



Transitioning of Care to Meriter Medical Clinics

Welcome to Meriter Medical Clinic (MMC), and thank you for the opportunity to serve as your new primary care clinic.

We understand that you or one of your family members may be leaving long-standing doctor-patient relationships and have selected one of our Meriter Medical Clinics as your new primary care provider (PCP). If you are transitioning from a previous network of physicians, we will work closely with you to help make your transition to a Meriter Medical Clinic as smooth as possible.

Many employers' new health insurance plans are effective on January 1st every year. Our Meriter Medical Clinics receive many calls from new patients desiring to schedule appointments with their new MMC physician. The clinic staff will answer your questions thoroughly and work to schedule appointments based on the urgency of your needs by calling (608) 417-3434 for the Middleton Clinic and (608) 417-8800 for our McKee Clinic.

The following list may answer some of your questions before you call and streamline the transition of care and scheduling process.

1. **When should I schedule an initial appointment with my new Meriter Medical Clinic PCP?**

If you have ongoing health care needs, we recommend that you schedule an appointment with your Meriter Medical Clinic physician on the same schedule as you saw your previous physician. For example, if you saw your previous physician every three months and your last appointment was at the end of your coverage year (December), then you should call now to schedule an appointment with your new physician. We suggest that you call us soon to schedule your first appointment after the effective date of your new insurance at (608) 417-3434 for our Middleton Clinic or (608) 417-8800 for our McKee Clinic.

If you do not have ongoing needs, but you do have a current reason to see your doctor, please call us soon to schedule an appointment at (608) 417-3434 for the Middleton Clinic or (608) 417-8800 for the McKee Clinic.

If you do not have any current or ongoing health care needs, we recommend that you schedule a future appointment for a new patient visit with your new Meriter Medical Clinic physician and recommend calling three months in advance at (608) 417-3434 for the Middleton Clinic or (608) 417-8800 for the McKee Clinic.

2. **What should I do if I have urgent health care needs before the initial appointment with my new Meriter Medical Clinic physician?**

Call one of our Meriter Medical Clinics if you feel you should be seen right away. We will assist you in making arrangements for your urgent care needs. You may also call your insurance member service department who can work with you and/or their provider network to assist you in getting an appointment.

PPIC MEMBERS: Please call (800) 545-5015.

3. **How can I establish care with a specialty physician?**

We recommend that you begin by scheduling an initial appointment with your new Meriter Medical Clinic PCP who will help you determine any specialty care that you require. MMC will help schedule appointments with specialty care providers.

4. **How will Meriter Medical Clinic gain access to my medical records?**

Please contact your previous clinic and arrange to have your medical records sent to one of our Meriter Medical Clinics. If you have ongoing health care needs, it is important that your new PCP receives your records as soon as possible. For a Meriter Medical Clinic transfer of records, please visit www.meritermedicalclinics.com to access the release of records form at the bottom of the link. Please sign and send it to us and we will be sure to have your records transferred. If you are married, your spouse must sign their own record transfer form.

5. **What if I need a prescription refill before the initial appointment with my new Meriter Medical Clinics PCP?**

If the prescription has refills remaining, contact a participating pharmacy for the insurance you currently hold to transfer your prescription.

PPIC MEMBERS: Please contact a Physicians Plus pharmacy to transfer your prescription. You can locate participating Physicians Plus pharmacies on their Web site at www.pplusic.com, by contacting our Member Service department or in your provider directory.

If your prescription was previously filled at a non-participating pharmacy, take your old prescription bottle to the participating pharmacy of your choice and ask them to transfer your prescription. The new pharmacy will call your old pharmacy and obtain the necessary information.

If your prescription does not have refills remaining, please contact your previous PCP. The physician's office will review the prescription and order additional refills or ask you to schedule a physician visit with your new Meriter PCP.

If you currently use a medication **not** on your new insurance formulary, please contact your insurance company regarding related costs and possible alternatives.

PPIC MEMBERS: If you are switching to PPIC and currently use a medication **not** on the Physicians Plus formulary and need to continue taking the medication until visiting your PCP, please contact PPIC or have your pharmacy contact PPIC at (608) 260-7803 or (800) 545-5015, ext. 7803. The PPIC pharmacy department is also available during normal business hours to answer your specific prescription drug questions including what drugs fall within our formulary, related costs and possible alternatives.

PPIC MEMBERS: If you have any questions about your health plan, benefits, coverage or forms, please contact Physicians Plus' Member Service department at (608) 282-8900 or (800) 545-5015.

Thank you again for selecting Meriter Medical Clinics for your primary care needs. We look forward to serving you in the year ahead.

Sincerely,

Meriter Medical Clinics Physicians and Staff