

Understanding Wellness Visits vs. Other Office Visits



	Wellness visit	Other office visits
Also known as	Preventive exam Physical exam Checkup	Non-preventive exam Problem-focused visit
Reason for visit	This visit helps you stay healthy.	This visit is to talk about a specific symptom or health condition. It could be something new you are feeling or a problem you have had for a while.
What happens during the visit	Your provider checks for any health problems before they get serious.	Your provider will focus on a specific problem. They may order extra tests, like labs or X-rays, or send you to a specialist for further help.
How they are billed	Your insurance plan fully covers one wellness visit a year with an in-network provider at no cost. To be fully covered, your provider must bill the visit as preventive.	For other office visits, you may have to pay a copay, deductible or coinsurance. Check your Schedule of Benefits to learn more about these costs.

How Visits are Billed

Providers bill for visits based on what you talked about. If you go to a wellness visit but also talk about symptoms or health conditions you already have, your provider might bill for **both** types of visits. You may have to pay for the part billed as an office visit.

How Labs and Tests are Billed

The type of lab or test and the reason for it determines how you are billed. Some labs or tests are meant to prevent health issues but may not be considered preventive under your plan's benefits. Because of this, these are processed as non-preventive, regardless of how your provider bills.



For more information, please visit our website at chorushealthplans.org/preventive-benefits or contact Customer Service at 844-201-4672.