What is Paladina Health?
Paladina Health is a provider of primary care service that is at the forefront of innovation in healthcare. It operates patient-centered medical homes where patients can get most of the medical services they need from an experienced physician, usually at a much lower cost than with other providers. Paladina Health physicians are dedicated to serving an employers’ population, are highly accessible at convenient clinic locations and are held accountable for delivering great care and service. These physicians provide a personal level of service and are available around-the-clock, seven days a week, for consultation by cell phone or email.

Why is UCAR offering this benefit?
For years, our employees have shared the burden of escalating healthcare costs without any comparable improvement in the quality of the care they receive, the amount of time they spend with their physicians or the access they get to their providers. With Paladina Health, we believe our employees and their family members will receive higher quality healthcare, improve their long-term health and lower their annual healthcare costs.

What’s in this for UCAR?
UCAR hopes to prevent future healthcare premium increases, which negatively impact our employees. We expect to see long-term healthcare cost savings from the health gains realized by the employees and their family members who become members. Overtime, we also believe this will be a valued employee benefit.

Who is eligible to sign up for Paladina Health?
All UCAR employees and their eligible dependents that are on the Cigna high-deductible health plan are eligible to get Paladina Health services. Employees in the Kaiser Health Plan are not eligible to sign up for Paladina Health.

How does this work with my health insurance?
As with your current provider, preventive care does not cost you anything. Non-preventive services are competitively priced and are billed to you until your deductible is met. You also may use your health savings account (HSA) for non-preventive services.
What is different about Paladina Health compared to my current primary care provider?

Paladina Health provides primary care services for you and your family, but is not just another primary care provider. As a Paladina Health patient, you get your physician’s cell phone number to call 24/7 for urgent needs. Paladina Health physicians offer a scope of services that is broader than a typical primary care practice, so you’ll be able to receive more of your care provided through the Paladina Health clinic. You’ll also get help and assistance to navigate the healthcare system when you need specialist services or care that cannot be provided at the Paladina Health clinic.

How experienced are Paladina Health physicians?

Paladina Health physicians are dedicated, board-certified or board-eligible, usually with a minimum of eight to ten years of experience as a practicing physician. Our physicians have 70% fewer patients than a typical Primary Care physician, allowing them to spend more time with you when you need it, start appointments on time, and provide you with appointment availability in the timeframes that meets the urgency of your health issue.

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

You do not need to switch doctors. If you have a specialist that you prefer, you can continue to see him or her. If you choose to enroll in Paladina Health, however, we recommend that your Paladina Health provider become your first point of contact. This means that, rather than going first to your specialist to receive care, you take advantage of the many convenient access points to your Paladina Health physician. As such, we recommend that immediately after signing up, you schedule your first appointment—the comprehensive physical. Then take some time to see if this health benefit works for you.

What if I have a physician I already like or a pediatrician for my children?

You do not need to switch doctors. While Paladina Health physicians are fully trained in pediatrics, many parents have an established relationship with a pediatrician. You may choose to enroll yourself in Paladina Health and not enroll your children. Or, you may choose to enroll your children but continue a relationship with their existing pediatrician. Your Paladina Health physician can be another option for your children’s healthcare—typically, it takes less time to get an appointment at the Paladina Health clinic than it does in the pediatrician’s office. Also, your Paladina Health physician—not an answering service—is available 24/7, including nights and weekends.
I take a lot of medications. How does Paladina Health help make it easier for me to manage refills and changes in dosages?

Paladina Health dispenses onsite approximately 50 commonly prescribed medications, including medications for chronic conditions, at its Colorado clinics. This means that you can walk out of your appointment with most of the medications you might need for treatment in-hand. The costs for these medications are usually lower than if obtained through a pharmacy. Additionally, many refill requests and many dosage adjustments can be handled remotely with your physician and called in to your pharmacy of choice without the need for an in person office visit.

Why should I sign up now if I’m not sick currently? Why not wait until I am sick?

It never fails. Injuries and illnesses happen on weekends and evenings when most physician practices are closed. That is usually the time you most need access to a trusted medical professional. With your Paladina Health membership, you’ll receive your physician’s personal cell phone for just this reason. However, it is important to first build a relationship with your care provider. You will want your physician to know you, your medical history and your health concerns long before you get sick. Plus, Paladina Health employs screening protocols that may catch a health issue that can be treated, preventing something from becoming an urgent situation.

How do I enroll my dependents?

Signing up your dependents is easy—and no cost to you. Your dependents will get the same 24/7 physician access for urgent needs and patient-first care from Paladina Health.

How much does Paladina Health cost me?

Paladina Health membership is at no cost to you. Preventive services are free for members. You will be charged for the cost of your acute or non-preventive service. However, Paladina Health rates are, on average, lower than what you pay through other providers. There is no cost for phone, email or other remote interactions with your physician. A number of health issues can be handled remotely without the inconvenience of coming in for an appointment. This differs from a traditional fee for service provider who only receives payment when they see a patient in-person. Our physicians are salaried and are held accountable for improving your health.
Where are my clinics?

**Boulder Clinic**
2880 Folsom Street  
Suite 104  
Boulder, CO 80304  
United States

**Broomfield Clinic**
12202 Airport Way  
Suite 170  
Broomfield, CO 80021  
United States

Who are my physician options with Paladina Health?

**Dr. David Malfese**  
*board certified*  
Primarily located at the Boulder clinic

**Dr. Lisa Brone**  
*board certified*  
Primarily located at the Broomfield clinic

What if I prefer the Boulder clinic, but would like to see a female physician?

While Dr. Brone is primarily located at the Broomfield clinic, she will be at the Boulder clinic location regularly and can see you there. For urgent appointments when Dr. Brone is not at the Boulder clinic, you can see Dr. Malfese at the Boulder clinic or Dr. Brone in Broomfield.

What if I’m not ready to sign up now, but may want to later?

You may enroll in Paladina Health at any time by visiting paladinahealth.com/enroll.