

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 deductible, co-payment, or co-insurance.
- 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 Saturday, 8 am to 8 pm. We prefer appointments and can generally get you in for same day appointments or within 24 hours. Occasional walk-in 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. If you need to fax anything to the center the number is (530)822-5503.

WHAT IF I NEED A REFERRAL TO A SPECIALIST?

- We work closely with specialists in the area and after examining you; will be happy to help schedule your consultation with a specialist.

DO YOU ACCEPT WALK IN PATIENTS?

- We prefer appointment to minimize your wait time and the spread of germs. We can generally get you in the same day or within 24 hours.

WHO CAN BE SEEN AT THE TCSIG WELLNESS CENTER?

- Any TCSIG member or covered family member may receive care from the Wellness Center. At this time, we do not see children under the age of 2.

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

- Center staff will determine your eligibility at the time of visit. We need to see your insurance card and a photo ID for verification purposes. Forms are available on-line at www.tcsig.com. We recommend an annual Health Risk Assessment (HRA). HRA's are scheduled twice a year at the Wellness Center.

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, in-house lab screening (anemia, diabetes, thyroid, and cholesterol).
- Acute Care – Colds, flu, infections, sore throats, cuts, sprains, muscle and joint pain.
- Disease Management – Diabetes, high cholesterol, high blood pressure, asthma, and allergies.
- 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?

- No, we refer out to diagnostic centers in the area if needed. Any lab services outside of in-house labs (listed above) are sent to an outside lab. Any services done outside of the clinic will be billed under your insurance plan.