

JOHNS HOPKINS  
**DIRECT**  
PRIMARY  
CARE

YOUR GUIDE TO PERSONALIZED  
HEALTH CARE

Calendar Year 2023

DEPENDABLE.  
PERSONAL.  
CONVENIENT.  
THAT'S DIRECT PRIMARY CARE.



JOHNS HOPKINS  
MEDICINE

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# WELCOME

January 2023

Dear valued member,

**Welcome to the Direct Primary Care (DPC) PPO Plan!** We are so excited to have you as part of this plan and we look forward to serving as your designated primary care providers for calendar year 2023.

Our practice offers longer appointment times, same-day appointments and extended office hours. We will also connect with you through video visits, virtual consultations, MyChart messages, an after-hours phone line, text messages and emails. **Please be sure your contact information is up-to-date in MyChart; especially your email address.**

We are committed to helping you stay healthy. We tailor a health care plan to your goals and needs, preventing problems when possible, treating them if they come up, and recovering from any setbacks quickly. We work as a team to address your medical concerns within the context of your life. We consider ourselves to be your "medical family" and we invite you to consider this practice your medical home; somewhere you can return to as often as you need for a competent opinion, compassionate care, and above all, concern for you as an individual.

**All new members must complete their first visit no later than March 31, 2023.** To schedule your in-person or virtual visit, please call 240-865-5500. This first visit is an important part of getting to know you so we can learn about your health challenges and goals. As a reminder, **all Johns Hopkins employees MUST see a DPC provider for primary care services** under this new insurance plan. Spouses and dependents can designate a primary care provider outside of DPC. Please also note an important change: The 2023 DPC PPO plan **WILL** include **out-of-network coverage**.

Please take time to read this orientation manual to learn how we can work together to keep you well. Included in this packet are the following items:

- Guiding Principles of Direct Primary Care
- Meet the Team
- Contact & Customer Service Information
- MyChart Activation Information
- Patient Rights and Responsibilities
- Billing Tip Sheet

**If you have any additional questions regarding your primary health care, please do not hesitate to call our office: 240-865-5500. If you have insurance related questions for the EHP team, call 1-800-261-2393.**

Thank you for placing your trust in us. We look forward to providing efficient and effective health care, together.

Best,



Norman Dy, M.D., Carolyn Le, D.N.P.,  
and Melody Nangle, C.R.N.P.



# MEET THE TEAM

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**Norman Dy, M.D., M.B.A., F.A.C.P.**, is a board certified internal medicine physician. He received his medical degree from Stanford University and completed his residency at the Mayo School of Graduate Medical Education. He is a retired member of the United States Army where he received the Joint Service Commendation Medal in 1999. He was inducted into the Johns Hopkins Community Physicians Academy of Clinical Excellence in 2017. He is married, has two children, and enjoys playing guitar and keyboard. Dr. Dy believes passionately in this program and looks forward to getting to working with you to keep you happy and healthy.



**Carolyn Le, D.N.P., C.R.N.P.**, received her bachelor of science from the University of Maryland, Baltimore. She later received her doctorate of nursing practice from Rush University. Following that, Carolyn received her certification from the American Association of Nurse Practitioners and became a certified Adult Gerontology Primary Care Nurse Practitioner. She is married, has a dog named Pretzel, enjoys indoor cycling and is an avid karaoke singer. N.P. Le looks forward to getting to know you and helping you work towards a happier and healthier 2023!



**Melody Nangle, C.R.N.P.**, is a board certified family nurse practitioner. She received her master's degree in nursing education from University of Phoenix and a post-graduate certificate in family practice from Coppin State University. N.P. Nangle has more than 20 years of health care experience that ranges from in-patient, community and educational settings. She is a proud member of the Nurse Corp as an Officer in the US Navy Reserves. She is married with three amazing children and a two spoiled pugs named Prince and Bruno. She enjoys spending time with family and friends, cycling, yoga and painting. N.P. Nangle is committed to partnering with her patients and their families to provide compassionate and comprehensive health care.

Our practice also has two medical assistants and a medical office assistant to support your health care and administrative needs.

# WHAT TO EXPECT

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- Direct Primary Care has three providers, Norman Dy, M.D., M.B.A., Carolyn Le, C.R.N.P., and Melody Nangle, C.R.N.P. This means your former primary care provider (PCP), if you had one, is no longer be assigned to you. One of these three providers will manage your care. Learn more about Dr. Dy, N.P. Le and N.P. Nangle on page 3, or at [jhcp.org/DPC](http://jhcp.org/DPC).
- The Direct Primary Care practice is located on the **Howard County General Hospital campus** in the Medical Arts Building: 11085 Little Patuxent Parkway, Suite 103, Columbia, Maryland. This is the only physical location of the Direct Primary Care practice.
- **All new members must complete their first visit no later than March 31, 2023.** To schedule your in-person or virtual visit, please call 240-865-5500. This first visit is an important part of getting to know you so we can learn about your health challenges and goals.
- If you have seen a Johns Hopkins provider in the recent past, your electronic medical records and insurance information will automatically transfer to the Direct Primary Care practice for calendar year 2023.
- You will be able to connect with your designated Direct Primary Care provider through virtual tools, such as video visits. The Direct Primary Care office staff can assist you in setting up your mobile device for a video visit. **Due to state medical licensing regulations, please review any out-of-state telemedicine needs with your provider.**

# FREQUENTLY ASKED QUESTIONS

## What can I expect with the Direct Primary Care plan?

Direct Primary Care aims to improve how we approach primary care for both the patient and the providers. Our providers care for a limited number of patients which allow them to offer more personalized and accessible primary care. To better serve you, we offer longer appointments, same-day appointments, virtual video visits, extended office hours, messaging and mobile scheduling, and 24/7 access to at least one of our providers.

## What if I have an out-of-network provider? Can I still see them?

Yes, the 2023 DPC PPO plan **WILL** include **out-of-network coverage**. The coverage is 70/30 to match the EHP PPO plan. As a reminder, Johns Hopkins employees **MUST** see a Direct Primary Care provider for their primary care. Spouses and dependents can designate a primary care provider outside of Direct Primary Care.

## Can I still visit another primary care provider while participating in the Direct Primary Care?

If you are a Johns Hopkins employee you **MUST** select one of the three Direct Primary Care providers, Norman Dy, M.D., Carolyn Le, C.R.N.P., or Melody Nangle, C.R.N.P., as your primary care provider (PCP). Spouses and dependents can designate a primary care provider outside of Direct Primary Care.

## What services does Direct Primary Care offer?

Many standard primary care services are available through Direct Primary Care for no additional charge to your selected EHP insurance plan, including:

- Unlimited office or video visits with no copay or coinsurance
- 1 annual physical
- 1 flu vaccine
- 6 rapid tests of any combination (flu, strep, urine, pregnancy, A1c)
- 1 EKG
- Unlimited telephone consultation
- Unlimited direct access through MyChart portal and phone
- Unlimited on-site blood draws and urine collections
- Unlimited prior authorizations of medications
- Unlimited care coordination

Your office/video visits include primary care services such as urgent and sick visits, preventative care, travel consultations and pre-operative consultations. For your convenience, our office is also able to perform phlebotomy (i.e., blood draws), immunizations, ear irrigation, electrocardiograms, suture and staple removal, and more – all on-site!

# FREQUENTLY ASKED QUESTIONS

To support your care needs that extend beyond these services, our providers work with you to find specialists who are supported by your EHP insurance plan, such as radiologists, gynecologists and endocrinologists.

If needed and appropriate, we also offer limited joint injections and incision and drainage of simple abscesses. **If you have questions about services provided, please contact the office: 240-865-5500.**

## Who can utilize DPC Providers?

Employees and any legal married spouses and dependents can utilize a Direct Primary Care provider if enrolled in the DPC PPO Plan for 2023. Only employees are required to utilize a DPC provider for primary care. Spouses and dependents not utilizing a Direct Primary Care provider have access to both the EHP and Cigna PPO provider network for in-network primary care.

## How do I schedule an appointment?

For your convenience, you can either call our office during business hours or use MyChart to schedule an office visit. When scheduling the appointment, please indicate the reason you are requesting the appointment. In all cases, every effort is made to attend to your request.

## How much time should I allow for my appointment?

No one knows your health needs better than you, and we trust you have a general idea of how much time you should request for your appointment. Our Direct Primary Care team will assess how much time you need on the phone, but if you are scheduling through MyChart, here are some guidelines:

- 30-Minute Visit
  - New patients with an uncomplicated medical history
  - Established patients: follow-up and acute
  - Pre-operative examinations
- 60-Minute (One Hour) Visit
  - New patients or established patients with two or more chronic issues
  - New patients with complex medical histories
  - A second opinion
  - Forms:
    - An appointment is required for all forms.
    - We request that ALL forms be filled out as much as possible by the patient prior to being submitted (e.g., name, SSN, job title, etc.).

Routine appointments are made on a first-come, first-served basis. More urgent issues are prioritized and we also provide same-day appointments.

## What do I need to know for my upcoming office appointment?

We want to make sure that we have sufficient time to address your health needs and concerns. Therefore, we ask that you please arrive 5-10 minutes prior to your appointment. This will provide our team the opportunity to gather information about your visit prior to the provider starting the visit. Should the need arise, you will be notified of any additional, specific instructions for your visit at least one day in advance.

# FREQUENTLY ASKED QUESTIONS

The following list will help you prepare for your visit to our practice:

1. Make a list of your health concerns.
2. Bring your medications, or an accurate current list of your medications, to every visit. These are confirmed each time we meet with you.
3. Bring all pertinent documents, including discharge summaries and consultation notes if you have not been to DPC before.
4. Bring a photo ID and your insurance card for your first visit of the calendar year.

## **What happens if I arrive late? Can I walk-in for a visit?**

The goal of Direct Primary Care is to create access for you when you need it. We will create availability for same-day appointments, but you must ensure you call the practice at 240-865-5500, or use MyChart to schedule it.

We understand that there are circumstances that result in the inability to arrive on time for your appointments. Late arrivals and walk-ins without an appointment pose a potential inconvenience to all of our patients who have pre-scheduled appointments. We will make every effort to accommodate you at the time of arrival, but if there is no availability with either provider, late arrivals and walk-in-visits are rescheduled to the next availability. This may be near the end of day or another day.

## **What can I expect after my visit?**

After each visit, you will receive an "After Visit Summary," which will contain a general outline of your visit and current state of health. Please review the summary for accuracy. Rest assured that your medical record will be updated as soon as your provider completes his/her notes.

## **How do I cancel an appointment?**

We respectfully request that you cancel within 24-hours or more of your scheduled appointment time. Early notification of your change of plans is appreciated so that we may offer that appointment to another patient in need. We will be happy to assist you in rescheduling your appointment for another date/time, or you can use MyChart to reschedule your appointment online if you prefer.

## **Where do I get blood drawn? Labs taken?**

For your convenience, blood draws are available in the clinic. Radiology is generally ordered next door to the Direct Primary Care practice.



# FREQUENTLY ASKED QUESTIONS

## **Prescription refills – how do I submit a request?**

Prescription refill requests are best requested through your pharmacy of choice. This speeds up the process and is an important safety step. Alternately, you can use the MyChart option to request refills.

*Please note: Certain prescriptions have restrictions and may require more time for approval or an appointment prior to approval. If you have questions, please call the practice at 240-865-5500.*

## **How do I get my test results?**

Typically, your test results are released to your Direct Primary Care provider electronically before you are able to view them online. A member of the Direct Primary Care team will reach out to you to share the results directly. Not all laboratories, radiology suites and consultants send results electronically, which can result in a slight delay. As soon as the results are reviewed, they are provided to you in the following manner:

- With regards to normal labs and radiology, you will be notified by MyChart or by postal mail, usually within one week. In most circumstances, we will also try and call you directly.
- Abnormal results that require a non-urgent response will typically go out as notifications on MyChart, or postal mail, if you are not a MyChart user. In most circumstances, we will also try to call you directly.
- Abnormal results that require immediate attention or results of special concern are called back to you, with suggestions for next steps.

Regardless of your results: If you have not heard back from your provider in two weeks, please contact the Direct Primary Care office by phone at 240-865-5500 or MyChart to have your provider review your results with you.

## **How are pre-authorizations handled?**

Pre-authorization requests are attended to immediately. We keep records of these pre-authorization attempts and can confirm attempts, if required. While we make every effort to address pre-authorization requests quickly, please be aware that insurance companies always have final approval, and there is no manner in which we can compel insurance companies to pay for procedures, imaging or labs.

## **What should I do if I need a referral?**

It is our pleasure to assist you in scheduling referral appointments. As a member of EHP, we do not need to provide approval for your referral requests. We do, however, want you to ask us about referrals or specialists before you make your appointment to help ensure that you get the best care possible.

## **How do I communicate with my provider?**

Our most important concern is helping you stay healthy. Therefore, we make our best effort to be as available as possible to all of our patients. This requires that we prioritize our communication, which is always guided by medical urgency and patient well-being. On a weekday, and during business hours, you can expect our medical assistants to answer your call. You may also reach us by sending a MyChart message.

# FREQUENTLY ASKED QUESTIONS

## **How can we reach you “after hours?”**

The Direct Primary Care practice is open from 7 a.m. to 7 p.m. Should you need to reach us after the practice is closed, your phone call will be forwarded to our after-hours phone line, where a nurse will collect more information about your urgent concern. If you need to communicate directly with a provider, simply ask and Dr. Dy, N.P. Le or N.P. Nangle will be notified. Callbacks may take up to 20 minutes. If you are uncertain how serious the situation is, immediately request to be connected with a Direct Primary Care provider who can advise you directly.

## **What happens if I, or my spouse or dependents, needs care out-of-state?**

The Cigna PPO provider network is available in Maryland and nationwide. You can search the EHP and Cigna PPO network on the EHP website: [www.ehp.org/find-a-provider/](http://www.ehp.org/find-a-provider/). If you have questions, please contact Johns Hopkins Employer Health Programs customer service team at **800-261-2393**.

## **How does the Cigna PPO Network work?**

EHP members can access the CIGNA PPO provider network for all services. There is no special process to use a Cigna Provider. If a member finds a provider through the Cigna Provider Search, the provider, Cigna and EHP work out all of the logistics for services and payments for the member. We recommend you work with your DPC provider when considering care outside of primary care as they may be able to assist with referring you to in-network providers.

## **How much will a Cigna provider charge for an office visit?**

A Cigna network provider will charge a \$20 copay (PCP) or 20% co-insurance (Non-PCP).

## **Would Gynecology/Obstetrics be considered specialty care or primary care?**

Gyn/Ob care is considered specialty care and will not be impacted by being a part of Direct Primary Care. DPC members can still choose a Gyn/Ob provider for their routine care. All primary care routine needs must be scheduled with your DPC provider.

## **For a dependent under age 18, can you still designate a PCP? For example, for a baby who would be seeing a pediatrician?**

Yes. Spouses and dependents, under the age of 18, can designate a primary care provider outside of Direct Primary Care.

# FREQUENTLY ASKED QUESTIONS

## **How do I search for providers/specialists outside of primary care?**

You can search the EHP and Cigna PPO provider network on the EHP website: [www.ehp.org/find-a-provider/](http://www.ehp.org/find-a-provider/). Both "EHP Network" and "Cigna Network" should be used when searching for providers. We also recommend you work with your DPC provider who may help refer you to a specialist for services.

## **What if we have an out-of-network provider that we want to utilize, for example an acupuncturist?**

For year 2023, you may continue to see all of your current in-network AND out-of-network specialists. For all employees, primary care services MUST be with one of the Direct Primary Care providers.

## **Do I have to meet a deductible for my DPC visits?**

All visits to your Direct Primary Care provider will be covered at 100% in 2023. The deductible is applicable for other services.

## **What is the Lifestyle Account? How do I access it?**

As a participant in the DPC PPO Plan, you will have access to an employer funded lifestyle account which will cover health and well-being related expenses like gym memberships, workout clothing, health-related apps, etc. You will be reimbursed up to \$240 for the 2023 plan year. Reimbursements will be done via payroll, meaning that you will be reimbursed for expenses through your paycheck. Please note, this \$240 is per family enrolled in the plan. The vendor is Forma. For questions about the lifestyle account, please reach out to the HR Benefit Office: [HRBenefit@jhmi.edu](mailto:HRBenefit@jhmi.edu).

## **Can the Lifestyle Account be used for any health and well-being related expenses or are there brand/company limitations?**

This list will be expansive so you will have no issue using the full \$240 before the year is over.

## **How can I share feedback about my experience with Direct Primary Care?**

If you would like to give feedback on your service, please call us at **410-735-4093** to speak with a member of the patient relations team, or email us at [DirectPC@jhmi.edu](mailto:DirectPC@jhmi.edu) and a member of our team will get back to you. Our goal is to provide all of our patients with the highest quality health care combined with exceptional service. One of the best ways to do this is to ask our patients about their experience so we can identify what we are doing right and areas that may need improvement.

# BILLING FAQ

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Direct Primary Care provides a number of free services. However, there are services you can and may receive that are not included in the Direct Primary Care program, such as lab work or a joint injection. Here are a few examples of some situations and how the billing would work:

**Example #1:** You, a member of DPC, visit N.P. Le for your annual thyroid check-up. This requires an office visit with the provider, blood draw and lab work. This is your first office/video visit for calendar year 2023.

- The office visit will have no copay or coinsurance as office and video visits are unlimited.
- The blood draw is provided within the Direct Primary Care practice at no cost.
- The lab work is not included within the services offered within Direct Primary Care. Therefore, your insurer, EHP, will receive a bill for lab services rendered. They may pass on a portion of this cost to you depending on your deductible and coinsurance.

**Example #2:** You are at home with a mysterious rash. As you are heading out of town in the next hour, you call the Direct Primary Care practice for a video visit to obtain an urgent resolution and/or prescription for the rash. You receive a prescription for the rash.

- The office visit will have no copay or coinsurance as office and video visits are unlimited.
- The prescription will be charged to your insurer, EHP, who may pass on a portion or all of the cost depending on your prescription coverage.

**Example #3:** You are out of town and are worried you may have fractured your ankle. You need to see an orthopaedic specialist before flying home, but are not near a Johns Hopkins medical center.

- The 2023 DPC PPO plan WILL include out-of-network coverage. The coverage is 70/30 to match the EHP PPO plan.

There are many scenarios in which your EHP benefits will define how you are charged for healthcare services that are excluded from the Direct Primary Care program. For more information about your coverage, please see [www.ehp.org](http://www.ehp.org). To review the list of included services in Direct Primary Care, please see page 5.

## COVID-19 & Keeping our Community Healthy

Up-to-date COVID-19 information is always available on our website:  
[hopkinsmedicine.org/coronavirus](http://hopkinsmedicine.org/coronavirus)

We encourage you to use this site as a resource to get answers to important questions related to the COVID-19 variants, testing, guidelines, vaccination and boosters.

# CONTACT US

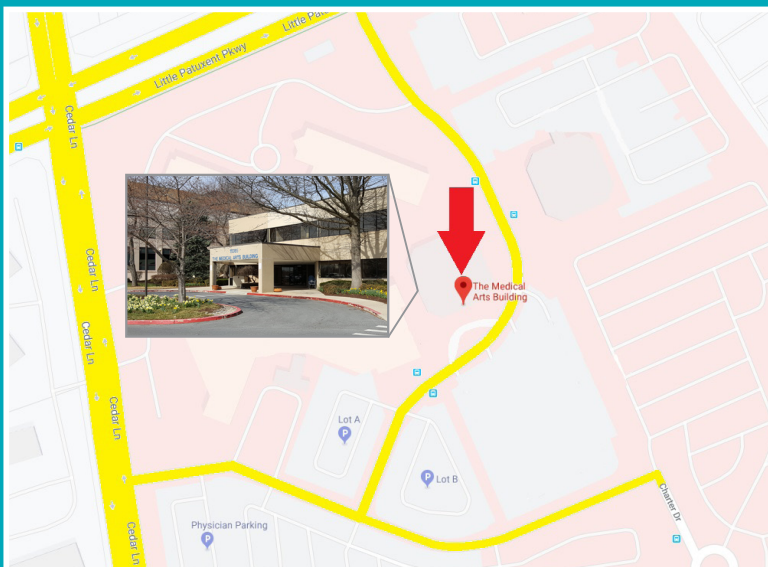
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## ADDRESS

Direct Primary Care  
Johns Hopkins Community Physicians  
Medical Arts Building  
11085 Little Patuxent Parkway, Suite 103  
Columbia, MD 21044

## DIRECTIONS

The Direct Primary Care practice is located on the Howard County General Hospital campus in the Medical Arts Building, which is directly to the right of the hospital. There is plenty of free parking just outside the building's front door.



## PHONE

240-865-5500

## FAX

410-500-4250

## EMAIL

[DirectPC@jhmi.edu](mailto:DirectPC@jhmi.edu)

## WEBSITE

[jhcp.org/DPC](http://jhcp.org/DPC)

## OFFICE HOURS

Monday – Friday, 7 a.m. – 7 p.m.

## PATIENT FEEDBACK

PHONE: 410-735-4093

EMAIL: [DirectPC@jhmi.edu](mailto:DirectPC@jhmi.edu)

## JOHNS HOPKINS EMPLOYER HEALTH PROGRAMS (EHP)

PHONE: 1-800-261-2393

WEBSITE: [ehp.org](http://ehp.org)



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M E D I C I N E