



Sponsored by Billings Public Schools



**LINCOLN CENTER**  
415 N. 30<sup>th</sup> Street  
Billings, MT 59101  
Phone: 406.281.5180  
Fax: 855.315.6964

**HEIGHTS**  
926 Main Street, Suite #5  
Billings, MT 59105  
Phone: 406.281.5190  
Fax: 866.274.5203



Dear Billings Public Schools' employee:

Welcome to your miCare Health Center!

miCare is your dedicated near-site Health Center sponsored by your employer, Billings Public Schools. The miCare Health Center allows employees and their dependents (covered by the health plan) to make appointments with limited to no wait times, limited paperwork and less hassle than your traditional health care options. We want to provide the care you need, when you need it.

Your miCare Health Center can benefit you in many ways, helping you improve your health and reducing health care costs by providing primary care services and preventative healthcare. miCare offers a range of services from sick visits, disease management, lab tests, preventative screenings, and health risk assessments, just to name a few.

Contained in this packet you will find helpful information regarding your miCare Health Center including:

- Location and hours of operation
- A list of services and lab testing
- Instructions on scheduling an appointment and more!

miCare values your health; our goal is to enhance your patient experience, increase your engagement and improve your overall health. We look forward to seeing you in the miCare Health Center!

Sincerely,

Your miCare Team



# Table of Contents

Accessing Your Health Center .....	4
Hours of Operation .....	4
Health Center Location.....	4
Meet Your miCare Team .....	5
What Services Does miCare Offer? .....	6
Lab Work at miCare .....	7
miCare Health Center Presents WellVia .....	8
How do I Schedule an Appointment?.....	9
How do I access my lab results? .....	9
We Value your Feedback.....	10

# Accessing Your Health Center

## Hours of Operation

### Heights

Monday: 7:00am-11am

Tuesday: 12pm-4pm

Wednesday: 9:00am-1:00pm

Thursday: 2:00pm-6:00pm

### Lincoln Center

Monday: 7:00am-5:00pm

Tuesday: 7:00am-11:00am

Wednesday: 7:00am-6:00pm

Thursday: 7:00am-11:00am

Friday: 7:00am-5:00pm

## Health Center Location

### Heights

926 Main Street Ste. #5

Billings, MT 59105

Phone: 406.281.5190

### Lincoln Center

415 N 30<sup>th</sup> St.

Billings, MT 59101

Phone: 406.281.5180

Phone: 1.866.888.8035

[www.ebms.com](http://www.ebms.com)



# Meet Your miCare Team



**Todd Ragar, MD**, is miCare's medical director. Dr. Ragar has over 17 years of practice as a family medicine physician, practicing in Billings from 2000 to 2011, after which he spent two years overseas. A native of Glendive, Montana, he is a graduate of the University of Montana and the University of Washington School of Medicine. "Working as a primary care physician not only is my field of medical expertise, but it is where miCare makes the greatest impact on the health and wellbeing of our patients," said Dr. Ragar. He cites primary-care services as the area where miCare excels, in addition to "a tradition of cost-effective and personalized medical services."



**Angela Merrin, PA-C** grew up in Big Sandy, Montana. She completed her nursing education in Helena. She has several years of experience working as a nurse in both hospital and clinic settings. She received a Bachelor of Science and then earned a Master of Physician Assistant at Rocky Mountain College. She spent nearly three years working as a Physician Assistant in Internal Medicine. During that time, she was part of the Diabetes Center team in endocrinology which convened twice weekly. In addition, she has walk in clinic and transitional care unit experience as physician assistant. In her free time, she coaches and volunteers for Special Olympics, most recently in powerlifting.



**Candace Stearns, FNP-BC** is a Family Nurse Practitioner who is Board Certified with the American Nurses Credentialing Center. Candie began her nursing career in 1992 and received her Bachelor of Science degree from Dickinson State University in 1995. She completed her master of nursing in 2001. After completing her graduate degree, Candie began practicing in primary care in conjunction with migrant health, and provided services across Montana to patients of all ages. She has provided acute care services; has worked with the hospitalist program; with orthopedic trauma, surgeons at a regional hospital; and in emergency and trauma medicine in outlying hospitals. Candie joined the miCare Health Center staff in 2010 and has been providing services in all Billings' locations.



**Laurie Neubauer, PA** graduated from University of North Dakota PA program, having worked as an RN for 12 years prior to, graduating from MSU, Bozeman, MT with a Bachelor of Science degree in nursing. She has worked for the past 20 years in various settings including primary care, vein care, travel PA; for the past 6 years has been working at St Vincent's Walk In clinic. She truly enjoys getting to know her patients and helping them work thru their concerns and issues. In her free time, she loves to travel with her friends to polka festivals, hike the beautiful state of MT, and work in her back yard gardens, creating and landscaping. She looks forward to her career at miCare.



**Stacy McComb-Goins, R.N., PA** graduated Montana State University in nursing and worked 15 years on surgical floor and in community health. She graduated University of North Dakota physician assistant program in 1995. Since that time I have had opportunity to care for patients in primary care, rehabilitation, addiction, internal medicine, and adolescent psychiatry. I am now retired but enjoy doing relief work at miCare in Billings, MT. I am now an avid pickle ball player, water aerobics instructor and enjoy anything outdoors. We spend our winters in El Mirage, AZ.



**Angie Niess, LPN** was raised in Billings, Montana where she earned her nursing degree and has been a practicing LPN since 1997. Angie has worked in various settings from urgent care to specialty clinics and correctional medicine. She has always had a passion for helping others and comes from a long line of nurses! After several years of working night shifts, she has transitioned back into clinic nursing at MiCare. During her off time, she enjoys riding motorcycles, hiking, planting in her garden, or just playing outside with her kids!

# What Services Does miCare Offer?

miCare offers hundreds of services to meet your primary care needs. Below is an abbreviated list of services to help you determine when miCare can meet the healthcare needs for you and your family:

- Doctor's office visits
- Laboratory services; lab orders from outside providers can also be provided through miCare
- Sore throats/ears/headache
- Strains/sprains/musculoskeletal problems
- Non-specific abdominal pain
- Non-specific chest pain
- Cough
- Flu or cold symptoms
- Sinus problems or allergic responses
- Rashes and other dermatological complaints
- Personal hygiene related problems
- Acute urinary complaints
- Sports physicals
- Acute injuries
- Minor surgical procedures (i.e. mole or skin tag removal; sutures; ingrown toenail removal)
- Ordinary and routine care
- Physicals
- General 'primary healthcare' services
- Health Risk Assessment with comprehensive blood analysis
- Immunizations (generally limited to flu shots, TDAP, etc.)
- Chronic Disease Management (i.e. high blood pressure, high cholesterol, diabetes, asthma, obesity, etc.)
- Limited mental health assistance and support
- Smoking Cessation

miCare does not provide the following services, but can assist in scheduling these services:

- Obstetrics
- Chronic Pain Management
- Radiology/X-rays
- Mammograms
- Emergency Care
- Worker's Compensation
- Allergy Testing
- Physical Therapy

**\*\* At miCare we understand that each patient is unique. Please note the list above is not comprehensive and questions regarding services can be directed to your miCare Health Center.\*\***



# Lab Work at miCare

## What labs can I receive at the miCare Health Center?

Your employer sponsored miCare Health Center is proud to offer many common lab tests that you normally would receive at any community health center. These lab tests include:

- Blood work
- Pap smears
- Prostate screening
- Lipid panel
- Comprehensive metabolic panel

Chances are, if you can get the lab from your family physician, you can get it at miCare!

## What would these labs normally cost elsewhere?

Lab costs vary greatly dependent on the type of lab one is receiving. Most of the time lab work ranges from \$10 to \$200. miCare eliminates the middle man! Your employer receives a better rate on the cost of the lab tests and they are free to each member covered under the health plan.

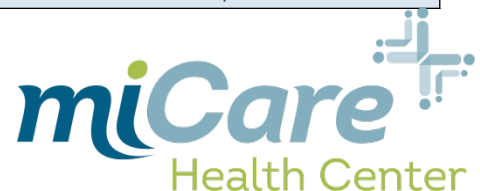
## When can labs be drawn?

Call [1-866-888-8035](tel:1-866-888-8035) or visit [ebms.com](http://ebms.com) to schedule a time for labs to be drawn.

## How much will I pay for the labs?

Labs received at your employer sponsored miCare Health Centers are available at NO COST to you!

Lab Tests*	Cost To Member
CBC	\$0
TSH	\$0
CMP	\$0
PSA	\$0
Pap Rubella	\$0
Urine Cx	\$0
FSH	\$0
LP	\$0
Hepatitis Hep Func UA	\$0
Ferritin	\$0
Glucose	\$0
Hgb A1C Surgical Pathology	\$0
Sed Rate	\$0
BMP	\$0



# WELLVIA Telehealth

Our physician network is available over the telephone:



## How it works:



Patient calls our Patient Care Center.



A Patient Care Coordinator gathers health information.



A board-certified, state licensed physician consults with patient.



Physician calls in prescription if appropriate.



A Patient Care Coordinator follows up in 24-48 hours.

## Did you know?

70% of all doctor visits can be handled over the phone.



40% of urgent care visits can be managed using Telehealth.

## When is WellVia appropriate?

### Common Conditions

Acid Reflux	Headache
Allergies	Heartburn
Asthma	Hemorrhoids
Bladder Infection	High Blood Pressure
Bronchitis	Infections
Cold & Flu	Nausea
Constipation	Pneumonia (mild)
Depression	Rashes
Diarrhea	Sinus Conditions
Diabetes	Sore Throat
Fungal Infections	Thyroid Conditions
Gout	Urinary Tract Infections

### Common Medications Prescribed

Albuterol	Keflex
Allegra	Levaquin
Amoxicillin	Lipitor
Augmentin	Lisinopril
Azithromycin	Macrobid
Bactrim	Metformin
Biaxin	Nasonex
Cipro	Prednisone
Diflucan	Pyridium
Flonase	Tamiflu
HClZ	Zithromax (Z-Pack)
Ibuprofen 800 mg	

WellVia. Virtual healthcare delivered with exceptional care.

Patient Care Center: 866.935.5842 [www.WellViaSolutions.com](http://www.WellViaSolutions.com)



# We Value your Feedback

Your miCare Health Center takes great pride in its commitment of outstanding service, quality and patient care. Your suggestions and feedback assist us in improving care! Please take a few moments to share your miCare experience with us. We'd like to learn from your experience – whether it's feedback for improvement, a suggestion for expanding our services or a compliment for one of our staff.

We appreciate the time you take to provide your comments. Be sure to include your name, contact information and your miCare Health Center name, so we can thank you and keep you informed about the improvements you help us make to your health care services. Feedback gained through this venue will be confidential. We value your feedback in order to improve the patient experience.

**Email:** [comments@micareclinic.com](mailto:comments@micareclinic.com)

miCare Health Centers

Attn: Clinical Operations Director 2075

Overland Avenue

Billings, MT 59102

## miCare's Mission

miCare delivers strategies to transform the health and wellbeing of individuals organizations, and communities

