



# SUMNER

H E A L T H

2024 Clinic & Wellness Plan

## SUMNER COUNTY BOARD OF EDUCATION

# INTRODUCTION

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## **Congratulations!**

Sumner County Board of Education and One to One Health have partnered together to provide you with the high-quality resources you need to reach the level of healthcare you desire for you and your family. Sumner Health, powered by One to One Health, is excited to help you start your journey towards a healthier lifestyle!

## **We are here to help!**

This booklet is intended to provide an overview of the Sumner County Health clinics and Sumner County Board of Education Wellness Plan for eligible members.

All forms and documents depicted in this booklet are available and can be accessed online by visiting [sumnerschools.org/benefits](https://sumnerschools.org/benefits) or [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe).

## **Employee Benefits Assistance**

If you have questions about your benefits, please call (855) 804-6303 or email [benefits@sumnerschools.org](mailto:benefits@sumnerschools.org).

*Operating Hours:*

*Monday-Friday | 7:30am-4:30pm*

## **Sumner Health**

Please call (855) 571-4500 if you have questions about the Sumner Health clinics, Wellness Promise program or need assistance making an appointment. If you have questions concerning Health Coaching, please call (615) 657-4930.

*Operating Hours:*

*Monday-Friday | 7:00am-5:00pm*

## **Sumner County Board of Education Benefits Department**

[sumnerschools.org/benefits](https://sumnerschools.org/benefits) or email [benefits@sumnerschools.org](mailto:benefits@sumnerschools.org)

Phone: (615) 451-5214

**Please Note:** You will receive email or text notifications from your Benefits Department with important dates and wellness information. Please check your email and phone to stay informed!

If you are not receiving emails to your Sumner County BOE email, please contact the BOE IT Department (615) 451-6513 or EXT: 77704 or email [benefits@sumnerschools.org](mailto:benefits@sumnerschools.org) to be added to the "everyone" email grouping. If you are not receiving text messages, please call (855) 804-6303 to be added to the list.

# SUMNER HEALTH CLINIC SERVICES & LOCATIONS

The following services are offered to enrolled employees, enrolled retirees, and covered dependents two years of age and older. For more information regarding the Sumner Health clinics or to view clinic walk-in hours, visit [sumnercountyhealth.com/boe](http://sumnercountyhealth.com/boe).

- No-cost medical care (no co-pays or deductibles unless enrolled in CDHP - \$20 co-pay)
- No cost generic prescription medication
- Primary Care for annual check-ups and physical exams
- Acute Care for colds, sore throat, and flu
- Chronic Care for diabetes, high blood pressure, high cholesterol
- School sports physicals
- Free lab work (from One to One Health providers or via outside physician order)

**Portland Clinic**  
**602 South Broadway**  
**Portland, TN 37148**

**Clinic Hours:**

Monday: 6am-5pm  
Tuesday: 6am-4:30pm  
Wednesday: 6am-5pm  
Thursday: 6am-6pm  
Friday: 7am-5pm  
(Lunch 12pm-1pm)

Saturday: 7am-12pm  
Sunday: Closed

**Gallatin- Shafer Clinic**  
**240 Albert Gallatin Avenue**  
**Gallatin, TN 37066**

**Clinic Hours:**

Monday: 7am-7pm  
Tuesday: 6:30am-7pm  
Wednesday: 6:30am-6pm  
Thursday: 7am-7pm  
Friday: 6:30am-5:30pm  
(Lunch 12pm-1pm)

Saturday: 7am-12pm  
Sunday: Closed

**Westmoreland Clinic**  
**4128 Hawkins Drive**  
**Westmoreland, TN 37186**

**Clinic Hours:**

Monday: 7am-4pm  
Tuesday: Closed  
Wednesday: 7am-4pm  
Thursday: Closed  
Friday: 7am-12:45pm  
(Lunch 12pm-1pm)

Saturday: Closed  
Sunday: Closed

**White House Clinic**  
**111 Meadows Road**  
**White House, TN 37188**

**Clinic Hours:**

Monday: Closed  
Tuesday: 11am-6pm  
(Lunch 1pm-1:45pm)  
Wednesday: Closed  
Thursday: Closed  
Friday: 7am-12:45pm

Saturday: Closed  
Sunday: Closed

**Ellis Clinic**  
**102 Indian Lake Road**  
**Hendersonville, TN 37075**

**Clinic Hours:**

Monday: 6:30am-6:30pm  
Tuesday: 9am-4pm  
Wednesday: 7am-4pm  
Thursday: 6:30am-6pm  
Friday: 7am-4:30pm  
(Lunch 12pm-1pm)

Saturday: Walk-in 7:30am-11am  
Sunday: Closed

**Ellis Wellness Center**  
**102 Indian Lake Road**  
**Hendersonville, TN 37075**

**Wellness Hours:**

Monday: 7am-3pm  
Tuesday: 9am-5pm  
Wednesday: 9am-5pm  
Thursday: 9am-5pm  
Friday: 7am-3pm

Saturday: Call for hours  
Sunday: Closed

# WELLNESS PROMISE

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## Overview

The Wellness Promise is applicable to active employees, retirees, and spouses who have elected to enroll in the wellness plan as well as those interested in enrolling in the wellness plan. Dependent children, regardless of age, do not need to participate in the Wellness Promise requirements.

## Wellness Plan Requirements

**New Hire Wellness Physical:** All newly hired full-time employees who wish to enroll in the Wellness Plan are required to have an annual physical with identified lab draws within the deadline listed on the Wellness Promise form.

Visit [sumnercountyhealth.com](https://sumnercountyhealth.com) to view and download the wellness documents. Please read all documents carefully to ensure you meet and understand the wellness requirements.

**Annual Wellness Physical:** An annual physical is required for all eligible active employees, retirees, and spouses (if applicable) who wish to remain on the wellness plan or for those who wish to enroll.

## Things you can expect at your annual physical:

- Full set of vitals
- Lab draw (fasting not required)
- A comprehensive review of medical and surgical history
- A comprehensive review of current medications



# WELLNESS PROMISE REQUIREMENTS:

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- 01** Active employees, retirees, and spouses (if applicable) enrolled in the Wellness Plan, as well as those interested in enrolling in the Wellness Plan, are required to obtain a physical with required lab panels (you no longer need to fast for lab panels) at a Sumner Health Clinic or your Primary Care Physician between **MAY 1, 2023 - APRIL 30, 2024**. Health Coaching (if needed) must be scheduled by **JULY 1, 2024** with all health coaching completed by **SEPTEMBER 13, 2024**.
- 02** If you choose to use your PCP, please take the Annual Physical Screening Form with you to your appointment for your physician to complete. Upload the completed Annual Physical Screening Form to your wellness portal at [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe) no later than **MAY 6, 2024**.
- 03** Nicotine and A1c are obtained via a lab blood draw (fasting not required). **NOTE:** If you are enrolled in the Consumer Driven Health Plan (CDHP) and use an outside provider, you may be responsible for any charges associated with nicotine and A1c lab draws. These labs are a requirement for the wellness program and will need to be completed. However, under HSA plan guidelines, they are not covered under preventive care. It is recommended to use our Sumner Health clinics to ensure you do not encounter any lab draw costs.
- 04** Employees and spouses (if applicable) will be able to track their compliance status and coaching progress via individual Wellness Portals at [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe).
- 05** Please allow 7 – 14 days for your wellness results to be listed on your Sumner Wellness Portal at [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe). As a reminder, employees must register before the spouse can create their account.
- 06** Employees who do not meet benchmarks will be required to attend two face-to-face health coaching sessions with a Sumner Health Coach to attain compliance. Employees and spouses (if applicable) who are non-compliant can begin health coaching sessions immediately by calling (615) 657-4930. It is your responsibility to contact Sumner Health and schedule health coaching appointments.
- 07** A physical must still be completed and uploaded if you are pregnant, but no health coaching will be required if you are pregnant at the time of your physical.



# WELLNESS PROMISE REQUIREMENTS:

## 2023-2024 Required Benchmarks:

- Blood pressure less than 140/90 (high blood pressure)
- BMI less than 30 (body mass index)
- A1C less than 5.7 (3-month blood sugar average)
- Nicotine negative

The Wellness Promise is only applicable to active employees, retirees, and spouses (if applicable) who have elected to enroll in the Wellness Plan as well as those interested in enrolling in the Wellness Plan. If you and your spouse (if applicable) attain compliance, you will be eligible to enroll in the Wellness Plan during the next Annual Open Enrollment period. However, you will not be automatically moved to the Wellness Plan. Employees must access [infinityhr.com](https://infinityhr.com) during the annual open enrollment period and elect to enroll/move to the Wellness Plan. Otherwise, employees will remain in the Standard Plan.



# ANNUAL PHYSICAL SCREENING FORM

Required for all eligible active employees, retirees, and spouses (if applicable) who wish to remain on the Wellness Plan or for those who wish to enroll.

## Annual Physical Screening Form Instructions Sumner County Board of Education Wellness Promise Program

Completing an annual physical is one of the Wellness Promise requirements for 2024. Eligible employees, retirees and spouses covered under Sumner County Board of Education medical benefits that are enrolled or wish to enroll in a PPO or CDHP Wellness Plan **must complete an annual physical with lab panels between May 1, 2023 - April 30, 2024.**

Both the employee, retiree, and covered spouse (if applicable) must upload the Sumner County Board of Education Health Annual Physical Screening form to your individual wellness portal no later than **May 6, 2024**, to be eligible for the Wellness Plan.

**For information about the Wellness Promise requirements for employees and spouses (if applicable) visit [www.sumnercountyhealth.com/boe](http://www.sumnercountyhealth.com/boe).**

### Step 1: Complete Your Annual Physical

- **OPTION 1** - Complete a physical at a Sumner Health Clinic between **May 1, 2023, and April 30, 2024**. Please do not wait to schedule and complete a physical, this will limit your ability to obtain an appointment in the allotted time needed to be compliant. **NOTE:** If you use a Sumner Health clinic, the staff will upload the form to your wellness portal.
- **OPTION 2** - Complete a physical at your Primary Care Physician's office between **May 1, 2023, and April 30, 2024**. The provider must complete the Annual Physical Screening form and draw the required labs (A1c and Nicotine labs). If not, your physical will be incomplete and you will be non-compliant. **NOTE:** If you use an outside provider, it is your responsibility to upload the form to your wellness portal.
- **OPTION 3** - If you have already had a physical in this timeframe, please ask your provider to complete this form.
  - Talk to your doctor to be sure that your visit is billed as a preventive visit. Per Affordable Care Act guidelines, insurance plans will only allow one physical in a rolling 12 months.

### Step 2: Obtain Your Completed Screening Form

- When your lab results are available, your physician should complete and sign the Annual Physical Screening form and return it to you.

#### Sumner County Board of Education Healthy Living Measure Targets:

Blood Pressure: less than 140/90	Weight: Body Mass Index (BMI) less than 30
Nicotine: Negative	Blood Sugar: HbA1c less than 5.7

### Step 3: Upload the Annual Physical Screening Form

- If you use an outside provider, you must upload the completed form to your wellness portal by logging in at [www.sumnercountyhealth.com/boe](http://www.sumnercountyhealth.com/boe) no later than **May 6, 2024**, to meet the Wellness Promise requirements and be eligible to participate in the Wellness Plan.

### Step 4: Log into your Wellness Portal to determine Compliance/Non-Compliance Status

- All coaching and incentives will be tracked via your individual wellness portal.
- If benchmarks are met, no health coaching will be necessary.
- If benchmarks are NOT met, you and/or spouse (if applicable) will be required to participate in face-to-face health coaching provided by Sumner Health. The deadline for scheduling health coaching is **July 1, 2024** with all health coaching completed by **September 13, 2024**.
- Please do not wait to schedule your health coaching, this will limit your ability to obtain an appointment in the allotted time needed to be compliant.

If you have questions, please call Sumner Health (855) 571-4500 (Monday-Friday | 7am-5pm)

Please upload this form to Sumner Health by logging into your individual wellness portal at [sumnercountyhealth.com/boe](http://sumnercountyhealth.com/boe).

It is the patient's responsibility to upload their form to the wellness portal. Please allow 7 to 14 business days for processing before results will appear on your personalized wellness portal.

Wellness Promise requirements are subject to change based on plan changes!

# 2024 SUMNER COUNTY BOE ANNUAL PHYSICAL SCREENING FORM

First Name and Last Name (print): \_\_\_\_\_

Gender: \_\_\_\_\_ Birth date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Last 4 digits of social security number: \_\_\_\_\_

Name of person employed by the Board of Education: \_\_\_\_\_

Employer: Sumner County Board of Education Employee Tyler#: \_\_\_\_\_

**\*\* All information below is required \*\***

Health Care Provider – Please complete the following information	
<i>Your patient is involved in the Sumner County Board of Education employer-sponsored health improvement program. One component of this program is completing a health screening. Your patient has opted to have this screening conducted by you. Please provide the following screening results, as requested below, and return the form back to your patient.</i>	
Date of Screening (must be completed 5/1/23 – 4/30/24):	
Height (inches):	Weight:
BMI (Body Mass Index):	
Blood Pressure:	
HbA1c (required):	
Nicotine Blood Lab draw (required): Negative <input type="checkbox"/> Positive <input type="checkbox"/>	
Healthcare Provider Printed Name:	
Healthcare Provider Signature:	
Healthcare Provider Phone:	
Healthcare Provider Address:	

Physical Completion Time Frame: **May 1, 2023 – April 30, 2024**. Upload provider form to [sumnerboe.wellright.com](https://sumnerboe.wellright.com): **May 6, 2024**  
If non-compliant, health coaching scheduling deadline: **July 1, 2024** (schedule health coaching by calling 615-657-4930)

*By completion & submission of the Annual Physical Screening form, I understand the requirements of the Wellness Promise program:*

Patient's Legal Name (please print): \_\_\_\_\_

Patient's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If you use an outside provider, you must upload the completed form to your wellness portal by logging in at [www.sumnercountyhealth.com/boe](https://www.sumnercountyhealth.com/boe) no later than **May 6, 2024**, to meet the Wellness Promise requirements and be eligible to participate in the Wellness Plan. It is the patient's responsibility to upload their form to the wellness portal for compliance.

## Sumner County Board of Education Healthy Living Measure Targets:

Blood Pressure: less than 140/90	Weight: Body Mass Index (BMI) less than 30
Nicotine: Negative	Blood Sugar: HbA1c less than 5.7



# WELLNESS PROMISE FAQ'S

**Active employees, retirees, and spouses (if applicable) enrolled in the Wellness Plan, as well as those interested in enrolling must complete the Wellness Promise.**

**Q: Do I have to complete a physical in a certain time frame?**

**A:** Yes, your annual physical should be completed between **MAY 1, 2023 - APRIL 30, 2024**. The deadline to upload the form is **MAY 6, 2024**.

**Q: What if I am hired after the deadline?**

**A:** Employees hired after the deadline are expected to work towards compliance between **MAY 1 - APRIL 30**, as it pertains to next year's wellness period. Please schedule an appointment as soon as you receive your BCBS of Tennessee card.

**Q: Why do I have to complete a physical for the Wellness Plan?**

**A:** Completing an annual physical will allow you time to speak with a provider regarding your health and create a plan to improve high-risk areas.

**Q: What if I have already had a physical with my provider, do I have to complete another one?**

**A:** No, as long as the physical was completed between **MAY 1, 2023 - APRIL 30, 2024**, you are not required to complete another physical. however, if you used an outside provider, you will need to ensure they complete the Annual Physical Screening form and you must upload your form to your wellness portal.

**Q: What if my primary care physician does not complete the Annual Physical Screening Form?**

**A:** You should download and print your form at [sumnercountyhealth.com/boe](http://sumnercountyhealth.com/boe) for your provider to complete. Once your form is completed you will log into your wellness portal and upload your physical form at [sumnercountyhealth.com/boe](http://sumnercountyhealth.com/boe). The form must be completed to attain compliance.

**Q: Do I have to pay for my labs or will my insurance cover labs if I complete my physical with my PCP?**

**A:** If you are enrolled in the Consumer Driven Health Plan (CDHP) and use an outside provider, you may be responsible for any charges associated with Nicotine and A1c lab blood draws. These labs are a requirement for the wellness program and will need to be completed, however, under HSA plan guidelines they are not covered under preventive care. It is recommended to use our Sumner Health clinics to ensure you do not encounter any costs.

**Q: I completed my physical on APRIL 30, 2024. Do I need to have my form turned in on this date?**

**A:** The Annual Physical Screening Form must be uploaded to your wellness portal no later than **MAY 6, 2024**.

**Q: Do I have to complete my physical at a Sumner Health Clinic?**

**A:** No, you may use your own Primary Care Physician, just have them complete the Annual Screening Physical Form, and you must upload the form to your wellness portal at [sumnercountyhealth.com/boe](http://sumnercountyhealth.com/boe). If you use your own Primary Care Physician, ensure they complete blood draw labs for nicotine and A1c. If these results are missing, your physical will be incomplete and you will be considered Non-Compliant.

**Q: I already had a physical can I complete another physical with Sumner Health?**

**A:** No, The Affordable Care Act allows 1 physical per 12 consecutive months covered at 100%.

# WELLNESS PROMISE FAQ'S

## Q: What are the benchmark requirements for the Wellness Promise?

A:

- Blood pressure is less than 140/90 (high blood pressure)
- BMI is less than 30 (body mass index)
- A1c is less than 5.7 (3-month blood sugar average)
- Nicotine is negative

## Q: Will I be able to view my compliance status?

A: Yes, employees and eligible spouses (if applicable) will be able to track their compliance status and coaching progress on their individual wellness portal at [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe).

As a reminder, employees must register before the spouse can create their account. Please allow 7-14 days for your results to be available.

## Q: What is required of me if I am Compliant?

A: Eligible employees and their covered spouses (if applicable) that meet all benchmarks following their physical and lab panels are **COMPLIANT**; no further action is required. To verify you met all benchmarks and to view your compliance status you **MUST** register and log into your individual wellness portal at [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe).

## Q: Am I required to fast for lab draws?

A: No, labs do not have to be fasting. Employees and eligible spouses (if applicable) can complete their physical at a Sumner Health Clinic before or after school.

## Q: Do I have to complete a physical if I am pregnant?

A: Yes, a physical must still be completed and uploaded if you are pregnant, but no health coaching will be required if you are pregnant at the time of your physical.

## Q: What is required of me if I am Non-Compliant?

A: Members who are identified as at-risk must complete health coaching. You must complete the coaching in-person with a Sumner Health Coach. Coaching must be scheduled no later than **JULY 1, 2024**, with all health coaching completed by **SEPTEMBER 13, 2024**. Employees and eligible spouses (if applicable) can check their status by logging into their individual Wellness Portal at [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe). It is your responsibility to contact Sumner Health and schedule health coaching appointments. (615) 657-4930.

## Q: What if I am currently enrolled in Standard but work to gain compliance for the 2024 year? Will I automatically be moved to the Wellness Plan?

A: The Wellness Promise is only applicable to active employees, retirees, and spouses (if applicable) who elected to enroll in the Wellness Plan as well as those interested in enrolling in the Wellness Plan. If you and your spouse (if applicable) attain compliance, you will be eligible to enroll in the Wellness Plan during the next Annual Open Enrollment period. However, you will not be automatically moved to the Wellness Plan. Employees must access [infinityhr.com](https://infinityhr.com) during the Annual Open Enrollment period and elect to enroll/move to the Wellness Plan, otherwise, employees will remain in Standard Plan.

## Q: May I complete my health coaching outside of a Sumner Health Clinic?

A: No, health coaching must be completed by attending face-to-face coaching sessions with a Sumner Health Coach.

## Q: Do I have to complete a physical and/or health coaching if I am a Type 1 Diabetic?

A: Yes, a physical must still be completed and uploaded if you are a Type 1 Diabetic, but no health coaching will be required if A1c is the only benchmark missed.

# WELLNESS PROMISE FAQ'S

**Q: What if I have not been receiving emails and or text messages from the Benefits Team? How do I stay updated with important benefits information?**

**A:** We want to make every effort to ensure all employees of Sumner County Board of Education are receiving our emails as our Benefits Team sends out important information relating to benefits and wellness requirements and opportunities. If you do not receive any emails from Central Office or the Benefits Department, please contact the BOE Technology Help Desk at **(615) 451-6513** or email [benefits@sumnerschools.org](mailto:benefits@sumnerschools.org) to be added to the "Everyone Grouping" email. If you are not receiving text messages, contact our Employee Benefits Assistance Office at **(855) 804-6303** or email [benefits@sumnerschools.org](mailto:benefits@sumnerschools.org).

**Q: Will it be difficult to make an appointment?**

**A:** To ensure you can get an appointment in the clinic for a physical, or with a health coach for health coaching sessions, you should complete these steps (reference deadlines listed on pg.11) as soon as possible. Those employees waiting until the deadline will be accommodated on a first-come, first-serve basis. Schedules fill up quickly near the deadline; do not delay in making your appointment.

**NOTE:** *If you or your spouse (if applicable) are NON-COMPLIANT, you may begin health coaching immediately. Please contact the Sumner Wellness Center at (615) 657-4930 to begin your health coaching.*



# 2023-2024 IMPORTANT DATES

Complete Wellness Promise Physical:	May 1, 2023 - April 30, 2024
Deadline to schedule a Wellness Promise Physical appointment in a Sumner Health clinic or outside provider:	Thursday, February 29, 2024
Deadline to create a Wellness Portal account:	Sunday, March 31, 2024
Deadline to complete the Wellness Promise Physical:	Tuesday, April 30, 2024
Deadline to upload your Wellness Promise Physical form in your Wellness Portal account:	Monday, May 6, 2024 (midnight)
Deadline to schedule initial health coaching ( <i>if needed</i> ):	Monday, July 1, 2024
Deadline to complete all health coaching requirements:	Friday, September 13, 2024

**The timelines help ensure employees meet the required deadlines.**

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## Please Note:

- A spouse (*if applicable*) is required to create their own Wellness Portal account.
- Please do not upload spousal information into the employee portal as the spouse is required to create their own separate account using an email address unique to them.
- Once your Wellness Promise Physical form is uploaded, please allow 7-14 days for your results to be posted.
- Please do not upload the patient summary you may receive from an outside provider (ONLY the Wellness Promise Physical form must be uploaded).
- You must log-in to your Wellness Portal account at [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe) to upload your Wellness Promise Physical form if you use an outside provider. Your Wellness Portal account is the ONLY place you can review your COMPLIANCE Status and track your Wellness status and ensure you are compliant.
- If you enroll or enrolled in the Consumer Driven Health Plan (CDHP) and use an outside provider, you may be responsible for any charges associated with Nicotine and A1c lab blood draws. These labs are a requirement for the wellness program and will need to be completed. However, under HSA plan guidelines they are not covered under preventive care. It is recommended to use our Sumner Health clinics to ensure you do not encounter any costs.
- For all necessary forms and Wellness Promise details please visit [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe).

# PATIENT PORTAL REGISTRATION:

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**To access your medical records and book appointments online, please register for your personalized clinic patient portal.** *Please Note: Each family member must have their own account with their own username and password.*

**Step 1:** Register on the patient portal at [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe) or call Sumner Health at (855) 571-4500.

**Step 2:** Scroll to the bottom of the page and click "**Book an Appointment**", as shown below.

Click the button below to book an appointment at  
one of your Sumner County Health Clinics!



**Step 3:** This will take you to the login screen. If you are not an established patient in the clinic, you will go to the bottom right of the screen and click "**Pre-Register**".

**Step 4:** Follow the steps to enter your demographics and insurance information.

**Step 5:** Click "**Save/Finish**". You will then get a pop-up, thanking you for successfully registering.

**Step 6:** You will receive an email within 24 hours to begin using the portal. This email will contain a username and temporary password. You must log in with the temporary password within 24 hours or you will need to call (855) 571-4500 and have your password reset.

**Step 7:** You will be asked to reset your password and set up a security question.



# PATIENT PORTAL: HOW TO MAKE AN APPOINTMENT

To access your medical records and book appointments online, please register for your personalized patient portal at [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe).

**Step 1:** Scroll to the middle of the page, click on the blue box stating "**Book an Appointment**".

Click the button below to book an appointment at  
one of your Sumner County Health Clinics!



**Step 2:** Log into your account with your username and password. *Remember, each family member must have their own username and password.*

**Step 3:** Click "**Appointments**" from the menu bar on the left side of the screen.

**Step 4:** Click "**New Appointment**".

**Step 5:** If you want a specific provider, you can search by the last name or click "**Next**" to search by clinic location.

**Step 6:** Click "**Search**".

**Step 7:** A list of available appointments will be shown. If there are no available appointments for that day with the selected provider you will be shown the next available date.

**Step 8:** Choose your appointment by clicking "**Schedule**" for the time you wish to book, or click "**Modify Search Criteria**" to change the date, facility, etc.

**Step 9:** After clicking "**Schedule**" a confirmation box will pop up.

**Step 10:** Confirm the appointment by clicking "**Yes**".

**Step 11:** You will receive a pop-up showing you have successfully scheduled your appointment.

***To view your appointment or to refresh the screen, go to the menu bar on the left side and click "Appointments". Click "Upcoming Appointments" to view your scheduled appointments.***

# PATIENT PORTAL VIEWING ON YOUR MOBILE DEVICE:

**Step 1:** Download the Healow App.

**Step 2:** Book an appointment by clicking **"Get Started"** and entering the practice code **EFBHAD**. Enter your username and password to log in.

GET STARTED

Practice Code: EFBHAD

Book an Appointment

**Step 3:** Choose the clinic and provider.

Select Location

Sumner Health Hunt Club  
1531 Hunt Club Blvd Ste 304,  
Gallatin, TN 37066

Select Doctor

Melody Draper

Emily Tidwell

**Step 4:** Choose the date and time.

Mon 11 Sep

1:00 PM

2:00 PM

3:00 PM

more...

Tue 12 Sep

9:00 AM

9:30 AM

10:00 AM

more...

**Step 5:** Complete information.

First Name

Last Name

Contact Email

Date of Birth

Contact Phone

Gender

Male

Female

**Step 6:** Enter why you are being seen. Choose **"Paying by Insurance"** as the payer. *Insurance will not be billed. This is for One to One Health's records.*

Have you visited this Provider before?

Yes No

Reason for the Visit

Info for the Provider

med refills

You have 239 characters left.

How will you be paying?

I will be paying by cash

I will be paying by insurance

**Step 7:** Choose to have a text or call confirmation sent with the appointment details.

We need to verify your phone number for this appointment.

Verify

Cancel

Appointment Details

Sumner Health Hunt Club

Emily Tidwell

1531 Hunt Club Blvd Ste 304,  
Gallatin, TN 37066

1531 Hunt Club Blvd Ste 304,  
Gallatin, TN 37066

1531 Hunt Club Blvd Ste 304,  
Gallatin, TN 37066

**Step 8:** If you choose the text option, you will receive a text with a code. Enter the code into the box and click **"Verify"**.

Validation code sent

Please enter the validation code you received on the phone number provided.

3711

Verify

Code is valid for 15 minutes or 3 attempts

Resend Code

**Step 9:** Click **"Book Now"**. This must be clicked!

Phone number verified. You are one step away from booking.

Please verify the entered information and click 'Book Now'

BOOK NOW

**The appointment has been booked and will show on the schedule.**

# WELLNESS PORTAL REGISTRATION:

**Step 1:** Visit [sumnercountyhealth.com/boe](http://sumnercountyhealth.com/boe)

**Step 2:** Click on **"Wellness Portal"**.

**Step 3:** If this is your first time visiting the site, click **"Register"** and complete the registration process.

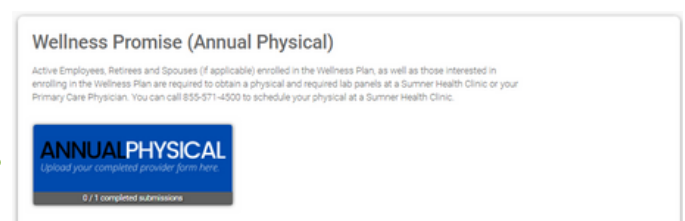
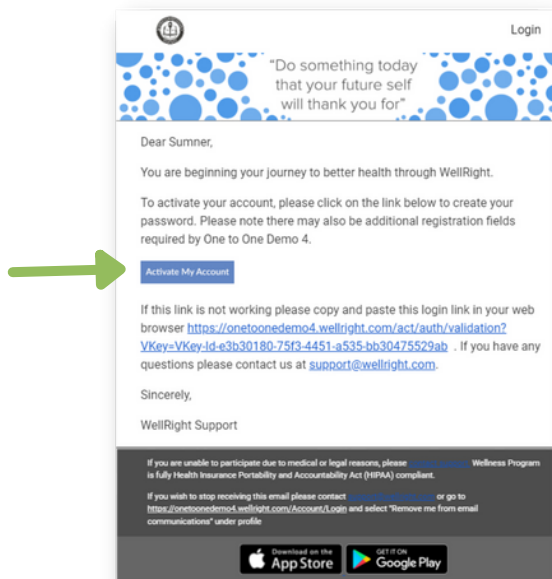
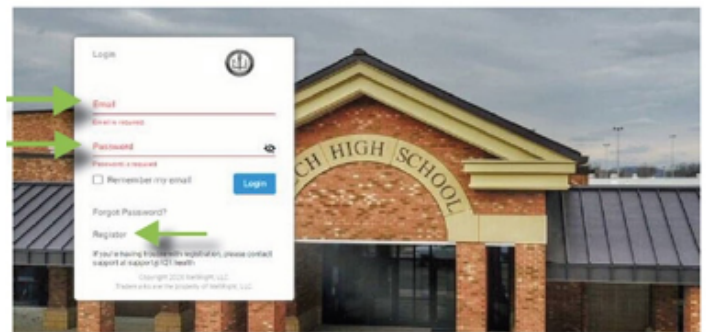
Otherwise, sign into your account using your username and password.

**Step 4:** After registering, verify your email via the link sent to your email inbox.

**Step 5:** Upload your completed Annual Physical Screening form by clicking the blue 'Annual Physical' box on the home page.

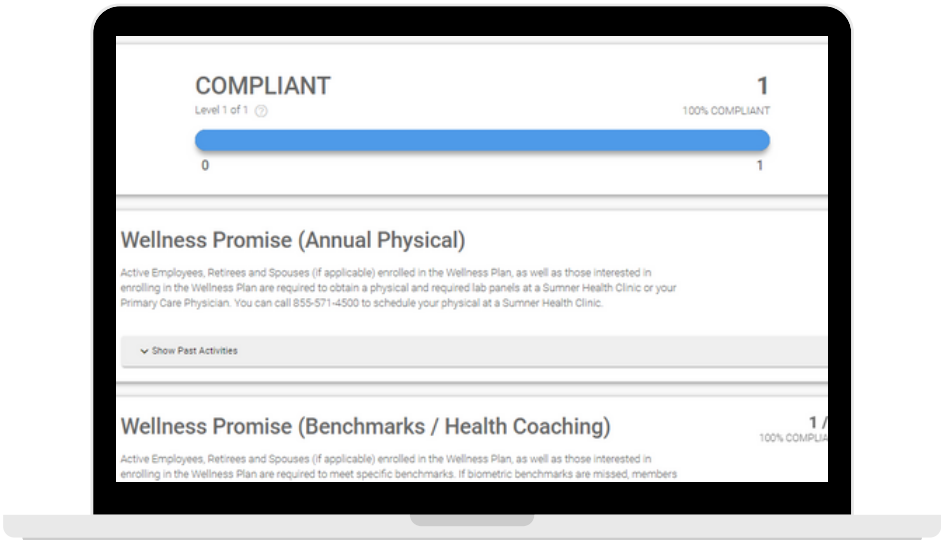
*If you have problems logging into your portal,  
please contact Sumner Health*

Click the button below to login to your  
Sumner County Wellness Portal!



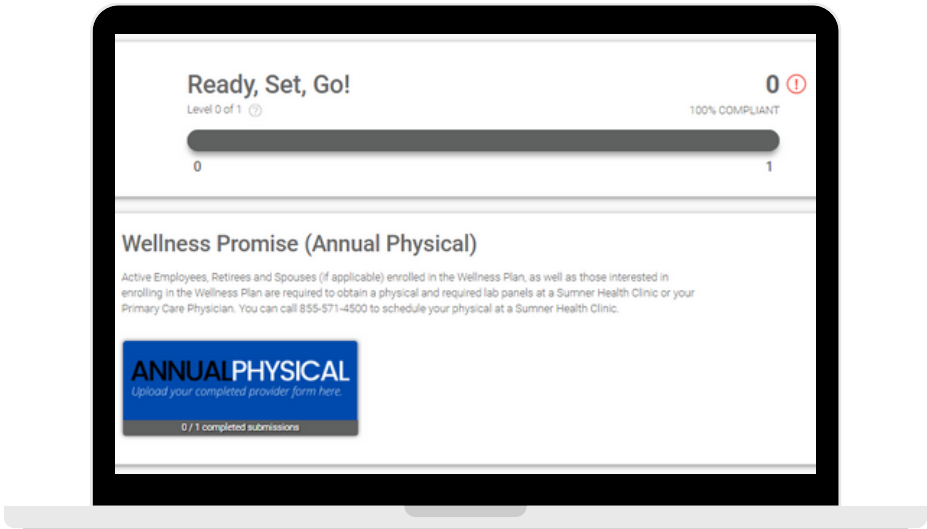
# WELLNESS PORTAL COMPLIANCE EXPLANATION:

**Compliant patients** who have completed a physical and have met all benchmarks will see the below images on their Wellness Portal homepage.



Also, images of the '**Annual Physical**' and '**Health Coaching**' tile will show 100% complete. This means the patient has fulfilled their Wellness Promise.

**Non-Compliant patients** will see the below image on their homepage and the image of the '**Annual Physical**' &/or '**Health Coaching**' box showing '0%'. Patients may schedule an annual physical by calling (855) 571-4500 or health coaching by calling (615) 657-4930.



# WELLNESS PORTAL FUN FACTS:

The Wellness Portal provides you with fun tools, resources, and engagement opportunities. Below are a few wellness portal features to take advantage of!

## **Mobile Ready**

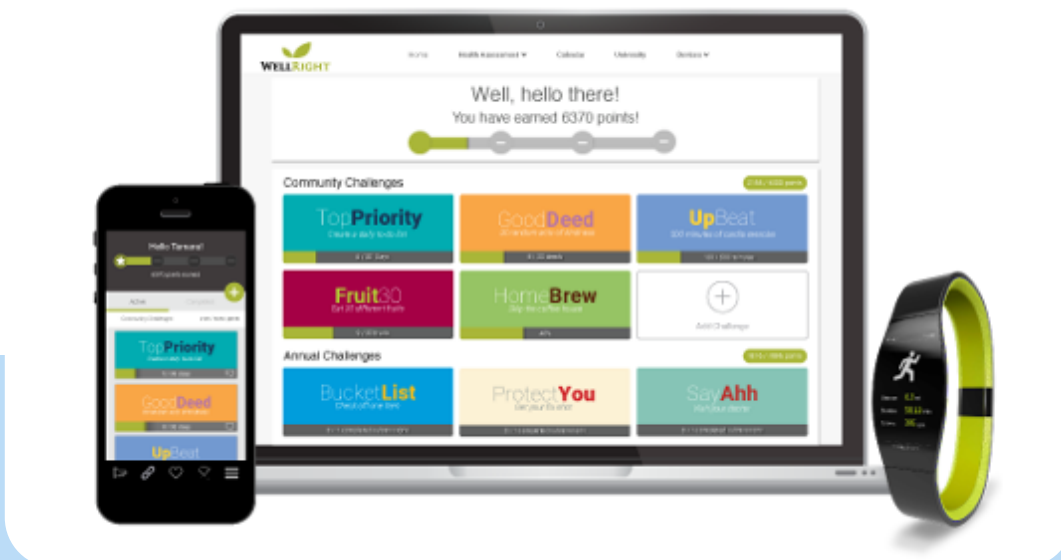
The Sumner County Wellness Portal allows you to take advantage of all the program features using your computer, smartphone, or tablet!

## **Tracking**

You are able to track and see your activity on the Wellness Portal. You can also create and join teams, set personal goals, and easily see your progress.

## **Healthy Lifestyle and Wellness Education Resources**

Within the Wellness Portal, you will have access to a wide variety of prevention and lifestyle education as well as other resources addressing fitness, nutrition, weight management, stress management, resiliency, sleep management, and more!





# PATIENT VS WELLNESS PORTAL

## DIFFERENCE BETWEEN THE TWO:

Sumner Health provides access to your **Patient and Wellness Portal** through one easy location, [sumnercountyhealth.com/boe](https://sumnercountyhealth.com/boe). Here, you are able to access both the Patient and Wellness Portal.



### Sumner County Health Patient Portal

- Schedule clinic appointments
- Access your medical records
- Send messages to your provider



### Sumner County Health Wellness Portal

- Upload your Annual Physical Screening form
- View your compliance status
- Download forms
- Understand the Wellness Promise

# VIRTUAL HEALTHCARE:

*Convenient care is at your fingertips whenever you need it!*

Employees, retirees, and eligible dependents enrolled in the Sumner County Board of Education medical plan have convenient access to virtual services at no additional cost. Virtual healthcare options allow you to receive the care you need, when you need it, where you need it. **Virtual Healthcare services include:**

- 24/7 access to a One to One Health provider.
- You can text a provider to manage conditions, treat illness, refill medications, and more.
- We also offer virtual visits by phone and video chat to meet you where you feel most comfortable.
- Utilize from anywhere.
- Want to schedule an appointment in our clinics but don't have time for a phone call or to make an appointment online, just text, and we can take care of that too!

We are always just a text or phone call away; make us your first contact for all your healthcare needs!

**855-571-4500**



# Virtual Healthcare

## Frequently Asked Questions

### **Q: How do I contact Virtual Healthcare?**

**A:** Call or text a message to **855-571-4500**. Your care team will respond within 5 minutes. Appointments are not required, and there is no app to download.

### **Q: What can I use Virtual Healthcare for?**

**A:** Your care team can help with any health or medical question and should be your first point of contact for any issue. Even if your issue cannot be resolved virtually, the care team provides expert care navigation and will refer you to specialty providers.

### **Q: Will my provider be able to understand my question or issue via text?**

**A:** Yes! You can chat, upload pictures, or one-click into a video visit with your provider.

### **Q: What if I need additional care outside of Virtual Healthcare?**

**A:** Your provider will refer you to high-quality, low-cost providers and specialists.

### **Q: What if I need medication to treat my diagnosis?**

**A:** Your provider can prescribe medication, and the prescription will be sent to a One to One Clinic for pick-up or a local pharmacy.

### **Q: What if my initial visit requires a follow-up?**

**A:** Your care team will reach out via text message to schedule a follow-up appointment.

### **Q: Should I go to an Urgent Care or the ER?**

**A:** Many urgent care and emergency room visits end up being unnecessary. Virtual Healthcare is available to you 24/7 and can help triage the situation to avoid a lengthy trip to the ER. However, we encourage you to call 911 or go to the ER if you are experiencing a medical emergency.



### **Q: Who is eligible for this service? Can my family use Virtual Healthcare?**

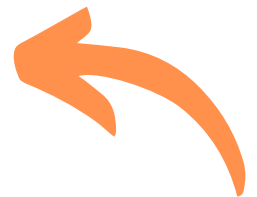
**A:** Yes! Virtual Healthcare is available to all medical plan participants. If you, your spouse, or your dependent has a medical need, please contact us!

### **Q: Will my employer have access to my health information?**

**A:** No! All patient information is strictly confidential. Virtual Healthcare is managed by One to One Health, a workplace healthcare provider headquartered in Chattanooga, Tennessee. One to One Health complies with all HIPAA and healthcare regulations to maintain your privacy, ensuring your health information is kept confidential.



**SCAN ME**



**Save the  
contact here!**

# BEHAVIORAL HEALTH SERVICES:

## What services are offered?

Our board-certified psychiatric nurse practitioners perform comprehensive psychiatric evaluations, diagnose mental illness, prescribe and monitor medications, if appropriate, and make treatment recommendations. Our Licensed Professional Counselors provide individual or group therapy to help clients improve their lives, develop better cognitive and emotional skills, reduce the symptoms of mental illness and cope with personal challenges. The services of a social worker are also available for referrals, coordination of care, and identification of community resources, such as substance abuse treatment, case management, recovery support, and resources for children and adolescents.



## How do I schedule?

Schedule an appointment with a psychiatric nurse practitioner or counselor:



**Call:** 855-571-4500



**Email:** BHSupportBOE@121.health

## Currently in a crisis?

Call the Tennessee Statewide Crisis Line at 855-274-7471

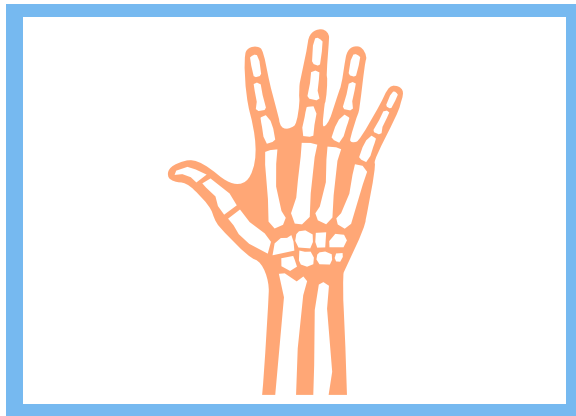
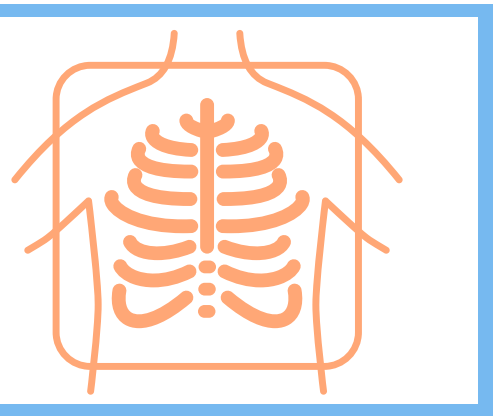
*Services are provided using HIPAA-compliant electronic platforms and are protected by the same state and federal confidentiality laws as in-office services. The benefits of telehealth include convenient access to care, flexible scheduling & personalized care.*

X-RAY SERVICES:

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# Coming Soon!

X-ray services will soon be available  
at the Ellis Clinic.



- **Fractures**
- **Infections**
- **Osteoporosis**
- **Arthritis**
- **Medical Surveillance**



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[illegible]

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This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



powered by



As of 08/17/2023. The online version of this publication and all forms are the governing documents. Therefore, all printed versions of these documents are unofficial copies. Online versions of documents may vary slightly in appearance.