



# Your Guide to Wellness



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# Welcome Message



**Dear IMC Health Patient,**

Welcome to IMC Health! Thank you for choosing our medical staff for your health care!

We look forward to providing you with personalized and quality health care with special attention to wellness and prevention. Our doctors, other medical and office staff work closely in a "team approach" to support your care.

Since 2004, IMC Health has been a place for excellence in health care services delivered with compassion. Because we understand the needs of the areas we serve, our centers embrace the patients' culture.

We aim to provide the best medical care available. Our clinical team works to meet each patient's physical, mental, social and health care needs. IMC Health patients have superb access to services, walk-in, same-day appointments, and around-the-clock access to their medical team.

As your primary care doctor, we work with many specialists to coordinate care. Before your visit, please let your health plan know of your new primary care doctor. We also request that you contact your previous primary care doctor and specialists and request that a copy of your medical record be sent to us.

Please take some time to read this booklet and become familiar with the services IMC Health offers. Once again, we thank you for choosing us as your primary health care provider. We look forward to caring for you.

Sincerely,

A handwritten signature in black ink that reads "Mayda Antun, MD".

Mayda Antun, M.D.  
Chief Medical Officer

# Reminders!

## What to Expect



To avoid having to wait when you come to see your PCP, it is always better to **schedule your appointment**. If you cannot schedule an appointment, walk-in appointments are available Monday-Friday, from 8 am to 5 pm. Please be aware we will do our best to see you as a walk-in patient in a timely manner, but please understand you may have to wait to be seen. Also, to be able to see you sooner, you may be seen by a provider other than your PCP.



When the **center is closed** and you need medical advice that is not for an emergency, call 786-254-0544 to connect with the on-call provider.



CareMed delivers **prescriptions** to your home within two business days from the time your PCP places the order.



Initial consultations for **dental implants** are scheduled within three weeks.



### Transportation

- Schedule transportation at least 48 hours prior to your appointment date.
- If you require transportation for an appointment, and you do not confirm the appointment, transportation will be cancelled.
- The driver will pick you up about 1 <sup>1</sup>/<sub>2</sub> hours before your appointment.



If your PCP orders a **Referral**, expect a call within a week. If the Referral is for an urgent situation, we will get back to you within 24 to 48 hours. Please call us if we have not contacted you within these time frames.






















When you **call to speak to your PCP**, our Call Center will take your message. Your PCP will return the call by the next business day or sooner, depending on the nature and urgency of your call. There may also be times when your PCP's medical assistant will contact you; you can be sure that any instructions given by the medical assistant have been discussed with your PCP first.






# Services

## IMC Health offers:

- |  |   |
|--|---|
|  Primary care services for adults and children   |  Optometry                           |
|  Women's Health Services   |  Podiatry*                           |
|  Walk-in Appointments  |  Neurology*                          |
|  On-site laboratory tests  |  Urology*                            |
|  Prescribed medications delivered to your home when CareMed is selected as your preferred pharmacy |  Acupuncture*                        |
|  Comprehensive Dental, including implants*   |  Joint Injections, including PRP*    |
|  Cardiology   |  EKG                                 |
|  Pulmonology*  |  Ultrasound                         |
|  Gastroenterology*   |  X-rays                            |
|  |  Mental Health/Psychiatry Services |

## Additional services and wellness care:

- |   |  |
|---|--|
|  Massage therapy*               |  Activity center*         |
|  Exercise programs*             |  Beauty parlor*           |
|  Nutrition & health education*  |  Targeted case management |
|  IMC Health physician lectures* |  Transportation*          |

***\* Services only available to Medicare Advantage patients***



# Primary Care Provider (PCP) Visits

## Your first visit with your PCP – What to expect and how to prepare



**The first visit with your PCP is very important.** In this visit, be sure to tell your PCP about all your medical conditions, medicines you take, and any special health care needs you have. You will get to know your PCP and talk about any concerns or ask any questions you may have.

Your PCP will ask about your medical history and do a complete exam. Your PCP will also talk to you about vaccines and tests that help identify avoidable illnesses.

**Please bring all your medications with you to this visit,** including any vitamins and supplements and over-the-counter medications.


**Bring any medical records you have from your previous PCP and specialists.** We may also ask you to sign an authorization for your previous doctors to send us medical records.

You will receive a call the day before your visit as a reminder, and if your appointment is in the morning, you will be asked to come fasting.

Please make sure to provide all your contact information including cell phone numbers and email addresses if you have them and a number for your emergency contact.



# Routine Follow-Up Visits


 **Every time you see your PCP**, you should be given the date and time of your next appointment. If you have certain chronic conditions such as diabetes, heart failure, angina or asthma, your PCP will want to see you more often. It is very important that you not miss your visits. These visits are for your PCP to check your progress, order lab tests or adjust your medications.

## Annual exams

Every year, we will schedule an appointment to have a complete review of your medical history and physical exam. In this longer appointment, your PCP will review your medications, and make sure all your preventive tests are up to date.

## Important message about appointments

You will receive a call or text message from us one, two days and/or three days before each appointment. It is very important we have your most up to date contact information; including your cell phone number, email address, home address and home/landline phone number, as well as the telephone number of a friend or family member that we may call if we are not able to reach you.

 **If you cannot keep an appointment at an IMC center, a specialist or for a diagnostic test, please call us at (786) 254-0544** to cancel the appointment. We will reschedule your appointment for a convenient day and time for you. If you do not confirm your appointment and have requested transportation, your transportation will be cancelled.



# Specialist Visits

**Your PCP will let you know** when you need to see a specialist or have a diagnostic test. Your PCP will give you a referral, which may need approval from your health plan. Most health plans require a referral from the PCP to the Specialist.

IMC has chosen preferred specialists from your health plan's network of specialists. These specialists accept your insurance, help us make your appointments and have agreed to work closely with us to give you excellent service. IMC's preferred specialists communicate with your PCP about your medical conditions, treatment plans and health care needs.



**Please be sure to let your center know, if you have a specialist appointment and need a referral or transportation, by calling us at (786) 254-0544.**



# Referral / Appointment Process

**If your Primary Care Physician (PCP) recommends a visit** to a specialist or a diagnostic procedure and your Health Plans requires a referral, IMC will submit the referral to both the Health Plan and to the specialist or diagnostic provider.

IMC Health will write the referral and forward the referral to the provider; you do not need to worry about this process. The referral will cover the initial appointment as well as two follow-up appointments. Therefore, if the specialist wants to schedule a follow-up appointment within ninety (90) days of the initial referral, there is no need for another referral until you have used all three visits.

IMC Health will also schedule your appointment. We will call you with an appointment date and time, after we check the specialists' availability.

- **Expect a call within a week, unless this is an urgent situation in which case, we will get back to you within 24 to 48 hours. When we call, we will confirm the appointment date and time with you and ask if you need transportation to the appointment. We will try to call you two (2) times.**
- **If the appointment date and time are not convenient, we will reschedule your appointment.**
- **We will call or text you 72, 48 or 24 hours in advance to remind you of the appointment and the morning of the appointment if you are using our transportation service. If you have NOT confirmed your appointment with us, we will CANCEL the transportation.**
- **Please make sure we have the right phone number for you and your emergency contact. Tell us whether it is a cell phone number or a landline/home phone number and give us your email address if you have one.**

If you fail to show up for your appointment two times in a row, we will NOT reschedule your appointment. You will need to contact us to obtain another appointment or to obtain another referral if your referral is older than ninety (90) days.

If you already have scheduled an appointment, please let us know by **calling us at (786) 254-0544** so we can make sure the referral has been issued and we can arrange transportation. If the specialist schedules a follow-up appointment while you are at their office, please remind them they should be calling IMC with that information.



# What to do if you are not feeling well

## Walk-in Visits

**We offer walk-in visits Monday through Friday, from 8 am to 5 pm.** If you are not feeling well or had an injury and you do not have an appointment, please call your center, or come to the center to be seen as soon as possible as a walk-in.

## What if your Center is closed?

**Even when the center is closed, a PCP is just a phone call away.** If you need medical advice and the center is closed, call your center number, and the representative will connect you with the on-call provider for a telemedicine visit. The visit would be telephonic. The provider will help you in getting the appropriate care based on your concern.

## Urgent and Emergency Care

**What is an urgent care need?** This is an illness or injury that requires prompt medical attention but is not an emergency condition. Minor injuries, wounds, cuts that need stitches, minor breathing problems, flu symptoms and mild to moderate pain may be reasons to visit an urgent care center.

**What is an emergency care need?** A medical condition that needs immediate care to prevent serious risk to your health or life. Some examples of emergency medical conditions are chest pain, severe shortness of breath, a stroke, major trauma, sudden severe abdominal pain, or other life-threatening conditions. For life threatening emergencies, please call 911 immediately.

When you visit the emergency room of any Florida hospital, your PCP will receive notification of your visit. After your emergency room visit, you may receive a call from your center to assist you with a PCP visit and another follow-up care appointment.



## What happens if you are admitted to the hospital:

**If you are admitted to the hospital, your PCP will be notified.** Your health plan and the hospital will assign a physician to care for you during your hospital stay. The IMC Medical Team, that supports your PCP, will be in contact with the doctors at the hospital for updates on your progress.

Contact your PCP immediately after being discharged from the hospital. Let us know if you are going home or somewhere else after you are discharged. We will schedule an appointment with your PCP shortly after your discharge. Depending on your medical conditions, you may be given up to three visits during the first month after being in the hospital. These visits are very important, and we encourage you to attend each visit. Our goal is to help you improve your health and keep you from having to return to the hospital.

Please prepare for this visit by bringing all your medicines (including the ones you were taking before your discharge, the new medications prescribed for you and over-the-counter medicine). Also bring the discharge instructions that were given to you before you left the hospital.



# Mental Health Services

## Don't be afraid to ask for help – individual and group counseling



**We're here to help.** Are you struggling with grief, anxiety, chronic pain, or other problems that prevent you from living the life you want? Our Face-to-Face counselors can help. We create an environment where you will feel safe sharing your feelings. We teach you skills to help you cope with stress and future challenges. Together with your doctor, we help you on the road to a healthier life.

We offer:

- **Individual and group therapy counseling**
- **Online and in-person sessions at our IMC Health centers**
- **Initial assessment to personalize your program**
- **Medication management**
- **Skilled clinicians, including clinical social workers, mental health counselors, APRNs and psychiatrists**

### Our partner in mental health.



Face to Face Mental Health Services is accredited by the State of Florida and has helped thousands of people live happier healthier lives. They work closely with you and your IMC Health team to ensure you have the support and services you need.





## Dental Services

**IMC offers the following comprehensive dental services with a \$0 Copay**

- (2) implants
- (2) porcelain crowns
- (2) root canals
- Unlimited Deep and Routine Cleanings
- Unlimited Extractions
- Unlimited Preventative Dental Care
- Unlimited Dental Diagnostic Services
- Complete Dentures Every 3 Years
- Any and all services are on an "as needed" basis

### **Locations**

#### **Flagler**

##### **Servicing IMC Flagler East**

& IMC SW 8th St, IMC SW 27  
8300 W Flagler St, Miami, FL  
Tel: (305) 440-5834

#### **Bird Road**

##### **Servicing IMC Bird Road**

& IMC Quail Roost  
4155 SW 130th Ave, Miami, FL  
Tel: (305) 995-0530

#### **Hialeah**

##### **Servicing IMC Hialeah,**

IMC NW 27 & IMC Miami Lakes  
258 E 49th Street, Hialeah, FL  
Tel: (305) 995-0531

#### **Pines Dental**

##### **Servicing IMC Lauderhill & IMC Hollywood**

1541 N Palm Ave,  
Pembroke Pines, FL  
Tel: (954) 432-6133

#### **Homestead**

##### **Servicing IMC Homestead**

127 NE 8th Street, Homestead, FL  
Tel: (305) 245-3004



## Dental Implants

**What are dental implants?** Dental Implants are medical-grade titanium anchors, similar in shape to screws that act as the root of your missing tooth. The implant fixture typically takes 4-6 months to integrate. Once the implant has fused, you then get fitted for a crown which is placed over the abutment that acts as the connector to the Implant (screw).

**Who can get implants?** All enrolled IMC patients that qualify after being examined by the specialist.

**Who cannot get implants?** Patients with:

- Poor oral hygiene
- Untreated periodontal disease
- Teeth with abscess/infection needing root canal treatment or extraction
- Osteoporosis taking bisphosphonates
- Uncontrolled diabetes/hypertension
- Blood coagulation disorders
- Titanium allergy
- Smoking/alcohol/drug abuse issues
- Insufficient bone width or height, or irregularly shaped bone
- HIV
- Bruxism/excessive teeth grinding or jaw clenching
- Active chemotherapy and/or radiation therapies

## What's the implant process?

### Scheduling

To get started on your dental implant process, you first need to schedule an appointment with your general dentist. During this appointment, you and your dentist will discuss your dental treatment plan, and from there they will give you a dental implant referral. Your dental treatment plan may require other treatments prior to the implant to help ensure your highest chance of success for your implant surgery and healing process.

### Transportation



**Don't have a ride? Don't worry. We can provide transportation to and from your dental visits by calling us at (786) 254-0544 .**



# First Visit with the dentist



**At your first visit,** your dentist will examine the medical need for an implant and determine if you qualify for the surgical procedure.

Once the dentist determines if you qualify, you will be given appointments to have all the necessary pre-requisite work done to prepare your mouth for the implant procedure.

## **Implant process**

Generally, in Medicare age patients, the implant takes 4-6 months for "full healing" to occur before the final crown is placed.

## **Healing**

Once your implants are in, our dentists will continue to monitor the healing progress and ensure you are all set.


## **No copays**

When it's all done, don't worry about bringing out the checkbook. When you visit our dental provider, IMC has it covered.

**ENJOY YOUR NEW TOOTH.**




# Prescriptions

 **Please bring all your prescription bottles or a list of all your medications with doses to every visit.** Make sure to include any over-the-counter medications, vitamins, herbals and natural supplements.

Please have available the name, address, and phone number of your preferred pharmacy.

Note any questions you may have for your PCP about your current medications.

**IMC offers you the convenience of having your medications delivered** to you through CareMed, our pharmacy partner. In addition to having all your medicines delivered by CareMed, you will also experience the benefit of having just one point of contact for all your prescriptions.

If your PCP orders a medication that you need right away and you don't want to go to a local pharmacy, CareMed will make the delivery on the same day. 

**CareMed RX deliveries are free of charge.**





# Transportation



We know it may be difficult for seniors to get to their medical/wellness appointments, so IMC provides transportation as a complimentary service to all our Medicare Advantage members.

**Our services include round trip rides to:**

- **Primary care appointments**
- **Specialist appointments**
- **Ancillary and diagnostic appointments**
- **Ambulatory facility appointments**

You will enjoy being transported by one of our professional drivers in our state-of-the-art IMC vans, equipped with transportation software that helps your driver avoid traffic and uses the most efficient routes to get you to your appointment on time. We have no maximum distance we will travel.

When we make an appointment with you in person at the center or over the phone, we will ask you if you require transportation. When we call or text to confirm your appointment, we will verify that you still require transportation. **If you do not confirm your appointment, we will cancel transportation.**



**If you are scheduling an appointment, call your center** and select prompt # 1, to request transportation. To inquire about your transportation request, press Transportation prompt # 1.

We recommend that you request transportation at least 48 hours before your appointment date.



## Transportation

### On the day of your appointment:

Our driver will contact you by phone approximately 1½ hours before your scheduled appointment to confirm the location and pick-up time. Depending on the distance to your location, you will be picked up approximately 45-60 minutes before your appointment time.

**Please provide any special instructions at that time to the driver.**

Example: Gate Code entrance for living communities.

If you need to cancel the appointment, let your driver know and call to reschedule the appointment.

If you need to check the status of your pickup on the day of the appointment, please call our Dispatch center at (786) 408-0150 to obtain the driver's estimated time of arrival.

### If your appointment is at an IMC Health Center:

**During check-out at the IMC center, advise the front desk staff that you are ready to go home.** They will report your return home to our dispatch center and we will send a driver to pick you.

### If your appointment is at an outside specialist or diagnostic center:



**Give us a direct call after finishing your appointment at our dispatch center at (786) 408-0150 to request your pickup.**

Important: The driver will do his/her best to pick you up as soon as possible. However, depending on the time of day, traffic and distance, the driver will pick you up from 45-60 minutes after you were reported to dispatch.



# StepAhead

Step Ahead is our comprehensive program to help you maintain a healthy body and a healthy wallet. It is a wellness and savings program to give our members access to lifestyle services, activities and savings opportunities.



## Nutrition Counseling

You can request a one-on-one appointment with our registered dietitians if your doctor wants to improve your diet because of a medical condition or you simply want to achieve your desired weight. In addition, we have monthly group discussions on topics of interest. You can obtain a copy of the schedule on our website or at your center.



## Fitness

We hold free fitness classes such as Zumba, Chair Yoga, and stretching and balancing onsite in our Activity Centers. We also offer live zoom fitness, wellness and enrichment classes, plus affinity groups, through a special arrangement with our partner, Vitality Society. The first month is free. After that, you pay a special discounted monthly fee just for IMC patients. In addition, we will assist you in accessing all the comprehensive fitness benefits available through your Medicare Advantage plans.



## Discounts

Our program gives you access to discounts to help you eat right, stress less and have fun. We have discounts with local vendors as well as national vendors that cover everything from essentials to entertainment. Details can be found on our website.





# Access Information

In each medical center, you can find ACCESS offices, where you can request the following services.



## **Part B reimbursement of Medicare**

Basic Option Members with Medicare Part A and Part B can now receive up to \$800 on their Medicare Reimbursement Account. As an active Basic Option member enrolled in Medicare Part A and B, you are eligible to be reimbursed up to \$800 per calendar year for your Medicare Part B premium payments.



## **Hot meal delivery application**

Home-delivered meals are very popular and are popping up everywhere. Using a meal delivery service can be fun, fast, and easy and can provide independence and autonomy for older adults. The types of services available include ready-made meals or meal kits that are delivered directly to your home.



## **Federal public housing assistance (section 8)**

The housing choice voucher program provides assistance to very low-income families to afford decent, safe, and sanitary housing. Housing can include single-family homes, townhouses and apartments and is not limited to units located in subsidized housing projects. Housing choice vouchers are administered locally by Public Housing Agencies (PHAs). A family issued a housing voucher is responsible for finding a suitable housing unit of the family's choice where the owner agrees to rent under the program. A housing subsidy is paid to the landlord directly by the PHA on behalf of the participating family. The family then pays the difference between the landlord's actual rent and the amount subsidized by the program.





# Access Information

## **Temporary assistance in cash (TCA)**

The TCA program provides cash assistance to those families with children under the age of 18 – or under age 19 if full-time secondary (high school) school students – who meet the technical, income, and asset requirements. The program helps families become self-supporting while allowing children to remain in their own homes. Pregnant women may also receive TCA, either in the third trimester of pregnancy if unable to work or in the 9th month of pregnancy. Parents, children and minor siblings who live together must apply together.

## **Medicaid**

Medicaid and the Children's Health Insurance Program (CHIP) provide free or low-cost health coverage to millions of Americans, including some low-income people, families and children, pregnant women, the elderly, and people with disabilities.

## **Food stamps**

To determine if you are eligible, you must meet certain requirements. States can use your resources, such as money in the bank and income limits, to decide if you qualify for SNAP.

## **Free cell phones**

Free Monthly Service Including Data, Texts & Voice Minutes. Request Now! Free Lifeline Service. Unlimited Texting. Free Android™ SmartPhone. Free Monthly Minutes. Free Monthly Data. Free High-Speed Data. Types: Lifeline Service, Free Android Phones.



# Access Information

## **Citizenship application**

Becoming a citizen through naturalization is a process in which a non-U.S. citizen voluntarily becomes an American citizen. U.S. citizens owe their allegiance to the United States and are entitled to its protection and exercise their rights and responsibilities as citizens.

## **Handicap application**

If you have a chronic illness like arthritis or lung disease that makes it painful or difficult to walk, you might qualify for a handicapped parking permit. Ask your doctor about eligibility. People with limited mobility can save time, energy, and frustration when they park in accessible parking spots near business entrances.

## **STS application**

Special Transportation Service (STS) is a shared-ride public transportation service of Miami-Dade County in compliance with the complementary paratransit service provisions of the Americans with Disabilities Act. STS offers door-to-door transportation service from the main entrance of pick-up to the main entrance of drop-off locations.

 **See if you qualify! Request a tour today. (786) 408-0150**

# Health Plans

## Medicare Advantage



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## Obamacare (ACA)



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## Medicaid



# IMC Health Locations

## Miami-Dade

### IMC SW 8th Street

8530 SW 8th Street  
Miami, FL 33144

**Phone: (305) 455-6804**

**Fax: (305) 515-1098**

### IMC Bird Road

4155 SW 130th Avenue  
Ste 201  
Miami, FL 33175

**Phone: (305) 455-3500**

**Fax: (786) 476-1783**

### IMC Flagler

7101 West Flagler Street  
Miami, FL 33144

**Phone: (786) 388-9696**

**Fax: (786) 388-9697**

### IMC Hialeah

5378 West 16th Avenue  
Hialeah, FL 33012

**Phone: (305) 820-4101**

**Fax: (305) 821-5698**

### IMC Miami Lakes

15105 NW 77th Avenue  
1st Floor  
Miami, FL 33014

**Phone: (305) 384-2737**

**Fax: (305) 455-2738**

### IMC NW 27th

7900 NW 27th Avenue  
Suite D-10  
Miami, FL 33155

**Phone: (305) 403-4003**

**Fax: (305) 403-4006**

### IMC SW 27th

291-299 SW 27th Avenue  
Miami, FL 33135

**Phone: (305) 858-1828**

**Fax: (305) 856-6786**

### IMC Quail Roost

11348 Quail Roost Drive  
Miami, FL 33157

**Phone: (305) 253-1660**

**Fax: (305) 253-5775**

### IMC Homestead

1443 NE 8th Street  
(Campbell Drive)  
Homestead, FL 33033

**Phone: (305) 246-3864**

**Fax: (305) 246-1897**

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## Broward & Orlando

### IMC Lauderhill

1225 NW 40th Avenue  
Unit # 2  
Lauderhill, FL 33313

**Phone: (954) 615-0900**

**Fax: (954) 615-0901**

### IMC Hollywood

5920 Johnson Street  
Hollywood, FL 33021

**Phone: (954) 967-4795**

**Fax: (954) 967-4794**

### IMC Orlando

8010 West Colonial Drive  
Unit # 146-162  
Orlando, FL 32818

**Phone: (407) 434-8080**

**Fax: (407) 434-8084**

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## Specialty Centers

### IMC Flagler Specialty

7163-7165 West Flagler Street  
Miami, FL 33144

**Phone: (786) 388-9696**

**Fax: (786) 329-7222**

### IMC Quail Roost Specialty

11312-A Quail Roost Dr.  
Miami, FL 33157

**Phone: (305) 253-1660**

**Fax: (305) 964-7825**

### IMC Homestead Specialty

1235 N. Krome Avenue  
Homestead, FL 33033

**Phone: (305) 242-5336**

**Fax: (305) 239-9059**