

2024

# ERHC PLAN



**For Enrolled BF&PT Members, Spouses & Dependents**

**EXCLUSIVE COVERAGE for ACTIVE - DUTY & RETIRED MEMBERS**



## **The Plan that Gives Back as Much as You Do:**

- ✓ Access to high-quality, comprehensive healthcare — **WITH NO ADDED OUT-OF-POCKET COSTS** for routine services and procedures
- ✓ 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 the ERHC medical home

**ERHC Front Desk: ☎ (208) 229-3742 ■ ERHC Plan Back-Up Line\*: ☎ (208) 229-8452**

*\* Exclusive back-up line for ERHC Plan members. Call this number any time our primary lines are busy, for an expedited response.*



# 2024 ERHC PLAN:

## GUIDE TO EXCLUSIVE HEALTH BENEFITS

### For Enrolled BF & PT Members, Spouses & Dependents

COVERAGE for ACTIVE-DUTY & RETIRED FIRST RESPONDERS

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.

#### 18+ 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.

**NEW!**

#### MEMBERS-ONLY BENEFITS

We're **there when you need us**. We've established a dedicated back-up phone line to offer exclusive access for ERHC Plan members, with a commitment to honor your requests for same-day visits for urgent care, whenever possible.<sup>1</sup>

### WE'VE GOT YOU COVERED | Comprehensive Care without Added Expenses

#### Plan Benefits Summary

- ❑ Unlimited primary care & urgent care visits with the ERHC medical provider of your choice.<sup>1</sup>
  - No co-payment, no deductible for routine visits and covered services.
  - Medications/orthopedic supplies concurrent with urgent care visits included!
- ❑ No additional 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 Imaging Services
  - Adult & Pediatric Immunizations



#### ROUTINE CARE OVERVIEW

primary care | urgent care<sup>+</sup>  
(<sup>+</sup>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

<sup>1</sup> Our goal is to see ERHC Plan subscribers the same day for high-acuity conditions, whenever possible. Our Medical Receptionists will offer you an appointment with our next-available medical provider, if your preferred provider is unavailable.

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## COVERAGE BASICS – 2024 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 (PHI). *A complete copy of ERHC privacy practices is available upon request.*

### WILL I PAY ANY OUT-of-POCKET COSTS to ERHC for ROUTINE CARE?

**NO.** There are no co-payments or deductibles under the ERHC Plan, for care listed under the ROUTINE SERVICES & PROCEDURES list. [See page 3.]

### WHICH HEALTHCARE SERVICES are COVERED 100%?

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

Basic diagnostic services, including in-clinic lab 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 us at (208) 229-3742 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 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 under the ADDITIONAL SERVICES & PROCEDURES list. [See page 4.]

Services provided by **third-party, 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 mainstream 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, urgent care *and* mental health 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 your preferred provider's 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 regional medical centers and healthcare systems. [See ERHC Provider Directory, pages 5-6.]

## CONTINUOUS HEALTHCARE ADVANCEMENT

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



### Recent Advances →

#### Increased Care Access

Welcoming our **third physician** in 2024 & Expanded Clinic Hours

#### Enhanced Health Maintenance, Screening & Diagnostic Services

Body Composition Analysis & In-House Testing for STDs

#### Expanded Wellness Center

Co-Located Mental Health Services, Massage Therapy & Acupuncture

#### Expanded Women's & Family Health Offerings

IUD Placement Services

#### Mental Health Services Additions

Now with **three occupationally-specialized therapists**

No-Cost Support Groups for ERHC Plan Members

**The Guardian Mobile Annex Clinic** (capacity for quarantined Infectious Disease Care)

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# ROUTINE SERVICES & PROCEDURES – 2024 ERHC PLAN

## 100% COVERED CARE - Included Services

NO ADDITIONAL OUT-of-POCKET COSTS for ENROLLED MEMBERS (per visit or per service)

### 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 *with PHARMACY BENEFIT\** [See page 4.]

- Assessment & Treatment of Minor Illness & Injury
- Sore Throats
- Respiratory Complaints (Including Nebulized Treatments)
- Gastrointestinal or Abdominal Complaints
- Wound Care (Contusions, Lacerations, Ingrown Toenails, etc.)
- 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, Breast & Cervical Cancer Clinical Screening Exams
- Family Planning, Pre-Conception Health, Contraception (including IUD placements) & Early Prenatal Care

### MEN'S HEALTH

- Prostate Cancer Screening
- Family Planning & Vasectomies

### PEDIATRIC & ADOLESCENT HEALTH

- Annual Well Child Exams
- Sports Physicals
- 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)

### MEDICAL IMAGING (including radiologist interpretation)

- Digital X-Ray
- **PROPOSED:** Diagnostic Ultrasound\* (i.e. for symptomatic conditions)

*\*Currently under development; offered to ERHC Plan subscribers during the 2024 plan year, if available.*

### 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, COVID-19 (antigen), Urinalysis, Pregnancy Testing (urine)
- In-House STD Testing\* (with Treasure Valley Laboratory)
  - Chlamydia & Gonorrhea (urine), Herpes Simplex Types I & II (IgG) Syphilis (Treponema pallidum)

*\*Excludes third-party laboratory confirmatory testing (if required), which will be billed to secondary coverage (i.e. Regence Plan).*

### OCCUPATIONAL HEALTH

- CDL License Examination & Medical Certification
- Occupational Risk Counseling
- Workers' Compensation Care

### ORTHOPEDICS

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

### PHYSICAL THERAPY

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

### 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.*

### MENTAL HEALTH SERVICES

- Outpatient Mental Health Therapy
  - Caring for Adults, Adolescents & Couples
  - Referrals to vetted Psychiatrists & Inpatient Facilities
- PTSI Treatment/Assistance
  - Assistance for Workers' Compensation Claims for PTSI/PTSD
- Pharmacotherapy Management (most mental health conditions)
- Support Group Attendance (clinical themes vary with client demand)



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## + Urgent Care Pharmacy Benefit

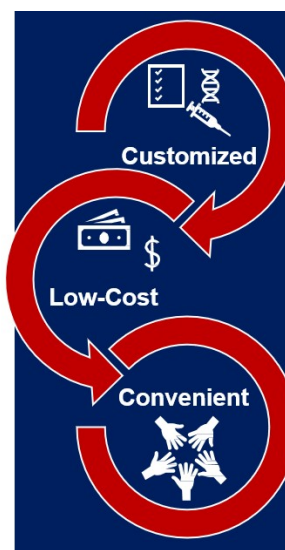
In addition to accessing unlimited medical office visits for urgent care, *ERHC Plan* members will receive standard\* medications dispensed by ERHC during these visits, in association with acute conditions treated, at no additional cost. In most cases, the full course of medication will be provided.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

## THE MOST SPECIALIZED CARE. THE MOST COMPETITIVE PRICE. THE ERHC PLAN ADVANTAGE.



- **Specialized** care calibrated to 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 deductible!
- **100% coverage** for routine primary and urgent care, and much more.
- Care when you need it, with expanded hours and **same-day appointments**.
- Comprehensive medical services in **one central location**.
- **Coordination of care** referred to outside medical providers and facilities.

## ADDITIONAL SERVICES & PROCEDURES - Supplemental Care (Non-Covered)

Billed to Secondary Insurance

**ADDITIONAL SERVICES & PROCEDURES** 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.
- Excluded services include, but are not limited to:
  - 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
  - Screening (non-diagnostic) Ultrasound & Radiologist Interpretation\*
    - \* Currently under development
  - Allied Health & Wellness Services
    - Acupuncture • Massage Therapy • Chiropractic Care\*\*
    - \*\*Chiropractic Care not offered through ERHC at this time
  - COVID Vaccination & Testing (non-antigen)

**OTHER SERVICES** may be available; please call **(208) 229-3742** to ask about conditions or procedures not listed above.

- If a service is not explicitly listed as an included (routine/covered) service, it is considered to be excluded (billed separately to secondary insurance).
- If a new service is introduced during the plan year, and is not explicitly listed as an included (routine/covered) service, it is considered to be excluded (billed separately to secondary insurance).

**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 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.

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# ERHC Provider Directory

## YOUR FRONT LINE OF CARE

Medical Clinic & Physical Therapy Studio

### Medical Care |



**ROB HILVERS, MD**  
Family Medicine | Sports Medicine |  
Preventative Medicine | Heart Health |  
Wilderness & Expedition Medicine  
**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 | 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



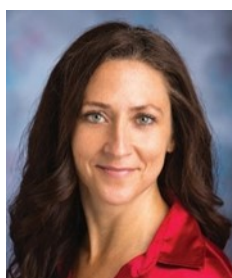
**ZECHARIAH WILSON, MD**  
Family Medicine | Sports Medicine |  
Heart Health  
**Physician**  
University of Nevada School of Medicine  
Family Medicine Residency of Idaho  
Idaho Sports Medicine Institute



### 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 & Rehabilitation |  
Injury Prevention |  
Post-Injury Return-to-Work |  
Orthopedics & Soft Tissue Rehabilitation  
**Physical Therapist Assistant**  
Idaho Consortium for Physical Therapist Assistant



**JAMI WHILES, PT**  
Physical Therapy & Rehabilitation |  
Injury Prevention |  
Orthopedics & Post-Operative Care  
**Physical Therapist**  
Idaho State University



## Mental Health Services |



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



**MATTHEW LEMONS, LPC**  
Anxiety & Depression | Trauma  
**Licensed Therapist**  
Idaho State University



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



- Wellness Clinic Allied Health Providers -

## Acupuncture+ |



**STACEY WHITCOMB, LAc**  
Injury Recovery | Chronic Pain |  
Women's Health | Stress & Insomnia  
**Licensed Acupuncturist & Herbalist**  
Oregon College of Oriental Medicine



## Massage Therapy+ |



**JENNIFER AUMEIER, LMT**  
Massage Therapy | Myofascial Release |  
Trigger Point Therapy |  
Deep Tissue Massage  
**Massage Therapist**  
Idaho School of Massage Therapy



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



**ROBYN BAUMGARDT, LMT**  
Massage Therapy | Sports Massage |  
Deep Tissue Massage |  
Lymphatic Drainage  
**Massage Therapist**  
Seattle Massage School



**COURTNEY TILLMAN, LMT**  
Massage Therapy | Deep Tissue Massage |  
Prenatal Massage | Lymphatic Drainage |  
Nerve Dysfunctions  
**Massage Therapist**  
Onondaga School of Therapeutic Massage

+ Supplemental *Allied Health* service billed to secondary insurance.





## LOCATION | HOURS | CONTACT US

### EMERGENCY RESPONDERS HEALTH CENTER

#### ERHC Plan Back-Up Line

Call 208.229.8452 if our primary lines are busy!

*For the best service, please reach out to our primary lines (noted below), prior to calling the Back-Up Line.*

#### Medical Clinic & Physical Therapy Studio

Annual Wellness Exams ▪ Primary & Urgent Care ▪ Rehabilitation ▪ Laboratory Services

9976 West Emerald Street | Boise, Idaho

208.229.3742

#### HOURS\*

Mondays - Wednesdays | 7 a.m. - 6 p.m.

Thursdays | 7:30 a.m. - 6 p.m.

Fridays | 7:30 a.m. - 5 p.m.

Saturdays | 10 a.m. - 2 p.m.

*Same-day Appointments for Urgent Care Offered Whenever Possible*

\*General business hours; specific service/provider hours vary.

#### Wellness Clinic

Mental Health Services ▪ Acupuncture ▪ Massage Therapy

8781 West Ardene Street | Boise, Idaho

208.229.8433

#### HOURS\*

Mondays - Thursdays | 9 a.m. - 5:30 p.m.

Fridays | varies by provider schedule

\*General business hours; specific service/provider hours vary.

#### Laboratory Services (available at ERHC Medical Clinic)

##### WALK-IN HOURS

Mondays - Thursdays | 7 a.m. - 6 p.m.

Thursdays | 7:30 a.m. - 6 p.m.

Fridays | 7:30 a.m. - 5 p.m.

#### ERHC Online

info@er-hc.org ▪ er-hc.org ▪ erhc360.org



**CUSTOMIZED. COMPREHENSIVE. COMPASSIONATE.**