

Q: Who is Activate Healthcare?

Activate Healthcare provides primary care services where employees and their families can get the health and wellness services they need from an experienced provider at no out-of-pocket cost. Activate Healthcare providers are dedicated to serving an employer's population, are highly accessible at convenient hours and office locations and are committed to delivering great care and service. These providers offer a personal level of service and the nurse line is available around the clock via phone for urgent health matters.

Q: Will my employer see my private information?

No, your private health information is completely confidential and will never be shared with your employer.

Q: Who is eligible for Activate Healthcare?

As an active member of the Buckeye Ohio Risk Management Associate (BORMA), you and your eligible family members may use Activate Healthcare services without signing up.

Q: Why is BORMA offering these services?

BORMA is offering these services as an alternative to high-cost healthcare in the community. By using Activate Healthcare offices, you will receive high-quality primary care with no co-pays focused on helping you be healthier and lowering what you pay out-of-pocket for healthcare.

Q: Does choosing the Activate Healthcare option increase my healthcare costs?

No, all services are provided at no out-of-pocket costs and you do not have co-pays. There is also no charge for phone, email or other between appointment interactions with your provider. Activate Healthcare services cover a wide array of the most common tests and procedures.

Q: What is different about Activate Healthcare compared to my current primary care provider?

Activate Healthcare provides primary care services for you and your family but is not just another primary care provider. Our providers have 70 percent fewer patients than a typical primary care provider, allowing them to spend more time with you when you need it, start appointments on time and provide you with appointment availability in the timeframe that meets the urgency of your health issue. And, by using Activate Healthcare, you get access to our nurse line 24/7 for urgent needs. You'll also get help and assistance in navigating the healthcare system when you need specialist services or care that cannot be provided at the Activate Healthcare office.

Q: How experienced are Activate Healthcare providers?

Activate Healthcare providers are dedicated, board-certified or board-eligible, usually with a minimum of eight to ten years of experience as a practicing provider. Our physicians can spend the time that is needed to hear your full health story and work with you to find effective solutions to your needs.

Q: I already have a long-standing PCP, why would I change?

Activate Healthcare is an additional option to your current PCP. Try us out. You may find that, due to the limited number of patients managed by Activate Healthcare providers, you will experience a meaningful relationship, excellent care, and easier access. Rather than going directly to a specialist to receive care, you may take advantage of the convenient access to your Activate Healthcare provider, and you may even avoid a visit with a specialist. Call today to schedule a comprehensive patient evaluation and see for yourself.

Q: What if I have a pediatrician for my children I already like?

Most Activate Healthcare providers are fully trained in pediatrics and can be another option for your children's healthcare. Typically, it takes less time to get an appointment at the Activate Healthcare doctor's office than it does in a pediatrician's office. Also, your Activate Healthcare nurse line is available 24/7 via phone for urgent needs, including nights and weekends.

Q: What happens if I am experiencing an urgent health issue after hours or I am away from home?

For urgent after hours needs, simply call the after hours nurse line at 866.562.9597. The nurse line is staffed with trained, registered nurses available to help assess your situation and provide a message for clinic staff to contact you the following business day and schedule an appointment. He or she is directly available to you for urgent situations 24 hours a day, every day of the week, including holidays.

Q: How are you different from an urgent care clinic?

As a primary care doctors office, we minimize the long wait times you may experience at a walk-in clinic. Scheduling your appointment for same- or next-day urgent needs allows you to be seen at your scheduled appointment time instead of waiting behind the people in front of you.

Q: Why should I schedule an appointment if I'm not sick currently? Why not wait until I am sick?

You will want your provider to know you, your medical history and your health concerns long before you get sick. By scheduling a comprehensive health and wellness appointment, your Activate Healthcare physician will know you in advance of your sickness and may even catch a health issue that can be treated early, preventing something from becoming an urgent situation.

Q: What if I have more questions?

Visit www.activatehealthcare.com/borma, or call one of your Activate Healthcare locations.

Q: Can I visit any Activate Healthcare location? Am I only allowed to see my selected provider?

Your selected Activate Healthcare provider will be your primary point of contact and the medical professional overseeing your care. You may make an appointment at any of our Activate Healthcare doctor's offices that are open to the public and choose to see another provider as needed. This is especially convenient if you are traveling or have a dependent living out of town or state. You may also email or call your provider with your questions, or for consultation. In this situation, contact your Activate Healthcare provider first and they, or another clinic team member, will advise on the best option for you.

Q: Where is Activate Healthcare located?

Napoleon:
1809 Oakwood Ave.
Napoleon, OH 43545

Archbold:
213 Nolan Parkway
Archbold, OH 43502