

Next Level PRIME FAQ



How do I get started?

Using PRIME is as easy as downloading the App and pressing the orange button to be connected with a Care Navigator.



Do I need an appointment?

Preventive Care/Chronic Care – Yes you do! Let us know you are coming so that we can ensure we have the vaccinations or labs you require on hand.

Urgent Care – You can call ahead or walk right in. But it is always faster when you let us know you are coming.

Telemedicine – Our Care Navigators will set you up with an appointment any time day or night.



I already have a Primary Care Doctor, can I use PRIME for anything?

If you have a health concern when your PCP is unavailable, use PRIME! At the end of your appointment, we will send a summary of your office visit to your Primary Care Physician.

You now have access to healthcare providers 7 days per week at no cost to you!

- 24/7 Care Navigators who can answer health questions and schedule appointments
- 24/7 Telemedicine availability
- Primary Care appointments for Diabetes, Hypertension, High Cholesterol and all other chronic health problems 7 days per week 9am-9pm
- Urgent Care access 7 days per week 9am-9pm
- Quick and Easy Annual Physical Exams
- Virtual Wellness Coach to get you started with weight loss and exercise



What if I need lab work, durable medical equipment or a vaccine?

Your employer has included these with your Next Level PRIME membership.



How do I schedule my Annual Physical?

Let your Care Navigator know that you would like to be seen for your annual physical. One of our PRIME providers will perform your intake virtually before scheduling your physical at one of our locations. Physicals can be performed between 9am-9pm, 7 days a week.



I have a health concern but its after 9pm? Can you help?

Our Care Navigators are available 24/7 to assist you with any questions or concerns you may have. Additionally, a PRIME provider is always available day or night for a telemedicine appointment.



What if I have a serious medical condition?

If we determine that your condition requires a specialist, we will refer you to a specialist IN NETWORK with your insurance. If your condition is emergent, we will send you to the nearest emergency room.