

Frequently Asked Questions Regarding the Affiliation of UW Health Wingra Family Medical Center and Access Community Health Centers

We are pleased to announce that as of July 1, 2009, UW Health Wingra Family Medical Center will affiliate with the Access Community Health Centers .

1. Why are you working together?

By entering into this affiliation, we can do more for Wingra Family Medical Center patients and our community. Over time, we hope to provide more primary care services for our community and for South Madison.

2. Can I still go to Wingra for my care?

Yes. All current patients may continue their care with their Wingra providers. Wingra also continues to welcome new patients from throughout our community.

3. Will my insurance cover at Access Community Health Centers Wingra?

Patients with all types of insurance may continue to come to Wingra.

Your insurance plan will be billed for your care by Access in the same way that it was billed for Wingra. If your insurance plan changes, please contact the insurance company for information on participating providers.

4. Are there programs available if I can't afford the medical bills?

Patients without insurance or who are underinsured may apply for Access' sliding discount program. Services are discounted based on income up to 200 percent of the federal poverty level. Patients must complete an application each year and may reapply if their family circumstances change.

5. Will my medical provider be leaving Wingra?

No. Services at Wingra will continue to be provided by the same staff and medical providers. Wingra will continue to be a UW Department of Family Medicine residency training clinic and all medical providers will continue to be faculty with the UW School of Medicine and Public Health.

6. How will I schedule my appointment?

Continue to make your appointment like you always have. Call (608) 263-3111 to schedule an appointment with your provider.

7. Will the affiliation change the services I receive at Wingra?

Wingra will continue to offer all of the same services that are currently provided and will be implementing some new services as well. Later in 2009, Access' model of integrated behavioral health services will be introduced at Wingra. A behavioral health psychologist will be available during your appointment to discuss lifestyle changes such as quitting smoking, losing weight, or dealing with depression after a life changing event

In 2010, Access' pharmacy will open a dispensary at Wingra. You will be able to consult with a pharmacist and pick up affordable prescriptions before you leave your clinic appointment.

8. What happens to my medical records?

UW Health Wingra uses the same electronic medical records system as Access. Prior to July 1, 2009, your medical record will be transferred to Access so it is available to your primary care physician.

If you prefer that your records remain within UW Health, please call UW Health Wingra Family Medical Clinic at (608) 263-3111. If you prefer to select another UW Health primary care physician, please contact UW Health Patient Resources at (608) 821-4819.

9. Are there plans to build a new Wingra Family Medical Center on Madison's South Side?

The Wingra Family Medical Center has limited space so we are evaluating options for building additional space.

10. What if I have other questions?

- For questions regarding billing services provided prior to July 1, 2009, contact UW Health Patient Business Services at (608) 829-5217.
- For questions regarding billing services provided after July 1, 2009, contact the Access billing office at (608) 443-5480.
- For questions regarding the affiliation between Wingra and Access, please contact UW Health Patient Resources at (608) 821-4819, prior to July 1, 2009.
- For questions regarding the affiliation between Wingra and Access, please contact Access Community Health Center Wingra Family Medical Center at (608) 263-3111, after July 1, 2009.
- For service questions, contact Wingra Family Medical Center at (608) 263-3111 and ask to speak to the Clinic Manager.