Indiana University is pleased to announce the implementation of a new voluntary program—Clinical Care Services—for employees and Retirees under age 65, and their family members age 18 and older, who are covered by an IU-sponsored medical plan and who reside or work in the Bloomington area. The initial deployment of this new program is effective February 1, 2012.

Clinical Care Services is a partnership with IU Health, IU Health Southern Indiana Physicians, and Premier Healthcare. This partnership will improve access to primary care providers; provide a team of nurse and pharmacist care managers to assist members with chronic and/or complex medical conditions; and improve the connectivity of medical records across providers. This is not a new medical plan and enrollment is not required. Medical plan coverage for primary care services is based on the member’s medical plan; however, services by the team of nurses and pharmacists are paid for by Indiana University with no deductible or copay for the member.

Access to Primary Care Providers
IU Health Southern Indiana Physicians and Premier Healthcare have agreed to enhance the availability of primary care services—routine and urgent care—by offering walk-in and same-day scheduling and after-hours and weekend care.

- **Clarizz Blvd.**
  IU Health Southern Indiana Physicians
  995 S. Clarizz Blvd., 812-353-3060

- **Rogers St.**
  IU Health Southern Indiana Physicians
  1302 S. Rogers St., 812-353-3700

- **Landmark Ave.**
  Premier Healthcare
  550 S. Landmark Ave., 812-355-6900
  482 S. Landmark Ave., 812-355-3299

- **Sare Rd.**
  Premier Healthcare
  2605 East Creeks Edge Dr., 812-355-2300

A map of primary care clinic sites and a grid of office hours are located at hr.iu.edu/benefits/CCServices/provider_groups-BL.html. Types of services available include:
preventive care, routine office visits, immunizations, labs, and other walk-in medical services.

**Nurse and Pharmacist Care Management**
A team of nurses and pharmacists that specializes in providing care management services for members with chronic and/or complex conditions has been established. These services complement physician instructions, and are available for members on a voluntary basis. Examples of care management services include: follow-up with a patient transitioning from hospital to home to provide guidance about medications and therapy, and follow-up with a patient with diabetes to provide advice about ongoing exams and medications. (Examples of chronic conditions include diabetes, asthma, heart failure, and chronic obstructive pulmonary disease.)

**Connectivity of Medical Records**
IU Health is reviewing opportunities for connecting electronic medical records across providers, with anticipated improvements in the near future. Indiana University is arranging for medical plan members to have access to a Personal Health Record (PHR), a 24/7 online portal for access to such health information as: health history, exams, lab tests, dental work, medical contacts, power of attorney, advance directives, etc. The PHR should be available in mid-2012.

In the not too distant future, Clinical Care Services will be expanded to cover pediatrics in Bloomington, primary care provider services in towns near Bloomington (Bedford, Ellettsville, Nashville, and Spencer), and primary care provider services in the Indianapolis area.

Visit the Clinical Care Services website at hr.iu.edu/benefits/CCServices/index.html for additional information, with new references to be added on an ongoing basis.

Clinical Care Services is voluntary. It is intended to improve health, medical outcomes, and cost efficiencies.

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*All personal health information is protected by federal and state privacy laws. Such information will not be used by Indiana University to make decisions about an employee’s employment.*