



# 2023 ERHC PLAN

For Enrolled BF&PT Members, Spouses & Dependents

EXCLUSIVE COVERAGE for ACTIVE - DUTY & RETIRED MEMBERS



How the ERHC Plan Works for You & Your Family Members:

Provides access to high-quality, comprehensive healthcare - **WITH NO ADDITIONAL OUT-OF-POCKET COSTS** for routine services.

Provides an **AFFORDABLE ALTERNATIVE** to conventional health insurance for most primary care & urgent care needs.

**Works WITH YOUR TRADITIONAL HEALTH INSURANCE**, which will remain your secondary coverage for non-routine services and those provided outside of the ERHC medical home.



# 2023 ERHC PLAN:

## GUIDE TO EXCLUSIVE HEALTH BENEFITS

For Enrolled BF&PT Members, Spouses & Dependents

COVERAGE for ACTIVE - DUTY & RETIRED MEMBERS

Emergency Responders Health Center knows that **your healthcare should work as hard as you do - and be ready at a moment's notice, too.**

That's why we've partnered with the Boise Fire & Police Trust since 2016 to offer ERHC Plan health coverage that's **confidential, comprehensive, convenient,** and **low-cost** – as well as fully **customized** for you and your family members.

### 17+ YEARS of CARE

ERHC was founded by a family medicine-certified/ER physician to address **the elevated health risks** faced by firefighters, police officers, and other emergency response professionals. Since 2004, ERHC has worked overtime to safeguard the lives of those who protect our community, ensuring that their healthcare **goes above and beyond** – just like they do.

### YOUR FAMILY'S HEALTH is OUR ONLY MISSION

Our singular objective is to promote **optimal well-being, occupational performance,** and **career longevity** among the emergency personnel our community relies on. ERHC emphasizes preventative care, proactive health maintenance, and total wellness. Our pioneering clinic has developed a specialized line of health and wellness services, with clinicians who understand your – and your loved ones' - unique concerns.

## WE'VE GOT YOU COVERED | Comprehensive Care without Added Out-of-Pocket Expenses

### ROUTINE CARE OVERVIEW

primary care | urgent care (+medications included)  
 women's health | men's health | pediatric care  
 health screenings | heart & lung health | dermatology  
 occupational health | sports medicine/orthopedics  
 physical therapy | mental health services

### EXCLUSIVELY FOR

Active Duty First Responders  
 Spouses & Children of First Responders  
 Retired First Responders



### Plan Benefits Summary

- ✓ Unlimited primary care & urgent care visits with the ERHC medical provider of your choice.
  - No co-payment, no cost-sharing, no deductible!
  - Medications/orthopedic supplies concurrent with urgent care visits included!
- ✓ No out-of-pocket costs for routine:
  - Wellness Exams & Comprehensive Health Screenings
  - In-clinic Procedures (from skin biopsies to vasectomies)
  - In-clinic Diagnostic Laboratory Services
  - In-clinic Diagnostic X-Ray Services
  - Adult & Pediatric Immunizations

# COVERAGE BASICS – 2023 ERHC PLAN

## IS MY PRIVACY MAINTAINED UNDER the ERHC PLAN?

**YES.** Plan member privacy and patient confidentiality are strictly observed in accordance with regulations governing Protected Health Information. *A complete copy of ERHC privacy practices is available upon request.*

## WILL I PAY ANY OUT-OF-POCKET COSTS for ROUTINE CARE from ERHC?

**NO.** There are no co-payments, cost-sharing requirements, or deductibles under the ERHC Plan, for ERHC services shown under the ROUTINE SERVICES & PROCEDURES list.

## WHICH ROUTINE HEALTHCARE SERVICES ARE COVERED 100%?

**NEARLY ALL** routine ERHC outpatient services – including unlimited primary care and urgent care visits, basic health screenings, and standard immunizations – are covered, with no out-of-pocket expenses billed to the plan member.

Basic diagnostic services, including in-clinic laboratory analysis and in-clinic X-ray procedures, are covered 100%, as well. In addition, the ERHC Plan fully covers advanced care customized for first responders – heart and lung screenings, injury prevention and rehabilitation, mental health services, wellness outreach, and more.

*Please view the ROUTINE SERVICES & PROCEDURES list, refer to the Boise Fire & Police Trust Open Enrollment Guide, or call the ERHC office prior to your next visit to verify whether a requested service is covered.*

## WHICH SERVICES ARE NOT COVERED?

**ONLY A SMALL NUMBER** of ERHC services are considered non-routine under the ERHC Plan. Non-routine services are not covered by the Plan, and will be billed to the Regence Plan in accordance with the plan's Schedule of Benefits. These services include, but are not limited to, those shown under the ADDITIONAL SERVICES & PROCEDURES list.

**SERVICES PROVIDED BY OTHER,** non-ERHC healthcare providers and facilities will be billed separately, in accordance with the Regence Plan's Schedule of Benefits.

## WILL ERHC BECOME MY “REGULAR” HEALTH CLINIC?

**YES.** Our clinic offers the same level of care as a traditional family medicine practice/medical home. ERHC also offers advanced services not available through most primary care clinics open to the general public.

## CAN MY SPOUSE & CHILDREN BE SEEN at ERHC?

**YES.** Your spouse and qualifying dependents enrolled under your ERHC Plan will receive the same benefits as enrolled BF&PT members, including no-cost services shown under the ROUTINE SERVICES & PROCEDURES list.

## WHEN SHOULD I SCHEDULE a “NEW PATIENT” APPOINTMENT?

**IT'S YOUR CHOICE.** All ERHC Plan enrollees are already considered “established” patients. Boise Fire & Police Trust recommends that its members schedule Annual Wellness Exams during their birth month, to establish a wellness routine. However, you may be seen at any time – to discuss preventative health with one of our providers, or to address a current health concern.

## DO I NEED PRE-AUTHORIZATION for PRIMARY or URGENT CARE VISITS?

**NO.** ERHC Plan members receive access to unlimited primary care and urgent care visits – no pre-approval required! Appointments for in-clinic health screenings and physical therapy will be made upon referral from your ERHC medical provider.

## DO I HAVE a CHOICE in DOCTORS, SPECIALISTS & HOSPITALS?

**YES.** We will make every effort to place you with the ERHC medical provider of your choice\*; if their capacity is full, we'll match you with another ERHC provider well-qualified to care for you. ERHC makes referrals to outside medical specialists and facilities best-suited to meet patient needs, regardless of health system affiliation. As an independent clinic, ERHC collaborates with all area healthcare systems. \*See ERHC Directory, pages 5-6.

## CONTINUOUS HEALTHCARE ADVANCEMENT



### We never stop working to take your care to the next level.

#### Recent Advances →

- In-clinic Mental Health Therapy, including EMDR
- Satellite Wellness Clinic (Mental Health Services & Massage Therapy)
- Medical Staff Expansion – 4 Current Providers (2 MDs & 2 NPs)  
49+ combined years of experience
- Nutrition & Wellness Counseling, including Medical Nutrition Therapy

#### Future Expansion →

- Performance Center (Fitness Studio & Advanced Preventative Health Services)

# ROUTINE SERVICES & PROCEDURES – 2023 ERHC PLAN

## 100% COVERED CARE

NO OUT-OF-POCKET COSTS for ENROLLED MEMBERS

### PRIMARY CARE

- Comprehensive Health Assessments
- Personal Health Planning (Behavioral & Lifestyle Management)
- Computerized Vision & Hearing Screening
- Cancer Screening Consultations
- Chronic Disease Management  
Diabetes, Hypertension, Elevated Cholesterol, Endocrine System Disorders, Gout, & More

### URGENT CARE <sup>(+)</sup>including pharmacy benefit – SEE BELOW RIGHT)

- Assessment/Treatment of Minor Illness & Injury
- Sore Throats
- Respiratory Complaints  
Nebulized Treatments
- Gastrointestinal or Abdominal Complaints
- Wound Care (Contusions, Lacerations, Ingrown Toenails)
- Sprains & Fractures (Splinting & Casting)
- Musculoskeletal Pain (i.e. Back or Joint)

*ERHC is not an emergency facility. Always call 911 or visit a local emergency room for possible life-threatening conditions.*

### WOMEN'S HEALTH

- Pap Smears, Clinical Screening Exams for Breast & Cervical Cancer
- Family Planning, Pre-Conception Health, Contraception & Early Prenatal Care

### MEN'S HEALTH

- Prostate Cancer Screening
- Family Planning & Vasectomies

### PEDIATRIC & ADOLESCENT HEALTH

- Annual Well Child Exams
- Sports Physicals (as required for participation in athletics)
- Infant Circumcision (male)

### DERMATOLOGY

- Annual Dermatologic Screening
- Mole & Lesion Assessment/Removal
- Lipoma & Epidermal Inclusion Cyst Assessment/Removal
- Laceration Care

### HEART & LUNG HEALTH

- Cardiology Screening  
EKG, Cardiac Stress Testing (Treadmill or Cycle)
- Spirometry (Lung Function Testing)

### IMMUNIZATIONS

- Adult  
Seasonal Flu, Hepatitis A (2-shot series) & Hepatitis B (3-shot series), Tdap (tetanus, diphtheria, pertussis), MMR (mumps, measles, rubella)
- Standard Pediatric Vaccinations\*  
*\*Pediatric vaccinations covered by the State of Idaho for minors through 18 years of age.*

### DIAGNOSTIC/LABORATORY SERVICES

- Phlebotomy (blood draws)  
Wellness Labs – CBC, Metabolic Profile, Cholesterol/Lipid Panel, Uric Acid, TSH (thyroid-stimulating hormone), HgbA1c (diabetes surveillance), PSA (prostate-specific antigen), Infectious Disease Screening (HIV, Hepatitis B titer, Hepatitis C antibody)
- Point-of-Care Testing  
Rapid Strep/Standard Throat Culture (if indicated), Influenza A/B, Mononucleosis Testing, Urinalysis, Pregnancy Testing (urine)

### RADIOLOGY SERVICES

- Medical Imaging  
In-clinic Digital X-ray (including radiology interpretation)

### MENTAL HEALTH SERVICES

- Outpatient Mental Health Therapy (adults; couples)
- PTSI Treatment/Assistance with Workers' Compensation Claims for PTSI/PTSD
- Pharmacotherapy Management (most mental health conditions)
- Referral to vetted Psychiatrists & Inpatient Facilities

### <sup>+</sup>Urgent Care Pharmacy Benefit

In addition to accessing unlimited medical office visits for urgent care, ERHC Plan members will receive standard\* medications dispensed by ERHC during these visits, in association with acute conditions treated, at no additional cost. In most cases, the full course of medication will be provided. Examples of covered medications include:

- Analgesics (NSAIDs)
- Muscle Relaxants
- Antibiotics & Antivirals
- Anti-Emetics (for Nausea)
- Steroids (oral and topical)
- Allergy & Asthma Relief
- Cough & Cold Remedies
- More



*This benefit does not extend to medications dispensed for routine/ongoing treatment of chronic conditions, refills, or medications filled by pharmacies outside of ERHC. ERHC does not store or dispense controlled substances in-house. \*ERHC stocks most commonly prescribed medications; non-standard medications will require filling by outside pharmacies.*

## 100% COVERED CARE, CONTINUED ...

### OCCUPATIONAL HEALTH

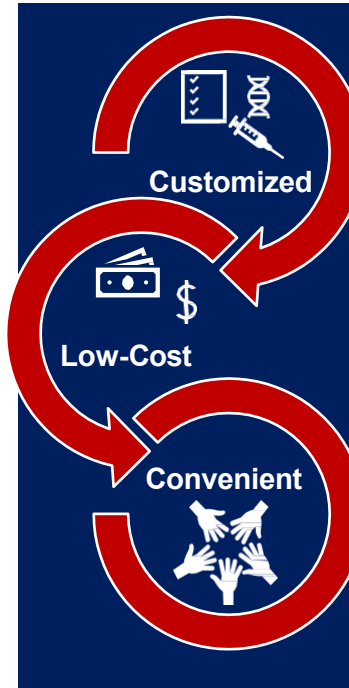
- Occupational Risk Counseling
- Functional Movement Screening & Injury Prevention Assessment
- Worker's Compensation-Covered Care
- CDL License Examination & Medical Certification

### ORTHOPEDICS

- Outpatient Fracture Care (non-operative)
- Joint Injections (most therapies)
- Orthopedic Braces (standard/non-customized)

### PHYSICAL THERAPY

- Physical Therapy Rehabilitation (Acute & Chronic Conditions, Post-Operative Care)
  - Myofascial Release
  - Soft Tissue & Joint Mobilization (IASTM)
- Strength & Conditioning



## BEST CARE. LOWEST PRICE. THE ERHC PLAN ADVANTAGE

- **Specialized** care designed to match the rigors of your job.
- **Exclusive** services not available in traditional primary care settings.
- Medical & Mental Health providers with **years of expertise** in caring for emergency personnel.
- **Cost-effective** care: no co-insurance, no cost-sharing, no deductible!
- **100% coverage** for routine primary and urgent care, and much more.
- The only Boise Fire & Police Trust plan with **\$0 monthly contribution**.
- Care when you need it, with expanded hours and **same-day appointments**.
- Comprehensive medical services in **one central location**.
- **Coordination** of care delivered by outside medical providers and facilities.

### ADDITIONAL SERVICES & PROCEDURES

**Additional services** are considered non-routine under the ERHC Plan. Non-routine services are not covered by the ERHC Plan, and will be billed to the Regence Plan in accordance with the plan's Schedule of Benefits. These services include, but are not limited to, those shown below.

**Other services** may be available; please call our office to ask about conditions or procedures not listed below. If a service is not listed as an included (routine/covered) service, it is considered to be excluded (billed separately).

- Medical Specialty Supplies
  - IUD Devices (intrauterine contraception), Visco-supplementation
  - Medications, Custom-Ordered Braces and Orthotics
- Additional Adult Immunizations
  - Herpes Zoster (shingles), Varicella (chickenpox), Pneumococcal, Meningococcal, HPV (human papillomavirus)
- Off-site Laboratory Services & Pathology Services
- Prescriptions Filled by Off-site Pharmacies
- Chiropractic Care
- Massage Therapy
- COVID Vaccination & Testing

**Services provided** by off-site (non-ERHC) specialists, laboratories, pharmacies, imaging facilities, hospitals, surgical facilities and other providers/facilities will be billed separately, in accordance with the Regence Plan. When a visit to another outpatient service provider or facility outside of ERHC is necessary, ERHC will remain your primary medical home. You can count on us to:

- ✓ Make timely referrals to appropriate medical providers;
- ✓ Coordinate care delivered by different providers or facilities;
- ✓ Follow up to ensure diagnostic or treatment plans are fulfilled.

### CONTACT | LOCATIONS | HOURS



#### CONTACT US

208.229.3742 (ERHC) | info@er-hc.org  
er-hc.org (Health Center)  
erhc360.org (Mental Health Directory)

#### CLINIC LOCATIONS

**Main Health Center -**  
9976 West Emerald Street |  
West Boise

**Satellite Clinic -**  
6485 West Interchange Way |  
South Central Boise

#### MAIN CLINIC HOURS

MONDAYS - THURSDAYS: 7:30 AM - 6 PM  
FRIDAYS: 7:30 AM - 5 PM  
SATURDAYS: 10 AM - 2 PM

**Same-day appointments for Urgent Care.**

#### LABORATORY SERVICES

##### ERHC Walk-In Lab Clinic

MONDAYS - FRIDAYS: Starting at 7:30 AM

YOUR MISSION IS TO PROTECT  
THE LIVES OF OTHERS.

OUR MISSION IS TO HELP YOU  
SAFEGUARD YOUR OWN.



# YOUR FRONT LINE OF CARE: ERHC Provider Directory

## Medical Care |



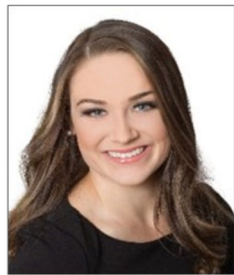
**ROB HILVERS, MD**  
Family Medicine | Sports Medicine |  
Preventative Medicine | Heart Health  
**ERHC Founder & Medical Director**  
University of Washington School of Medicine  
Family Medicine Residency of Idaho  
Idaho Sports Medicine Institute



**JENNA ROVIG, NP-C**  
Family Practice | Acute Care |  
Women's Health | Child Health |  
Adolescent Health  
**Nurse Practitioner**  
Boise State University  
Idaho State University



**JOHN WICK, MD**  
Family Medicine | Sports Medicine |  
Men's Health | Child Health  
**Physician**  
Oregon Health Sciences University  
Family Medicine Residency of Idaho  
Idaho Sports Medicine Institute



**CHELSEA WALLACE, NP-C**  
Family Practice | Critical Care Nursing |  
Women's Health | Child Health  
**Nurse Practitioner**  
Boise State University  
Northwest Nazarene University

## Mental Health Services |



**ARI BROOKS, LCSW**  
Anxiety & Depression | Trauma |  
Grief | Couple's Counseling  
**Licensed Therapist**  
University of Utah



**REBECCA HOUSTON, LCPC**  
Anxiety & Depression | Trauma |  
Substance Abuse | Couple's Counseling  
**Licensed Therapist**  
Boise State University



**RICH BROWN, LPC**  
Anxiety & Depression |  
Grief & Loss  
**Licensed Therapist**  
Idaho State University



**CUSTOMIZED. COMPREHENSIVE. COMPASSIONATE.**

MAIN HEALTH CENTER 9976 WEST EMERALD STREET | BOISE, ID | 208.229.3742 (ERHC) | er-hc.org  
SATELLITE CLINIC 6485 WEST INTERCHANGE WAY | BOISE, ID | 208.639.0005 | erhc360.org

# Physical Therapy |



**MICHAEL OWENS, PT, AT**  
Physical Therapy & Rehabilitation |  
Sports Medicine | Injury Prevention |  
Strength & Conditioning

**Physical Therapist, Athletic Trainer**  
California State University at Long Beach



**AMBER GRANT, PTA**  
Physical Therapy | Injury Prevention |  
Soft Tissue Rehabilitation

**Physical Therapist Assistant**  
Idaho Consortium for Physical Therapist Assis-  
tant



**JAMI WHILES, PT**  
Physical Therapy & Rehabilitation |  
Injury Prevention |  
Orthopedics & Post Operative Care

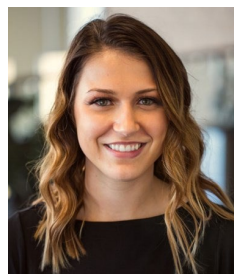
**Physical Therapist**  
Boise State University  
Idaho State University

# Wellness Services |



**JENNIFER AUMEIER, LMT**  
Massage Therapy | Myofascial Release |  
Trigger Point Therapy |  
Deep Tissue Massage

**Massage Therapist**  
Boise State University  
Idaho School of Massage Therapy

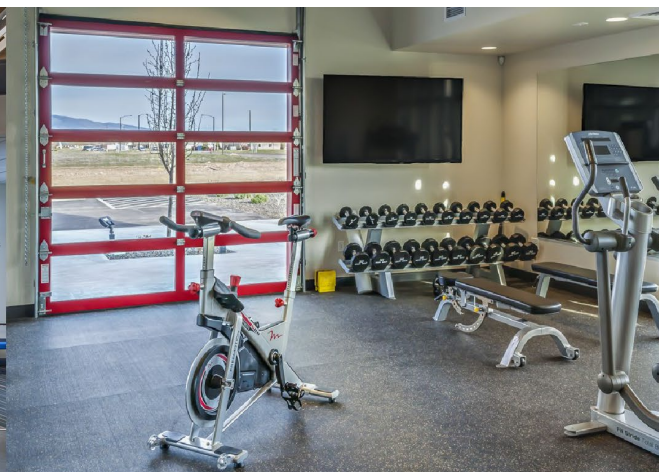


**RAE KRICK, RDN**  
Medical Nutrition Therapy |  
Healthy Weight Management |  
Diabetes Self-Management Training |  
Body Composition Assessment

**Registered Dietitian**  
University of Idaho



**JASON CHASE, LMT**  
Massage Therapy | Myofascial Release |  
Deep Tissue Massage



LOCATION | HOURS | INFORMATION  
EMERGENCY RESPONDERS HEALTH CENTER

Contact Information

208.229.3742 (ERHC) | info@er-hc.org | www.er-hc.org

Primary Clinic Location

9976 West Emerald Street | Boise, Idaho

Satellite Clinic Location

6485 West Interchange Lane Suite 101 | Boise, Idaho

Clinic Hours

Mondays - Thursdays: 7:30 a.m. to 6 p.m.

Fridays: 7:30 a.m. to 5 p.m.

Saturdays: 10 a.m. to 2 p.m.

Same-day appointments for Urgent Care.

Laboratory Services

ERHC Walk-In Clinic

Monday through Friday from 7:30 a.m. to 9:30 a.m.



EMERGENCY  
RESPONDERS  
HEALTH  
CENTER

CUSTOMIZED | COMPREHENSIVE | COMPASSIONATE

9976 WEST EMERALD STREET | BOISE, ID 83704

P. 208.229.3742 (ERHC) | F. 208.229.8450

www.er-hc.org

*Cover image by Shane Langton*

