

Let's Talk About Cost-Effective Health Care

From the Office of the CEO, Wellness Pointe

Dear Valued Community Families, Friends, and Small Business Owners,

One of the best vehicles our community has to help lower the cost of core primary care services is more community families utilizing Wellness Pointe. As a Federally Qualified Health Center (FQHC), we employ seasoned Board-certified clinicians who are experts at providing cost-effective, medically appropriate medical and dental services to families with Medicaid, Medicare, Tri-Care, and Commercial insurances. We also have a variety of programs which, based on income and family size, might help pay for your family's needed medical services. We can also help you save on your prescription drug costs through our 340B pharmacy program, if you qualify.

We are one of the few health care systems in East Texas that has on-site Eligibility Workers who can help your family apply for Medicaid and other State benefits. We offer WIC services for young mothers and families who qualify in order to help their limited dollars stretch a little further. We also offer several Behavioral Health programs designed to help those in need of overcoming substance abuse, low self-esteem, divorce, loneliness, depression, or other life challenges. We offer top-notch health care and social services, including:

- Obstetrics & Gynecology
- Pediatrics
- Family Medicine
- Geriatric Care
- Urgent Care
- Dental Care (for the whole family)
- Behavioral Health
- Mothers Milk Bank
- WIC



We also offer sports, school, and pre-employment physicals for families who want these services provided in a safe, comfortable and supportive environment.

For those small business owners and employers working hard every day to stay afloat, who might not be financially able to offer health and dental benefits to your employees, I encourage you to contact us to see how Wellness Pointe might help your employee families receive the cost effective, medically appropriate, professional, and compassionate medical and dental primary care services they deserve.

Many of you may not realize that FQHCs arose out of the nation's social equality movement in the 1950s and 1960s to ensure that working class community families had equal access to high-quality, cost-effective, and medically appropriate primary care services. FQHCs are truly the peoples' health system as we solely exist to serve the people, are governed by the people, and for the people who utilize our services.

DID YOU KNOW?

51% of our Board of Directors are community people who utilize our health system to ensure we never lose touch of who we are here to serve – which is *you*.

Let's Confront Urban Legends About FQHCs

Let me take a moment to clarify some urban legends about Federally Qualified Health Centers:

URBAN LEGEND: Only poor people go to FQHCs.

FACT: Working class (employed) families are the primary users of Wellness Pointe.

URBAN LEGEND: Only providers who couldn't make it somewhere else work in FQHCs.

FACT: Our health system providers are Board-certified and/or Board eligible. We don't hire or retain sub-par clinicians or staff in our health system.

URBAN LEGEND: FQHCs are free clinics.

FACT: Wellness Pointe is not a free clinic. While there are legal entities known as free clinics, *Wellness Pointe is not a free clinic, and our services are not free.* Because we are a FQHC, we offer sliding fee schedules and a multitude of programs to help families pay for the services they need. We are uniquely positioned to help our community families afford the core primary care services they deserve and need to keep their family healthy.

URBAN LEGEND: FQHCs only see uninsured people.

FACT: Wellness Pointe sees (and welcomes) patients covered by Medicaid, CHIP, Tri-Care, Medicare and most Commercial health and dental insurances. We are a non-profit organization that uses the revenues we generate to help offset the cost of care for those with limited or no ability to pay for their services. Our financial model consists of community families helping other community families stay healthy.

URBAN LEGEND: The care provided by FQHCs isn't as high-quality as that provided in other health systems.

FACT: The quality of services provided at Wellness Pointe is equal to the best of similar services provided by our fellow health system partners. We do not offer sub-par or inappropriate medical services, and FQHCs have become this nation's primary health care chronic disease "experts" as we were providing high-quality primary care services to working class families and helping to fight chronic diseases when it wasn't socially popular for health systems to do so. As a result, if you suffer from asthma, obesity, diabetes, eye disease, heart disease, substance abuse, high-blood pressure, and/or are considered an OB/GYN high-risk patient, you will be seen by clinical professional experts with years of clinical training when you present to our health system for these needed services.

URBAN LEGEND: FQHCs are government clinics that do little to control health care costs.

FACT: FQHCs save this country billions of dollars each year by partnering with their local community health care stakeholders to reduce inappropriate emergency room and urgent care visits as well as extended and/or unintended hospital stays. FQHCs are integrated health care delivery systems, governed by a community Board that receives Federal and oftentimes State dollars to ensure any community family who needs a medical home can utilize their services without fear of being treated differently and/or not treated at all because of their inability or limited ability to pay. *Large profits are not our motivator!* Being there to provide the primary care services our community families need is!

Our Board, dedicated team, and I invite more community families to utilize our health system because when you do, we're able to help a growing number of community working families who also need our services.

One of the best kept secrets we have in our community to help ensure our valued community families receive cost-effective primary care services is Wellness Pointe – your Federally Qualified Health System! At Wellness Pointe everything we do is designed to keep your family happy and healthy for years to come.

Call us today at 903-758-2610 and let us be your family's medical and dental home! It has been and remains our privilege to be your community health system.

In your continued service,

CARL I. WALTERS, II
Chief Executive Officer

LONGVIEW
1107 East Marshall Ave.

KILGORE
1711 S Henderson Blvd, Suite #400

GILMER
602 Titus St, Suite #130