

# Lifesprk Health Frequently Asked Questions



## **Q: What is Lifesprk Health and how does the primary care model work?**

A: Lifesprk Health is a unique whole-person senior primary care model that provides expert senior care that sparks your life. We look beyond your physical health and deliver state-of-the-art care that improves quality of life for seniors. Through our proactive model focusing on your health and wellbeing, we partner with you so that we can reduce ER and hospitalization visits and reduce costs long-term. Our primary care team sees you in the comfort of your own home.

## **Q: How do I join Lifesprk Health?**

A: You can call our office directly at 952-345-3213 or sign-up on our web site at [lifesprk.com/primarycare](https://lifesprk.com/primarycare).

## **Q: Is there an additional cost for using Lifesprk Health onsite services?**

A: There is no additional cost for on-site medical care. The primary care services are billed directly to your insurance company. Standard copayments apply.

## **Q: What is POLST?**

A: Physician Orders for Life-Sustaining Treatment (POLST) is a legal document that transfers from one setting to another with you and is intended to give health care providers immediate information about the type of care a person would or would not like in an emergency medical situation.

## **Q: How often will the Lifesprk Health team visit?**

A: The team will visit regularly, based on your individualized needs. Generally, most seniors are seen every 1-2 months, with chronic care management services to support, monitor, and identify health changes.

## **Q: What if I need to go to the hospital?**

A: Lifesprk Health works closely with the hospital of your choice. The providers communicate with the hospitalist (physician who specializes in hospital medicine) at your hospital. The team will assist in

navigating you through the transitions of care should you need a rehab stay at a transitional care unit to help you return home. Your Lifesprk Health provider will continue to follow you to provide continuity of care.

## **Q: Is there access to specialty care services?**

A: Lifesprk Health clinic staff can assist with coordinating specialty care services as needed.

## **Q: What health plans or insurances does Lifesprk Health accept?**

A: Lifesprk Health accepts Medicare and most major insurance companies.

## **Q: What happens if I have an urgent health care need?**

A: Access to care is available 24/7. Your primary care provider will review this information with you during your first visit.

## **Q: What about prescriptions, labs, and tests?**

A: Lifesprk Health partners with onsite lab, diagnostic, and X-ray services. Standard copayments apply. Prescriptions can be sent to the pharmacy of your choice.

## **Q: What's a Life Care Navigator?**

A: The Life Care Navigator serves as a connector between you and your primary care provider. They make sure you are listened to and your questions and concerns are answered.

Navigating the health care system can be confusing and overwhelming. The Life Care Navigator is your starting point for connections to resources/services and helps navigate your Life Care Experience.

