

Frequently Asked Questions



1. What is PeopleOne Health?

PeopleOne Health provides comprehensive alternative Primary Care at convenient Health Centers. You will pay no copays, deductibles, or coinsurance. Our providers are dedicated to offering highly accessible care and are held accountable for delivering exceptional services and outcomes.

2. Who is eligible for PeopleOne Health?

All benefit-eligible employees and their eligible dependents who are enrolled in a Medical Plan option with Broward County Public Schools is eligible to join PeopleOne Health at no cost.

3. Does my whole family have to join?

No. You can choose to enroll any or all of your eligible, covered dependents—but you must be enrolled for them to join.

4. Do you provide Pediatric Services?

Yes — we see children ages 5 and older, as long as they are a covered dependent on your Medical plan. Our care teams provide primary care for both adults and kids, all in one place.

5. Will I ever have to pay for anything when using PeopleOne Health?

PeopleOne Health can provide almost 90% of what you typically see a doctor for, but it does not cover hospitalizations, specialists, specialist tests, brand name prescription drugs, emergency room (ER) or urgent care visits, and certain procedures. You must utilize your Aetna Medical insurance coverage to provide for these potential needs. If you need care beyond what's covered by PeopleOne membership, your care team will work with you to find in-network service providers and continue to coordinate your care.

6. Do I have to visit the office?

Your Health Center has regular office hours, along with the flexibility to schedule virtual or phone visits when appropriate.

7. Does choosing PeopleOne Health increase my healthcare costs?

No. Since services are covered by your employer, there are no out-of-pocket costs for you. This benefit is separate from your Aetna Medical insurance and does not affect your premium and will eliminate your out-of-pocket costs for Primary Care Services.

8. What if I need care after hours or while traveling?

Support is available 24/7, including holidays. Just call your PeopleOne Health location and follow the prompts to speak with an on-call Provider.

9. What if my PCP is on vacation?

Your PeopleOne Health Care Center will connect you with a covering provider for support, including virtual or in-person care. Your PeopleOne Health team is here for you!

10. What if I need a specialist?

If you already have a Specialist, you do not need a referral from your PeopleOne Primary Care Provider (PCP). Your PeopleOne Health PCP is a completely independent provider and can assist you with finding the most appropriate Specialist, if you don't already have one or if you are searching for a new one. The doctor can coordinate your appointment for you and will closely monitor your progress while under a specialist's care.

11. I have a gynecologist (or other specialist) that I want to continue to use. Will I still be enrolled in the PeopleOne Health benefit?

Yes. PeopleOne Health coordinates with your specialists to ensure you receive the highest quality of care. A visit to your specialist will fall under your insurance and be subject to whatever cost is dictated by your plan. If your specialist is providing services also available through PeopleOne Health, we recommend moving those services to us for convenience and savings.

12. How do I enroll?

Enrollment information will be released soon. You can elect to enroll at any time throughout the year. Once enrolled, you must remain for a minimum of six (6) months before you can disenroll.

13. Why does PeopleOne require my Social Security Number when I sign up for the membership?

As a health provider, PeopleOne may ask for this information in order to ensure your identity and eligibility to join the program. The HIPAA Privacy Rule considers your SSN to be Protected Health Information (PHI) and requires covered entities (like PeopleOne) to safeguard it. PeopleOne has published its Privacy Notice, and it can be reviewed here:

<https://peopleonehealth.com/privacy-policy/>

14. Where will the Health Centers be located?

Initially, there will be four (4) Health Centers: Lauderdale Lakes, Margate, Miramar, and Tamarac.

Health Center	Address
PeopleOne Health Lauderdale Lakes	3001 NW 49th Ave, Lauderdale Lakes, FL 33313
PeopleOne Health Miramar	12600 Pembroke Rd, Miramar, FL 33027
PeopleOne Health Margate	2964 North State Road 7, Margate, FL 33063
PeopleOne Health Tamarac	TBD

15. Do I have to only join and use one of the four facilities?

No, you're not limited to one location. You'll select a home clinic; however, you can visit any PeopleOne Health Center that's more convenient, even outside of Broward County, such as Orlando and Palm Beach.

16. How do I transfer my medical records?

Your PeopleOne Health care team will help you transfer your records. You'll just need to sign a release form and your care team will do the rest.

17. Will my employer have access to my protected health information?

No. Your health information is protected by HIPAA and your confidential medical records cannot be shared by PeopleOne Health with your employer.

18. What if I join and later decide I want to go back to my regular primary care provider?

Once you join PeopleOne Health, you must utilize our Primary Care Center for a minimum of six (6) months. If you decide that PeopleOne Health isn't the right fit for you, we'll make the transition easy. Our team will securely transfer your medical records to the primary care provider of your choice, so your care continues smoothly.