



Subject: Convenient Care Policy

Effective Date: 1/1/2016

Revision Date: 8/1/2017

POLICY

This policy addresses what services a Convenient Care Clinic can deliver and receive reimbursement from the TPA.

DEFINITIONS

A Convenient Care Clinic is a walk-in health care clinic located in a retail store, supermarket, or pharmacy that treats uncomplicated minor illnesses, injuries or conditions not serious enough for urgent or emergent care. Convenient care clinics act as extenders of OSUHP primary care practices to treat minor illnesses and perform some preventative care services. These facilities are staffed with nurse practitioners and physician assistants who collaborate with physicians.

APPLICABILITY

Most Convenient Care Clinics treat only the most common illnesses such as:

- Cold and Flu
- Sinus Infections
- Allergies
- Minor injuries, burns and rashes
- Pinkeye
- Sore throat
- Headaches
- Head lice
- Sprains and strains
- Bronchitis
- Ear infections
- Urinary tract infections

As extenders for OSU Primary Care practices, Convenient Care Clinics can also monitor and treat certain chronic conditions and provide certain preventive care services such as:

- Monitoring and treating hyperlipidemia
- Monitoring and treating hypertension
- Monitoring and treating for asthma
- Monitoring and treating diabetes
- Monitoring and treating for smoking cessation
- Providing preventive immunizations according to the OSUHP immunization schedules
- Providing travel immunizations
- Biometric Health Screenings (limited to one screening per benefit year)

This policy applies to all OSU Health Plans.

POLICY GUIDELINES

- Per the Specific Plan Details (SPD), the following is excluded from coverage: physicals for administrative requirements such as: immigration, licensure, adoption, marriage, employment, camp, or school.
- Per the SPD, coverage for Convenient Care visits are covered the same as Primary Care visits. Refer to the SPD for specific plan benefit information. Office visits excludes lab tests sent out or any medical supplies provided, and includes surgical procedures that are performed in the provider's office.

PROCEDURE

Properly submitted claims will be reimbursed per individual plan coverages. Claims submitted for services not covered by the OSU Health Plans will be denied as provider liability.

EXCLUSIONS

- Physicals for administrative requirements such as: immigration, licensure, adoption, marriage, employment, camp, or school.
- Preventive medicine visits: CPT 99381 – 99397

REFERENCES

"Faculty and Staff Health Plans Specific Plan Details Document." The Ohio State University Office of Human Resources, 19 Dec. 2016. Web. <https://hr.osu.edu/wp-content/uploads/medical-spd.pdf>.