

# Frequently Asked Questions

## 1. What is the Operators' Health Center?

The Operators' Health Center is an innovative medical facility, located in Merrillville. Staffed with a full medical team, it provides comprehensive healthcare services for you and your family, and offers a model of care that treats the whole person.

## 2. Why did MOE open a health center?

MOE cares about the health and well being of our members and families, and wants to ensure affordability and accessibility to high-quality, convenient medical care. This Operators' Health Center is another key benefit of the Welfare Fund which continues to improve and provide rich healthcare benefits for active and retired members eligible under the Midwest Operating Engineers Welfare Fund.

## 3. What types of healthcare services are offered?

The Operators' Health Center provides a full suite of medical services for you and your family, delivering patient-centered, quality care. Services include:

- Routine Primary Care
  - Annual physicals
  - DOT physicals
  - Lipid profiles, blood glucose and blood pressure screenings
  - Flu shots, immunizations and vaccinations
  - School and sports physicals
  - Women's health
  - Skin, breast and prostate cancer screenings
  - Allergy management
- Acute/Urgent Care
  - Common cold; Flu symptoms
  - Ear aches; Sinus infections
  - Sprains and strains
  - Minor surgical procedures
- Clinical Laboratory Services
- On-site Physical Therapy
- Disease/Condition Management
  - Diabetes, high cholesterol, hypertension
  - Asthma, COPD
  - Back pain, migraine, osteoarthritis
  - Depression, stress, obesity/overweight
- Patient Education
  - Nutrition
  - Smoking cessation
  - Drug and alcohol awareness

## 4. Who is eligible to use the Operators' Health Center?

Active and retired members (including their families and dependents ages two and up) eligible under the Midwest Operating Engineers Welfare Fund are able to utilize the Operators' Health Center.

## 5. Can I continue to use the Operators' Health Center if I'm not eligible for MOE Health and Welfare Benefits?

No. To use the Operators' Health Center you must be eligible for benefits under the MOE Welfare Fund.

## 6. Can I continue to use the Operators' Health Center when I retire?

Yes, as long as you remain eligible for benefits under the MOE Retiree Welfare Plan.

## 7. Where is the Operators' Health Center located?

The Operators' Health Center is conveniently located at 8900 Broadway, Merrillville, IN 46410. Additional Location:

Operators' Health Center  
6150 Joliet Road, Suite OHC | Countryside, IL 60525  
708-485-2273 (CARE)

## 8. What type of medical staff is working at the Operators' Health Center?

The Operators' Health Center staff includes a dedicated physician, physical therapist, nurse practitioner, registered nurses, licensed practical nurse, phlebotomist and other skilled medical personnel. The physician is Board Certified and licensed to practice in the state of Indiana. Other health center providers are credentialed, based on the standards in their fields of practice (RN, phlebotomist, etc.).

## 9. What are co-pays and other costs to use the Operators' Health Center?

Utilizing the Operators' Health Center is cost effective. Services covered under your health plan option and performed at the OHC are free.

## 10. What are the hours of operation of the Operators' Health Center?

The Operators' Health Center is open Mon. & Fri.: 9 a.m. – 5 p.m. (last appt. 4 p.m.); Tues. & Wed.: 10 a.m. – 7 p.m. (last appt. 6 p.m.); Thurs.: 9 a.m. – 5 p.m. (last appt. 4 p.m.); Lab blood draws only Thurs., 7 a.m. – 9 a.m.

## 11. How do I make an appointment at the Operators' Health Center?

You can phone the center at 219-525-1150 during regular operating hours, or walk into the health center (during regular operating hours) and make an appointment in person. There is also an online patient portal at [mypremisehealth.com](http://mypremisehealth.com) where you can make your appointments via your computer, phone or tablet. **If you are unable to keep your scheduled appointment, please call to cancel and re-schedule; please don't be a no show.**



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**12. Can I visit the physician and medical staff at the Operators' Health Center but still keep my own doctor?**

Yes. You may use any one or more of the health center offerings. You may choose to use the Operators' Health Center as your primary medical provider or as a supplement to your current medical practitioner — for example, you can have blood drawn and the health center's staff will send the lab results to your physician. The choice is yours.

**13. How will my current doctor know what care I'm receiving at the Operators' Health Center?**

After you receive care at the Operators' Health Center, you may request a copy of your medical documentation to be sent to any physician of your choice.

**14. Is the Operators' Health Center run by employees of MOE?**

No, the Operators' Health Center is a benefit of the MOE Welfare Fund and is operated by Premise Health, the nation's leading manager of direct healthcare. Premise Health manages and carefully screens and staffs the health center with an experienced, professional medical team.

**15. Is my health data secure?**

Absolutely. The Operators' Health Center operates in accordance with stringent Premise Health privacy and security requirements, as well as state and federal requirements designed to ensure any personal information received is securely stored, processed and protected by physical, electronic and procedural safeguards.