unless You Object

Unless you object, we may disclose health information about you to a friend or family member who is involved in your medical care or who helps pay for your care. In addition, we may disclose health information about you to assist in disaster relief efforts or for notification purposes. You have the right to object to this disclosure of your information. If you object, we will not disclose it.

Use and Disclose your Protected Health Information without your Authorization

We may use and disclose your health information without your authorization as follows:

For public health and safety purposes as required by law to public health or legal authorities to protect public health and safety, to prevent or control disease, injury, or disability, and to report vital statistics such as births or deaths;

To report suspected abuse or neglect to public authorities;

To prevent or reduce a serious, immediate threat to the health or safety of a person or the public;

To the Food and Drug Administration relating to problems with food, supplements, and products;

To organ procurement organizations or persons who obtain, store, or transplant organs, if you so direct;

To comply with workers' compensation laws if you make a workers' compensation claim;

For law enforcement purposes such as when we receive a subpoena, court order, or other legal process or you are the victim of a crime;

For health and safety oversight activities. For example, we may share health information with the Department of Health;

For disaster relief purposes such as to share health information with disaster relief agencies to assist in notification of family or others of your location or condition;

For work-related conditions that could affect employee health. For example, an employer may ask us to assess health risks on a job site;

To the military authorities of U.S. and foreign military personnel if you are connected to the military;

In the course of judicial or administrative proceedings at your request or as directed by a subpoena or court order;

With medical researchers if the research has been approved and has procedures to protect the privacy of your health information or, in limited circumstances, if needed in preparation for a research project;

To funeral directors or coroners consistent with applicable law to allow them to carry out their duties;

For specialized government functions, such as for national security purposes;

To correctional institutions if you are in jail or prison, as necessary for your health and the health and safety of others;

To personal representatives for minors and incapacitated adults;

To our business associates who are contractually required to safeguard your protected health information;

As incidental disclosures that may occur as a by-product of permitted uses and disclosures. For example, someone in the waiting room may hear your name called; and

As de-identified information and limited data sets, in which certain identifiers (such as name and address) have been removed, making it unlikely that you could be identified, as allowed by law.

Other Uses and Disclosures of Protected Health Information and Additional Information

Uses and disclosures not referenced in this Notice will be made only with your written authorization or as required by law. Certain of your health information may be subject to additional confidentiality protections. We provide patients the opportunity to communicate with us via electronic means (e-mail, fax, etc.). These communications are not encrypted. If you choose to communicate with us via e-mail, please note that we cannot ensure the confidentiality of the information contained in e-mail messages. Most employers have access to employee email content so if you use your work email, your employer may be able to read the messages sent to/from our office.

Your Health Information Rights

The health and billing records we create and store are the property of Salerno Health, OKC, LLC. The health information in it, however, generally belongs to you.

You have the following rights:

Right to Inspect and Copy: You have the right to inspect and obtain copies of health information that we may use to make decisions about your care. We may deny your request in certain limited circumstances. To inspect or obtain a copy of your health information in our medical records, you

must submit your request on our designated form to our Privacy Officer. We may charge you a reasonable fee for the costs of copying, mailing, or other supplies related to your request.

Right to Amend: If you feel that health information we have about you is incorrect or incomplete, then you have the right to request a reasonable amendment for as long as we keep this information. We may deny your request in certain situations. To request an amendment, you must submit your request on our designated form to our Privacy Officer.

Right to an Accounting of Disclosures: You have the right to request an accounting of certain disclosures of your health information made by us. This accounting will not include disclosures: for treatment, payment, or health care operations; to you under your right of access to your records; that you authorized; to persons involved in your care or for facility directory and notification purposes; incidental to an otherwise permitted use or disclosure; as part of a limited data set; for national security or intelligence purposes; to correctional institutions or other custodial law enforcement officials; or that occurred before April 14, 2003. To request an accounting, you must submit your request on our designated form to our Privacy Officer.

Right to Request Restrictions: You have the right to request a restriction or limitation on the health information we use about you for treatment, payment, or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for your care. To request a restriction, you must submit your request on our designated form to our Privacy Officer. We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you with emergency treatment.

Right to Request Confidential Communications: You have the right to request that we communicate with you about health matters in a certain way or at a certain location. To request confidential communications, you must submit our designated form to our Privacy Officer.

Right to a Copy of this Notice: You have the right to receive a written copy of this Notice (even if you agreed to receive this Notice electronically). You may print a copy of this Notice from our website at www.salernohealth.com. You may call us and ask for a copy or stop by our reception desk. Our Responsibilities Regarding Your Health Information We are required by law to: maintain the privacy of your health information; give you this Notice of our legal duties and privacy practices with respect to the information we collect and maintain about you; and follow the terms of the Notice that is currently in effect.

Changes to this Notice

We reserve the right to change this Notice. The revised Notice will be effective for information we already have about you as well as any information we receive in the future. Unless otherwise required by law, the revised Notice will be effective on the new effective date of the Notice. The current Notice will be available in our registration areas or on our website and will be posted in our facilities.

To Ask Questions or Recommendations for Improvement

If you have questions, want more information, or want to report a problem about the handling of your health information, you may communicate with Salerno Health at:

Salerno Health, OKC, LLC

Attn: Administration

6307 Waterford Blvd., Ste. 127

Oklahoma City, OK 73118

questions@salernohealth.com

Phone: 405-607-4466 (toll free 855-754-4363)

Fax: 405-703-5257

You also may file a complaint with the U.S. Secretary of Health and Human Services. The Privacy Officer can give you information about filing a complaint. If you complain, we will not reduce your level of service because of it or retaliate against you.

Individual/Family Member Portability

Salerno will accept individuals and families if coverage of their membership is lost due to a change in job status. If a member loses his/her job with an employer utilizing Salerno Health as a medical benefit plan, they must notify Salerno Health within 30 days if they wish to continue coverage for the duration of their contract of twelve (12) months. The member may also establish a new twelve month contract. The member has two options for payment (Salerno Health will **not** invoice members):

- Auto debit account from your bank account for electronic payment
- Set up automated monthly payments with a credit card (MasterCard or Visa)

Contact your Salerno Health sales directly at 405.607.4455.

Medicare/Medicaid/Government sponsored health plan

Salerno Health will not accept any patients under a government sponsored plan. This includes those members who turn 65 as a Salerno Health member. Any member under Salerno Health who is eligible and enrolled in Medicare, Medicaid or TriCare must either arrange for transfer of care to a non Salerno provider or, if they wish to stay with their current provider, arrange for continued care with the knowledge they are no longer a member of Salerno Health.

Contact us...

Salerno Health, OKC, LLC

6307 Waterford Blvd., Ste. 127

Oklahoma City, OK 73118

Phone: 405-607-4466 (toll free 855-754-4363)

Fax: 405-703-5257

MED-LINE (405) 607-4466 (for appointments or any clinical issues)

Questions? questions@salernohealth.com

www.salernohealth.com

Salerno Health Disclaimer

Salerno Health is NOT insurance. State insurance insolvency guaranty funds are not available for your use in the event of insolvency or liquidation of this company.