



**1. Where are the new THPG locations?**

Our new dedicated Cook Children's Employee clinics will be:

- Fort Worth (Henderson): 500 S Henderson St (keeping same location)
- NW Fort Worth: 4701 Boat Club Rd
  - Boat Club also offers weekend "walk in only" visits Saturday from 8-4:30 and Sunday 12-4
- SW Fort Worth: 5801 Oakbend Trl
- Prosper: 1970 West University Drive, Suite 100

**2. If I currently see a physician at CareATC, will there be new doctors, or will the same physicians/NP/PA's be operating out of the facility?**

At Henderson, two of the four current CareATC primary care providers have chosen to join THPG and will still be able to see Cook Children's members after the transition to THPG. Replacing Dr. Estment will be Dr. Kevin Eldridge. Also, Alicia and Jacqueline will continue to support as Mental Health Providers. The other providers will be replaced with new THPG providers and all Cook Children's members will gain access to many more primary care providers than before at the designated THPG satellite health centers in Prosper, NW Fort Worth and SW Fort Worth.

**3. Will there be a new platform (such as an app) to schedule appointments?**

We ask that all employees make their first appointment through the dedicated phone lines that will be shared shortly. Information about the APP scheduling will be shared with all employees.

**4. If I need to see a physician before the new facility opens and need lab work to support my continuing prescriptions, what should I do?**

The clinics are still open. CareATC will take appointments until March 26<sup>th</sup> and the following day on March 27<sup>th</sup>, THPG will take over. However, CareATC will stop drawing labs one week before their last day of appointments. If you need lab work done, schedule your appointment prior to March 19<sup>th</sup> or after the transition to THPG.



From March 30<sup>th</sup> – April 3rd, Henderson will close for updates/equipment changes. During this timeframe, employees will be able to visit these two locations for their appointment needs:

- NW Fort Worth: 4701 Boat Club Rd
- SW Fort Worth: 5801 Oakbend Trl

**5. The new THPG locations are not convenient to me, what are my options to find a PCP and/or provider?**

Although the new THPG locations offer many more employees enhanced benefits including many more provider choices, we understand these locations are not convenient for some of our employees. For those members, they will have to utilize other primary care providers with their regular health plan benefits or drive to one of the new locations for their first appointment and then schedule following appointments virtually. We will continually assess how we can best serve our employees and evaluate needs for future locations.

**6. How much do I need to pay to go to a Cook Children's Employee Clinic?**

For covered employees or their covered family members (18+ yrs) on the Cook Children's HRA medical plan there is no cost. On the Cook Children's HSA medical plan there is a \$10 copay for a non-preventive visit. For employees not enrolled on the Cook Children's medical plan there is a \$10 copay for acute care (flu symptoms, earache, upper respiratory as examples). However, the family members of employees not on the medical plan are not eligible for this benefit, however they can utilize any THPG providers with their private insurance.

**7. How do I make appointments? Can I walk in for an appointment?**

For your first appointment please call the health center location where you would like to make an appointment. The only exception would be utilizing the walk-in only clinic in NW Fort Worth on Saturday or Sunday.

**8. I need help looking for a new provider through our Cook Children's Medical Plan, where do I go to start?**

To get started, you can call 888-552-6455 OR Visit [cookchildrensmymqhealth.com](http://cookchildrensmymqhealth.com) or download the Quantum Health app

Email questions to [askbenefits@cookchildrens.org](mailto:askbenefits@cookchildrens.org)