

LiveWELL Care FAQs

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General Information

How is LiveWELL Care different from Teammate Health?

Although often co-located within the same clinic space, LiveWELL Care and Teammate Health are designed for very different purposes.

At any of our Southeast LiveWELL Care locations, we can treat your urgent care and primary care needs. From UTIs, cold and flu, to sprains and injuries, and even medication refills, vaccines and labs, the LiveWELL Care clinics make access to the care you need easy and low-cost. With same-day appointment availability, as well as in-person and video visits, it's a special benefit option available only to Atrium Health teammates, in addition to family members on an Atrium Health health plan. All lab work is either collected or done on-site, and there is a long list of common, generic medicines that can be dispensed right at the clinic at little to no charge to you. And rest assured knowing your personal healthcare information is secure, just like at your doctor's office.

In contrast, think of Teammate Health for work-related health care needs. It's where teammates receive services such as their post-offer health assessments, respiratory fit testing, and tuberculosis skin testing.

Is LiveWELL Care just for teammates who work at that location? LiveWELL Care is available for use by all teammates, whether you work at the site, live near the clinic or simply need to receive care. LiveWELL Care is also available for spouses and dependents (Charlotte: 6 months of age and older; Floyd, Navicent and Wake Forest Baptist: 6 years and older) who are covered on an Atrium Health health plan.

What type of provider will be available at LiveWELL Care?

A certified family nurse practitioner or physician assistant, also known as an advanced practice provider (APP), will provide care at these locations. APPs are supervised by a licensed physician in the State of North Carolina or Georgia. An APP can diagnose and treat injuries and illnesses and write prescriptions if needed.

I live in South Carolina. Can I be seen at a LiveWELL Care location?

Yes.

Services Provided

Can I use LiveWELL Care if I get sick at home?

Yes. Any LiveWELL Care location is available to you. Simply make an appointment and visit the location most convenient to home or work. If you live in the Greater Charlotte region and you become ill on the weekend, our LiveWELL Care Annex clinic on the Carolinas Medical Center campus has convenient hours 7:30 am - 4:30 pm Monday-Sunday.

Can I get my routine prescription refills from LiveWELL Care?

Yes. Some routine prescription medications and refills can be obtained from LiveWELL Care. Schedule an appointment by phone or through [MyAtriumHealth](#) to see a provider.

Can I get my routine labs at LiveWELL Care?

Yes. Laboratory tests related to your illness or injury may be performed as appropriate. PCP ordered labs will need to be done at a reference lab.

Can I get my annual physical at LiveWELL Care?

Yes, all LiveWELL Care locations offer Annual Physicals/Wellness Exams. During an annual wellness exam at LiveWELL Care, the provider will review your past medical history, interim medical history since your last physical exam, health habits, and health maintenance needs. This annual wellness exam is designed to educate you on changes you can make to live a healthier life and to identify any potential health problems early. If lab work is needed, a blood draw may be completed.

Can LiveWELL Care be used for a break area if I have a migraine?

No. The clinic cannot be utilized as a break area. LiveWELL Care is designed to treat minor illnesses and occupational injuries and other non-emergency conditions. The clinic is set up to treat and release patients.

How do I make an appointment?

Call LiveWELL Care at 833-TEALNOW or visit your [MyAtriumHealth](#) account.

Eligibility

Who is eligible to use LiveWELL Care?

All full-time, part-time and PRN teammates are eligible to use LiveWELL Care. LiveWELL care also is available to teammate spouses and dependents (Charlotte: 6 months of age and older; Floyd, Navicent and WAKE FOREST BAPTIST: 6 years and older) (age 6 months and up) on an Atrium Health health plan.

If I don't have a primary care provider, will I still be able to go to LiveWELL Care?

Yes. LiveWELL Care can support many of your primary health and acute episodic

care needs. They can also collaborate with your current primary care provider if necessary.

Can my dependents/spouse use LiveWELL Care?

Yes. LiveWELL Care is for all teammates. Spouses and dependents (Charlotte: 6 months of age and older; Floyd, Navicent and Wake Forest Baptist: 6 years and older) may use LiveWELL care if they are on one of our Atrium Health medical plans.

Cost and Insurance

Can I use other insurance through a different employer?

No. LiveWELL does not accept outside insurance. Teammates not enrolled in an Atrium Health Medical Plan will pay \$40 for a LiveWELL Care office visit and \$10 for a LiveWELL Care virtual visit.

Do I have to pay at the time of visit, or can I be billed?

Payment is expected at the time of service by debit or credit card, cash, GEMPay or FSA/HSA debit card if applicable.

Are services eligible for Flexible Spending Account (FSA) or Health Savings Account (HSA) reimbursement?

Yes, FSA/HSA debit cards will be accepted. Documentation will be provided for submission of manual claims, if requested.

Is GEMPay currently accepted as payment?

In Greater Charlotte teammates can use their GEMPay account to pay for services at LiveWELL Care.

What to Bring to your Appointment

What will I need when I visit LiveWELL Care?

Your Atrium Health insurance card needs to be presented at the time of service. You should also be prepared to provide your teammate (employee) ID number. Payment is expected at the time of service. For spouses and dependents, your insurance card must be presented at time of visit. For payment options, please see above for costs and insurance information.

Recording Paid Time for Teammates

How do I record my time for the one hour of paid-time, per Time Out for Prevention, for visiting LiveWELL Care for care?

Non-exempt teammates:

Non-exempt teammates on Time and Labor will record earnings code “TOP” for up to two hours for their preventive care

Non-exempt teammates on symplr Time & Attendance will need to have their time approver add up to two hours via pay code edit (earnings code “TOP” for up to two hours)

Exempt teammates:

Managers are encouraged to allow exempt teammates to take up to two hours per year for preventive care

Teammates should code this time as work hours and not as “TOP”

Annual Wellness Exam

What is a LiveWELL Care annual wellness exam?

LiveWELL Care offers the opportunity to obtain a co-pay free annual wellness exam. An LiveWELL Care annual wellness exam is not a substitute visit for the comprehensive care your primary care provider (PCP) provides for your complex, chronic medical conditions.

What happens during a LiveWELL Care annual wellness exam?

The LiveWELL Care provider will review your past medical history, interim medical history since your last physical exam, health habits, health maintenance needs such as mammogram, colon cancer screening immunization, and Pap for women as recommended unless otherwise noted in your medical record, to test for cervical cancer. This wellness exam is designed to educate you on changes you can make to live a healthier life and to identify any potential health problems early. If lab work is indicated, a blood draw may be completed. If any problems are identified, a referral to a PCP may be made.

Can I also be treated for an illness during my annual wellness exam appointment?

Yes, time permitting. Otherwise, you can be scheduled for another appointment, and be evaluated and treated for the illness. However, you would be charged accordingly for this separate visit.

What happens after the exam?

All of your lab results are communicated to through your [MyAtriumHealth](#) account. Your PCP also receives a copy of the visit note and lab results.