



Take Care Recovery Plan Frequently Asked Questions

Q. What is the Take Care Recovery Plan?

A. The Take Care Recovery Plan is an offer for free healthcare services at Take Care Clinics throughout the remainder of 2009 for all current and future Take Care Clinic patients and their families that suffer a job loss after March 31, 2009 and have no health insurance benefits.

Q. Why are Walgreens and Take Care Health Systems announcing this offer?

A. During tough economic times, the Take Care Recovery Plan gives patients peace of mind that their basic healthcare needs will be taken care of. The offer is aligned with Take Care Clinic's founding focus of providing patient-centric, high-quality healthcare and an unparalleled healthcare experience. Walgreens, Take Care Health Systems and Take Care Clinics are demonstrating their commitment to families during tough economic times, and believe that quality, accessible and affordable care should be the right of every individual.

Q. What Take Care Clinic services are included in the Take Care Recovery Plan offer?

A. The offer includes most services for the treatment of illnesses and injuries currently provided at Take Care Clinics, including treatment for common family illnesses such as colds, cough, flu, upper respiratory conditions and minor skin conditions. A full list of Take Care Clinic services, generally priced at \$59 and above, can be accessed at www.takecarehealth.com. The Take Care Recovery Plan offer only applies to services provided and tests ordered by Take Care Health Practitioners in Take Care Clinics. The Take Recovery Plan offer does not apply to any healthcare services provided by any healthcare professionals outside of a Take Care Clinic. Patients will be responsible for all costs and charges for services by healthcare providers outside of a Take Care Clinic.

Q. Are all services provided at Take Care Clinics included in the Take Care Recovery Plan offer?

A. No. The Take Care Recovery Plan offer does not include any of the wellness services provided at Take Care Clinics such as physicals, vaccinations, health evaluations and injection/infusion administration.

Q. What happens if I need healthcare outside of the scope of services offered at a Take Care Clinic?

A. Take Care Clinics do not provide all of the primary care services that a patient may need and they also do not treat chronic conditions. Take Care Health Practitioners will work with patients to provide a referral to a primary care or other appropriate healthcare provider should they have a pre-existing chronic condition or if the condition falls outside of the scope of services at a Take Care Clinic. A patient is responsible for all fees and charges billed by any healthcare providers a Take Care Health Practitioner refers the patient to outside of the Take Care Clinic.

The Take Care Recovery Plan offer is aimed at helping patients meet their healthcare needs, and we will do our best to help patients and their families navigate their way through an excellent healthcare experience.

Q. Who qualifies for the Take Care Recovery Plan offer?

A. This offer is available to adult individuals (age 19 or older) that lose their job on or after March 31, 2009 and that are receiving or will be receiving federal or state unemployment benefits and can provide proper verification. The Take Care Recovery Plan offer is also available to a terminated individual's spouse or same sex domestic partner. Finally, the Take Care Recovery Plan offer is available to the children (age 18 months through 18 years of age) of the terminated individual and/or the terminated individual's spouse or same sex domestic partner. However, the Take Care Recovery Plan offer only applies to each of the above family members if at least one of the above visited a Take Care Clinic as a patient prior to the date of the terminated individual's job loss.

Q. Can I qualify if I have any other health insurance benefits or coverage?

No. The Take Care Recovery Plan offer is only available to those individuals who do not have any health insurance benefits or any health insurance coverage. If the terminated individual has any health insurance benefits or health insurance coverage, then the terminated individual and any of his/her family members do not qualify for the Take Care Recovery Plan offer. If the terminated individual does not have any health insurance or health coverage but a terminated individual's family member does have health insurance or health coverage, the family member who has health insurance or health coverage does not qualify for the Take Care Recovery Plan offer.

Please review all of the terms and conditions of the Take Care Recovery Plan offer for all of the specific details concerning qualifications and limitations by visiting www.TakeCareRecoveryPlan.com.

Q. What documentation do I need to provide to qualify for the offer?

A. In order to qualify, the terminated individual must obtain and submit a Take Care Recovery Plan Initial Certification Form along with all other required documentation as described in the Initial Certification Form to Take Care Health Systems as described in the instructions provided on the Initial Certification Form. The Initial Certification Form can be found at www.TakeCareRecoveryPlan.com.

Q. Can I pre-qualify for the offer?

A. A terminated individual can pre-qualify for the Take Care Recovery Plan offer in advance of visiting a Take Care Clinic for a patient visit. In order to pre-qualify, the terminated individual must obtain and submit to Take Care Health Systems, in advance of the first patient visit, a Take Care Recovery Plan Initial Certification Form along with all other required documentation as described in the instructions on the Initial Certification Form. Take Care Health Systems encourages all individuals and their families who desire to qualify for the Take Care Recovery Plan offer to pre-certify in advance of a patient visit to a Take Care Clinic.

Q. What if I do not pre-certify in advance of the patient visit?

A. You may visit a Take Care Clinic for a patient visit and fill out the Initial Certification Form and provide the Take Care Health Practitioner at the Take Care Clinic with the signed Initial Certification Form and all other required documentation you have in your possession. If you do not have all of the additional documentation required as described in the Initial Certification Form with you at the time of your first patient visit, you have 21 days from the date of such patient visit to submit all additional required documentation.

Q What happens if I do not properly complete the pre-certification process?

A. If you do not complete the pre-certification process by submitting the Initial Certification Form and all other required documentation to Take Care Health Systems within 21 days of the date you originally submitted the Initial Certification Form, then you and your family members do not qualify for the Take Care Recovery Plan offer and must pay for all services and tests obtained at the Take Care Clinic during any patient visits. Take Care Clinic will bill you for all services and tests provided during any patient visits when you did not qualify for the offer. Quest Diagnostics will bill you for laboratory services provided by Quest Diagnostics during any patient visits when you did not qualify for the offer.

Q. How can I verify qualification for subsequent visits?

A. Patients who have previously completed and submitted an Initial Certification Form and all other required documentation to Take Care Health Systems must complete and submit a Patient Visit Form along with all required documentation as discussed in the Patient Visit Form at every subsequent Take Care Clinic visit. Additional documentation includes evidence that the terminated person has received unemployment benefits within the 30-day period preceding the patient visit (for example, a copy of an unemployment benefits payment stub, documentation evidencing direct deposit for unemployment benefits, or other evidence of the terminated individual's receipt of unemployment benefits acceptable to Take Care Health Systems). You must follow all instructions for this form, which can be found at www.TakeCareRecoveryPlan.com. If you visit a Take Care Clinic for a patient visit without all of the additional required documentation necessary to complete the Patient Visit Form on the date of your visit, you have 21 days from the date of the patient visit to submit all such additional required documentation to Take Care Health Systems.

Q. What if I do not submit all required documentation for a subsequent visit?

A. If you do not complete and submit a Patient Visit Form and all other required additional documentation within the 21 day period from the date of the patient visit, you do not qualify for the Take Care Recovery Plan offer for that patient visit and you must pay for all services and tests obtained at the Take Care Clinic during the patient visit. Take Care Clinic will bill you for all services and tests provided during the patient visit and Quest Diagnostics will bill you for laboratory services provided by Quest Diagnostics during the patient visit.

Q. Who determines whether I qualify for the Take Care Recovery Plan offer?

A. Take Care Health Systems provides all of the administration and processing services for the Take Care Recovery Plan offer on behalf of the Take Care Clinics. Take Care Health Practitioners at the Take Care Clinics do not review or make any qualification decisions concerning the Take Care Recovery Plan offer. Take Care Health Systems makes all determinations with respect to qualification of any individuals for participation in the Take Care Recovery Plan offer.

Q. What should I bring with me to my visit at a Take Care Clinic?

A. All patients should bring their driver's license or other form of photo identification. There is no need for you to bring with you any qualification email that you receive from Take Care Health System. Proof of qualification is kept electronically and available to the Take Care Health Provider during your visit, and is validated by your proof of identification. In addition, you should bring all documentation necessary to complete either the Initial Certification Form or the Patient Visit Form, which includes a copy of the determination letter issued by a federal or state government authority establishing that the terminated individual is entitled to receive unemployment benefits arising out of the terminating person's termination of employment on March 31, 2009 and evidence that the terminated individual has received unemployment benefits within the 30-day period preceding the date of the patient visit (which could include a copy of an unemployment benefits payment stub, documentation evidencing direct deposit for unemployment benefits, or other evidence of

the terminated individual's receipt of unemployment benefits acceptable to Take Care Health Systems).

Q. If my child is a Take Care Clinic patient and I lose my job and have no health insurance, does my family qualify?

A. Yes – immediate family members, including a spouse, same-sex domestic partner, and children (age 18 months through 18 years of age), are included in this offer as long as they do not have health insurance. This applies if the patient was the parent or the child.

Q. What if I get health insurance after I qualify?

A. If you get health insurance or other health coverage you and your family members will no longer qualify for the Take Care Recovery Plan offer as of the date you obtain insurance or coverage.

Q. What days of the week can I access the Take Care Recovery Plan?

A. Under the Take Care Recovery Plan, patients can access Take Care Clinics between 11:00am – 3:00pm, Monday through Friday. Please also note that Take Care Health Practitioners generally take a required one hour meal break each day, which may fall during these hours.

Q. Is there a set limit to a number of visits per week, month or year?

A. There is no limit to the number of times a family can visit a Take Care Clinic under the Take Care Recovery Plan offer. But, Take Care Clinics do not offer full service primary care. Take Care Health Practitioners will refer patients to additional levels of care or another care setting if a patient's condition falls outside the scope of services offered at the Take Care Clinics, or if a patient does not seem to be getting better from the treatment provided at the Take Care Clinics. Take Care Health Practitioners will advocate for patients and encourage them to access the right level of care.

Q. How is Quest Diagnostics involved?

A. Quest Diagnostics has partnered with Walgreens and Take Care Health Systems to offer free laboratory services, such as cultures for strep throat and urine tests to aid the diagnosis of bladder and urinary tract infections, ordered by Take Care Health Practitioners in the course of treating Take Care Clinic patients.

Q. Are prescriptions covered as part of this offer?

A. No, prescriptions are not covered under this offer, but Take Care Health Practitioners will work with patients to assist them in learning about their prescription options, including low cost programs or generic medications.

Q. Where can I get more information?

A. Additional information and all of the specific terms and conditions of the Take Care Recovery Plan offer are available at www.takecarerecoveryplan.com or by calling 1-866-Take-Care (1-866-825-3227).

Q. Is the Take Care Recovery Plan a replacement for insurance or a substitute for COBRA?

A. The Take Care Recovery Plan is in no way intended as a substitute to COBRA health benefits or any other insurance. Take Care Health Systems encourages patients to be thoughtful about their healthcare and plan to the best of their ability for any needed healthcare services outside of the scope of services offered at Take Care Clinics.

Q. If I was initially disqualified for the Take Care Recovery Plan, may I re-apply?

A. Yes - if your circumstances have changed since your Initial Certification Form submission, you may submit another Initial Certification Form.