

TCSIG WELLNESS CENTER FAQ's

WHAT ARE THE BENEFITS OF USING THE TCSIG WELLNESS CENTER?

- ★ Cost savings to you – Use of the Wellness Center is **FREE** to TCSIG members and their covered dependents. This means you do not have to pay a copay, deductible, or coinsurance.
- ★ Cost savings to everyone – Our Wellness Center is projected to reduce costs of the TCSIG Medical plans, which means lower premium increase over time.
- ★ Convenience – Our Center is open **Monday through Friday, 8am to 7pm and Saturday 8am to 3pm**. We prefer appointments and can generally get you in for same day appointments or within 24 hours. Occasional walk-ins for acute care can be accommodated, but if you are not well, please call our office at **(530) 822-5500** to schedule your appointment. It will minimize your discomfort and the spread of germs by making an appointment and waiting for your scheduled time.
- ★ You may also visit us during our normal business hours via **eVisit**. If you are not familiar with **eVisit**, you can learn how to use it by visiting www.tcsig.com and then Wellness Center. On the Wellness Center page under Forms is a flyer about **eVisit**.

WHAT IF I NEED A REFERRAL TO A SPECIALIST?

We will work closely with you in selecting the highest quality specialist available to meet your unique needs. TCSIG has incentivized you to work with the Wellness Center staff to select a provider of high quality.

DO YOU ACCEPT WALK-IN PATIENTS?

Yes, however we prefer to have you call (530) 822-5500 to set an appointment. We can often see you the same day, and making an appointment minimizes the time you may end up waiting.

WHO CAN BE SEEN AT THE TCSIG WELLNESS CENTER?

Any TCSIG member or covered family member may receive care from the Wellness Center.

WHAT DO I NEED TO PROVIDE AT THE TIME OF SERVICE?

Center staff will determine your eligibility at the time of your visit. They will need to see your medical identification card and a photo ID for verification purposes. Forms are available on line at www.tcsig.com.

WHAT SERVICES ARE PROVIDED BY THE WELLNESS CENTER?

- ★ Preventative Care – Health risk assessments and follow-up visits, wellness coaching, vaccinations, routine annual physicals, well-woman exams, birth control, in-house lab screening (anemia, diabetes, thyroid, and cholesterol).
- ★ Acute Care – Colds, flus, infections, sore throats, cuts, sprains, muscle and joint pain.
- ★ Disease Management – Diabetes, high cholesterol, high blood pressure, asthma, and allergies.
- ★ Weight Loss
- ★ Wound Care Management

WHAT SERVICES DO YOU NOT PROVIDE?

We do not provide chronic pain management or psychiatric services.

ARE YOU OPEN ON HOLIDAYS?

We are closed in observation of the following holidays: New Year's Day (January 1), President's Day (3rd Monday in February), Memorial Day (last Monday in May), Independence Day (July 4), Labor Day (first Monday of September), Thanksgiving Day (4th Thursday in November), and Christmas Day (December 25).

DO YOU PROVIDE ANY LAB SERVICES OR DIAGNOSTIC SERVICES?

Outside of the in-house labs mentioned above, we refer out to diagnostic centers in the area as needed. Any lab service where blood is drawn in the Wellness Center but sent out to a diagnostic center is provided at no cost to the patient.

TCSIG Wellness Center
1174 Live Oak Boulevard
Yuba City, CA 95991
530-822-5500
Mon-Fri 8am to 7pm, Sat 8am to 3pm