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We're here to care for you.

# Welcome to the YOC Health Center

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YOC  
HEALTH  
CENTER

Strengthened by



Indiana University Health

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## **We're here to care for you.**

The YOC Health Center, a health center managed by Indiana University Health, is dedicated to serving Youth Opportunity Center employees and their families who participate in the organization's benefit plan.

The goal of the YOC Health Center is to provide convenient access to high-quality primary care at no out-of-pocket cost to you. The hope is that the health center's services will help you stay well and live a healthier life.

### **What's Inside**

- Location, Services, Hours
- Scheduling an Appointment
- Frequently Asked Questions
- Mail-Order Pharmacy Benefit

**T** 765.741.1038

**[yocinc.org/healthcenter](http://yocinc.org/healthcenter)**

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# Location, Services, Hours

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## YOC Health Center

3700 West Kilgore Ave. | Muncie, IN 47304

### Services

#### Preventive Care

- Annual physicals and routine health exams
- Women's health exams (pelvic exams and pap smears)
- Men's health exams (including prostate exams)
- School, sports and CDL physicals
- Preventive screenings (blood pressure, blood sugar, cholesterol)
- Immunizations (seasonal flu, hepatitis B, tetanus boosters)

#### Health Coach

- Individual health coaching
- Nutrition counseling
- Wellness education

#### Immediate and Primary Care

- Diagnostic screenings (influenza, strep throat, vision, etc.)
- Treatment of minor illnesses and injuries (sore throat, flu, seasonal allergies, stomach pain, sinus infection, eye infection, skin infection, rash, etc.)
- Management of chronic illnesses (diabetes, high blood pressure, COPD, high cholesterol, etc.)

#### Other Services

- Screening and diagnostic labs as ordered by your doctor
- Medication dispensary
- Refills of prescription medications by mail

### Hours

**Monday:** 7 am – 1 pm

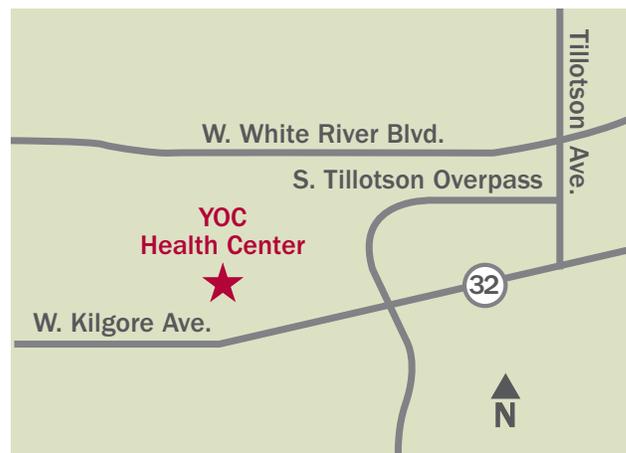
**Tuesday:** noon – 6 pm

**Wednesday:** 7 am – 1 pm

**Thursday:** noon – 6 pm

**Friday:** 10 am – 4 pm

*Appointments are required. Same-day appointments may be available.*



# Scheduling an Appointment

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For your convenience, appointments can be scheduled online. Visit [yocinc.org/healthcenter](http://yocinc.org/healthcenter) and click on **Book NOW!** to access the online scheduling tool.

## Instructions for First-time Users

Click on **Create an Account** in the tool and complete the required information.

**Please note:** *The login can be shared by the entire family; however, each individual family member must create a unique password.*

Once all information has been entered, click **Create an Account**. A new screen will appear. Follow the directions to proceed.

## Select Service

A new screen with a **Select Service** drop-down box will appear. Click on the box to select the service (e.g., new patient consult, illness visit, minor injury, flu shot) that best describes the reason for your visit.

## Select Appointment Time

A calendar will pop up showing available appointments (in white boxes). Click on the date that works best for you.

**Please note:** *To see other options, click on the << Previous or Next >> buttons to select a new date on the calendar.*

A new **Select Appointment Time** box will appear. Choose a time by clicking in the white space next to the time you prefer.

A screen will open to confirm your appointment information. Please add the specific **Reason for Your Visit** in the designated box and any necessary details for the provider in the **Special Instructions** box.

Click **Finalize Appointment**.

## Finalize Appointment

A confirmation screen will open with appointment details.

- Scroll to the bottom of the page to print a copy of your appointment, export the appointment to your calendar or cancel your appointment.
- Scroll to the top of the screen to click **Log Out**.

## Instructions for Returning Users

- Enter your login and password and click **Login**.
- Follow the directions above beginning with **Select Service**.

# Frequently Asked Questions

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## What is the YOC Health Center?

The YOC Health Center is a health center managed by Indiana University Health. The Youth Opportunity Center (YOC) has contracted with IU Health to serve YOC employees and family members who participate in the organization's benefit plan.

## How much does it cost to use the health center?

There is **no out-of-pocket cost** to you for office visits, laboratory services or medications provided by the center.

## Where is the health center located?

The YOC Health Center is located at 3700 West Kilgore Ave. in Muncie.

## Who staffs the health center?

Health and wellness services at the center are provided by qualified professionals employed by IU Health. The YOC Health Center staff includes:

- Nurse practitioner
- Medical assistant
- Health coach



## What services does the center provide?

The YOC Health Center offers a wide range of health services. These include:

### Preventive Care

- Annual physicals and routine health exams
- Women's health exams (pelvic exams and pap smears)
- Men's health exams (including prostate exams)
- School, sports and CDL physicals
- Preventive screenings (blood pressure, blood sugar, cholesterol)
- Immunizations (seasonal flu, hepatitis B, tetanus boosters)

### Health Coach

- Individual health coaching
- Nutrition counseling
- Wellness education

### Immediate and Primary Care

- Diagnostic screenings (influenza, strep throat, vision, etc.)
- Treatment of minor illnesses and injuries (sore throat, flu, seasonal allergies, stomach pain, sinus infection, eye infection, skin infection, rash, etc.)
- Management of chronic illnesses (diabetes, high blood pressure, COPD, high cholesterol, etc.)

### Other Services

- Screening and diagnostic labs as ordered by your doctor
- Medication dispensary
- Refills of prescription medications by mail

## Are appointments required?

While appointments are required at the health center, same-day appointments, if available, can be scheduled. For an appointment, visit [yocinc.org/healthcenter](http://yocinc.org/healthcenter) to schedule online or call **765.741.1038**.

## What should I bring to my appointment?

Please bring a photo ID and your insurance card.

*(See next page for more information.)*

# Frequently Asked Questions

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## What if I need medications? Does the health center offer pharmacy services?

Approximately 100 commonly used generic medications are available from the YOC Health Center at **no out-of-pocket cost to you**. These “in-formulary” medications will be provided whenever possible. Prescriptions will be written by the health center practitioner for medications that are not on the center’s formulary.

- You will receive your medications from the practitioner in the health center whenever possible.
- If you need a medication that is not available on the health center’s formulary, you will receive a written prescription to take to your local retail pharmacy.
- Refills of maintenance medications will be available through mail order.
- With the health center practitioner’s approval, you may receive 90-day supplies of medications for chronic illnesses through the center’s mail-order service. (See page 5 for more information.) Only in-formulary prescriptions written by the health center practitioner are eligible for this service.

**Please note:** The YOC Health Center will only fill prescriptions written by the center’s providers.

## Tell me more about the health coaching. What is it and how can it help me?

Personal health coaching can help you make better lifestyle choices that can lead to a healthier life. The health center’s certified health coach will support you on your journey and provide accountability to help achieve your health goals. Coaching sessions are scheduled at your convenience. During these one-on-one sessions, your health coach will help you:

- Develop an action plan based on your individual needs
- Build confidence and boost motivation for better health
- Turn your resolutions into reality

## Who can use the YOC Health Center?

YOC employees and their family members who participate in the organization’s benefit plan are eligible to use the health center.



## Can I bring my children to the YOC Health Center for care?

Yes. If your children are included in your health plan, they are eligible to visit the center for services. While we encourage you to maintain a relationship with a pediatrician for ongoing care of young children, the health center’s medical staff will be glad to treat your child if immediate care is required and your pediatrician is not available.

## Will the health center share my personal medical information with my employer?

**Absolutely not.** The YOC Health Center is a physician practice of IU Health. Your privacy is protected, and the services provided are strictly confidential by law under the Health Insurance Portability and Accountability Act (HIPAA).

## Will The YOC Health Center work with my doctor, if necessary?

Yes. If you sign a consent/release form, the health center staff will share appropriate information regarding your visit with your doctor(s).

## What if I need to see someone when the health center is closed?

If you have a medical emergency, dial **911** or go to the nearest emergency room.

# Information About Your Mail-Order Pharmacy Benefit

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You are eligible to receive medications through the mail-order pharmacy. This service is provided to you in addition to medications you may receive at the health center. To participate in the mail-order program, simply ask your provider to submit your prescriptions to the mail-order pharmacy. An on-call pharmacist is available, 24/7, to answer any questions, and a fully DEA- and FDA-certified pharmacy and quality control process is used to ensure accuracy in filling your orders.

For long-term and specialty medications, the mail-order pharmacy is a cost-effective and convenient way to have your chronic-care prescriptions filled and delivered to your home. For short-term medications, such as antibiotics, please continue to see your provider on an as-needed basis. Your medications can be dispensed on site by your provider, or your prescription can be filled at a pharmacy of your choice.

We encourage you to take advantage of the value and convenience of this service.

## Frequently Asked Questions

### How do I start receiving mail-order medications?

Your first prescription should arrive at your home within 48 to 72 hours after your prescription is written and submitted by your provider. Make sure you have confirmed your mailing address with your provider prior to your order being submitted.

### What is my cost to participate in the mail-order program?

There is no cost for your medications filled through the mail-order program.

### How do I get refills?

As long as you have refills remaining on your prescription, simply call **800.228.3108**. When you call, your address and prescription will be confirmed. If you do not have any refills remaining, please return to your IU Health provider to have a new prescription submitted.

### What if I have a question about my medications?

A phone line is staffed 24 hours a day, seven days a week, to answer any questions you may have about your prescription medications. You will never be routed to voicemail, prompted to enter a menu of options or placed on hold for extended periods of time. A pharmacist is always available for any questions that cannot be addressed by the customer service representatives. *Please contact the prescribing provider with any specific questions about dosage or refills.*

### What if I move and get a new address?

Your ship-to address will be transmitted with each prescription written by your IU Health provider. When you update your address with your employer, your information will be updated.

### What if I receive the incorrect medication?

The mail-order program has an excellent track record and a multi-step process to make sure every medication is accurate to the prescription. However, if you think there may be an issue, call **800.228.3108** right away.

Additional questions can be answered by your provider.



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