

Frequently Asked Questions

What is Everside Health?

Everside Health is a national onsite, near-site, and virtual primary care provider that offers healthcare for employers, unions, and other organizations. That means that we operate patient-centered health centers where patients can get 90% of the medical services they need from an experienced provider, usually at little to no cost to you.

Everside providers are dedicated to your healthcare and are easy to reach at convenient locations near your home or work, as well as virtually (by phone or video).

Why is this benefit being offered?

Our clients have seen significant healthcare cost increases each year; we're on a mission to fix the broken healthcare delivery model that causes them. By partnering with us, you gain an additional choice to address the cost and quality of the healthcare you receive. Your access to Everside gives you high-quality, low- or no-cost primary care through your Everside provider.

Who's eligible to receive Everside services?

All those covered by your organization's insurance plan are eligible to receive Everside services.

What's different about Everside compared to my current primary care provider?

As an Everside patient, you have 24/7 access to manage your care. Our providers offer a scope of services that are broader than a typical primary care practice – everything from routine checkups and urgent needs to chronic condition management and mental health screenings, with many services available virtually (by phone or video). Your provider can also help you make appointments for specialist services or care that can't be provided at the health center.

Does choosing the Everside option increase my healthcare costs?

No, it should do just the opposite. A visit to an Everside provider can save you an expensive trip to the emergency room or urgent care, and most visits are at little to no cost for preventive and non-preventive services. There's also no charge for phone, secure messaging or other remote interactions with your provider. There are some tests and procedures that are billed to your primary insurance at rates that are usually much lower than with other providers. Services that aren't covered by your access to Everside may still be covered by your organization's insurance plan.

How experienced are Everside providers?

Everside providers are board-certified or board-eligible, with experience caring for both pediatric and adult patients. Our providers see 70% fewer patients than a typical primary care provider, allowing them to spend more time with you when you need it, start appointments on time, and provide you with flexible appointment availability.

Do I have to change my primary care provider (PCP) to Everside to use its services?

No, Everside is an optional benefit that functions as an add-on to your existing health benefits. You don't need to switch providers or stop seeing a preferred specialist—you can see Everside providers as well as your existing provider(s).

Why should I consider using an Everside provider as my PCP?

We recommend that you make your Everside provider your first point of contact for any health concerns. They provide a personalized level of service and can also help you manage your overall care. So, instead of waiting to see a specialist to receive care, you can take advantage of the variety of services offered at your health center and through virtual care. Immediately after signing up, we recommend that you schedule your first welcome appointment so your provider can get to know you, discuss your health history, and answer any questions you may have.

How is Everside different from an urgent care clinic?

We don't have the long wait times that you may experience when going to a walk-in clinic. Scheduling your appointment for same-day or next-day urgent needs allows you to get in at your scheduled appointment time instead of waiting behind the people in front of you. You can also choose to schedule a virtual appointment from the comfort of your own home (by phone or video).

What if I already have a pediatrician for my children who I like?

We know that many parents have established relationships with pediatricians. You may choose to sign your children up but continue a relationship with their existing pediatrician. Typically, your Everside provider can be an additional option for your kids' healthcare needs, and it usually takes less time to get an appointment at your Everside health center than it does at a pediatrician's office.

Does Everside make it easier for me to manage refills and dosage changes?

Yes, your Everside care team makes it easy to manage your medications. Once you have established care, your refill requests and many dosage adjustments can be handled remotely (by phone or online) with your provider and called in to your pharmacy of choice without the need for an in-person office visit.

How does Everside protect my personal health information?

Everside Health values your trust and one of our highest priorities is to protect our patients' personal health information. We are required by law to protect and keep patients' personal health information private. This means any patient health information will not be shared with the employer or organization without the patient's consent. Health information includes a patient's history, visitation schedule, frequency, and test results. Everside Health maintains physical, electronic, and procedural security safeguards for managing our patients' health information, in accordance with applicable state and federal standards, to protect against risks such as loss, destruction or misuse. Our Notice of Privacy Practices is available on the company website under the Compliance tab and onsite at our health centers.

Should I wait until I'm sick to schedule an appointment?

It's important to build a lasting relationship with your care provider. You'll want them to know you, your medical history, and your health concerns long before you get sick. Plus, Everside employs screening protocols that may catch a health issue that can be treated, preventing it from becoming an urgent situation or a chronic condition.

How do I sign up?

Visit members.eversidehealth.com to create your online account and get started.