



Check out the Montana Health Center website!

For hours, locations, services, provider bios and more go to

www.healthcenter.mt.gov!

Phone: 1-855-200-6822

Email: help.montana@carehere.com

7 Montana Health Center Myths Busted!

Myth 1: The Montana Health Centers are basically Urgent Care.

Fact: Montana Health Centers offer a full range of primary care services and are most cost-effective when plan members make the change to using a MHC as their primary care provider. Services are much like any normal doctor's office including same-day appointments for colds, infections, and minor cuts and strains; preventative services like physicals and cancer screenings; chronic disease management; and wellness coaching for stress and weight management and tobacco cessation. You can learn all about services offered by visiting www.healthcenter.mt.gov.

Myth 2: You can't choose which provider you see if you go to a Health Center.

Fact: You can choose which MHC provider you see by making an appointment online or requesting a certain provider when you call to schedule an appointment. You can learn all about your local Health Center providers, including photos and detailed bios, by visiting www.healthcenter.mt.gov.

Myth 3: The Health Centers are why State Plan costs have gone up so much.

Fact: While establishing the MHCs did have an associated investment cost, that is only one small factor in the increasing cost of health care and correlating raises in member rates. MHC expenses represent 2.7% of the total plan spend each year. Meanwhile, hospital costs have increased significantly. From 2013 to 2014, the number of State Plan members' hospital visits dropped, but the total cost of those visits to the plan rose almost 25%. The majority of State Plan money goes toward catastrophic claims such as heart attacks, cancer, strokes, and prescription medications. Future catastrophic medical costs can be controlled with long-term investments in employee prevention and wellness and patient centered care management like that offered by MHCs.

Myth 4: Most state employees can't use a Montana Health Center as their primary care provider because they live too far away from one.

Fact: The current Health Center locations in Anaconda, Billings, Butte, Helena, Miles City, and Missoula were strategically chosen to maximize employee access and therefore cost-effectiveness. More than 73% of eligible State Plan members have local access to a MHC, generally within 30 miles or less. We know other cities have great interest in having a MHC including Bozeman, Great Falls, and Kalispell. Factors of choosing a new Health Center location include density of State employees; participation of public entities in the area like city, county, or school employees; availability of primary care services in the community; and more. All of these items must be carefully weighed to determine the viability and cost effectiveness of a Health Center. Health Care and Benefits is continually reassessing the possibility



of centers in new communities. Meanwhile, the Anaconda Health Center is acting as a pilot program that may open up new possibilities in areas with fewer members.

Myth 5: I don't live near a Health Center, so they're of no use to me.

Fact: Remember, eligible members can use any MHC at any time. Many members who do not live in a city with a Health Center still see great benefit in traveling to one nearby or making an appointment when already in a city with a MHC on other business.

Myth 6: Montana Health Center do not provide top quality primary health care services.

Fact: CareHere employs high quality providers at the MHCs who are usually established providers from the community. Sometimes doctors even choose to work at the Health Center and their own practices simultaneously. Health Center providers appreciate the patient focused Health Center model, not worrying about billing and collections and not basing a medical decision for patients on insurance coverage. Providers are also able to take more time with each patient, addressing their care in a holistic way with no-cost behavioral and other wellness coaching available right on site.

Myth 7: The Montana Health Centers are hurting the business of local providers.

Fact: MHCs help State Plan members access primary care in areas where there was a need for more providers and create business for community providers through referrals. In the first year of the Helena Health Center, nearly 1,800 members accessed primary care at for the first time in at least three years. An independent report showed that only about 12% of those visits may have taken place in the outside market had it not been for the Health Centers. Further data is showing similar experiences in other Health Center locations as well as increases in referrals to specialists in those communities.

Hours and Locations—This info. is subject to change. Be sure to visit www.healthcenter.mt.gov for the most up-to-date information.

City	Address	Hours
Anaconda	1102 Commercial St. Anaconda, MT 59711	Wednesdays Only 7am-12pm & 1pm-6pm
Butte	3703 Harrison Ave., Suite B Butte, MT 59701	Mon 9am-8pm Tues-Fri 7am-6 pm Sat 8am-1pm
Billings	1501 14th St. West, Suite 230 Billings, MT 59102	Mon-Thurs 7am-6pm
Helena	405 Saddle Dr Helena, MT 59601	Mon - Fri 7am-6 pm Sat 7:30 am-4:30 pm
Miles City	515 Main St Miles City, MT 59301	Mon & Wed 8am-5pm Thurs 7am-5pm Fri 7am- 6pm Sat 8am-12pm
Missoula	1211 S Reserve, Suite 202 Missoula, MT 59801	Mon-Thurs 7am-6pm Fri 9am-6pm Sat 8am-1pm