



Overview of Nice:

Nice Healthcare is a new benefit offered to you beginning in January 2020. They offer chat, video and home primary care visits for only \$10 per visit (**\$0.00 per visit beginning 5/1/2020**). Simply go to Nice's website, www.nice.healthcare/schedule to get started. They also offer the most commonly accessed primary care labs, x-ray imaging, prescription delivery, and wellness, pregnancy and chronic condition coaching. Nice is open Monday – Friday from 8am - 7pm for virtual visits, and 9am – 5pm for home visits and pharmacy delivery, as well as from 9am-12pm on the weekend.

Scheduling for a child/dependent?

Go to [Nice's website](#) to get started. If you haven't registered with Nice before, you'll need to do that before scheduling an appointment. When you register with Nice, you'll provide information for everyone in your household, so you only have to do it once. After you've completed setting up your account, simply toggle to the 'Appointments' tab to schedule a visit.

Why use Nice for kids?

- You can schedule a visit for more than one child at a time
 - No more bringing multiple kids to the clinic if only one is sick (no need to go anywhere at all!)
 - Since you're not bringing kids to the clinic, you're not exposing them to germier waiting rooms and waiting for long periods of time to see your provider
 - Nice can test multiple kids at once even if your other children aren't experiencing as severe of symptoms – it's more preventative rather than only treating once they're sick
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Why use Nice?

1. Nice will save you time.
 - You can schedule a visit at any time, from anywhere. All you have to do is log into your account. You can choose the time that works best for you, and, if you have multiple sick members in your household, the visit will automatically be scheduled for more time, so everyone gets adequate time to be seen and evaluated.
 - You don't have to go anywhere to get care. All visits are either via video (through the Nice app), or a Nice medical professional will come to you (your home or workplace) for a physical exam.
 - You can access your treatment plans right through the Nice app at any time. No need to call and wait on the phone to get through to talk to someone, just send them a message if you need something!
2. Nice will save you money.
 - Each visit is only \$10 (**\$0.00 per visit beginning 5/1/2020**). There are no extra costs for labs or x-rays, prescription delivery or their coaching programs.



3. Nice's health care professionals are actually Nice.
 - Each board-certified medical provider is hand-picked, and they only choose people who are Nice. They want to build confidential and trustworthy relationships with their patients and are committed to providing outstanding medical care.
 4. Nice treats people of all ages.
 - Nice medical providers offer holistic health and want to make sure everyone in the family is healthy and happy. This means that kids and parents can see the same provider. And they love babies, so even very young children can be seen.
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Are you Traveling?

- If you're a Minnesota resident, you can use Nice for virtual visits even if you are out of state.
 - They can even send a prescription to a local pharmacy wherever you are.
 - Remember, they provide 60%-70% of their care via virtual visits.
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What if I want a home visit?

- You will start with a video visit, so your provider can understand your medical concern better and determine if a home visit is necessary.
 - If it is, a care-coordinator will reach out to you via the Nice app chat to find a time that works well for both you and the provider based on the urgency of your concern.
 - Once the visit is scheduled and it's almost time for your visit, you'll be alerted that your provider is on their way and you'll be able to track them coming so you'll know exactly when they'll arrive.
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What about my health information?

- Nice providers love working for Nice because they are able to spend a minimum of 40 minutes with their patients during a visit, so they would love to be your primary care provider.
 - If you already have an established primary care provider, but end up seeing Nice for something, just send a message through the Nice app to one of their customer support staff to get a Release of Information signed and they will send your records to your PCP.
 - You are also able to access your treatment plans via the app at any time.
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How soon can I be seen?

- You can schedule a visit at anytime from anywhere. All available appointment slots will show up in the Nice app.
 - Nice structures their scheduling so that you should be able to get a visit within 2 hours of wanting an appointment (during their normal business hours).
 - Nice also structures their home visits the same way. If your condition requires a same-day home visit, you are likely to get a home within 2 hours as long as you live within their same day home visit radius and have your virtual visit before 2pm.
 - To see if you fall within their same day home visit radius, you can look at this [map](#), or type in your zip code [here](#).
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Prescribing by Nice

- Nice Healthcare can send a prescription to your local pharmacy to ensure that you start feeling better as soon as possible.
 - Nice also offers select medications for **free** that are also available to be delivered to you at no additional charge. They offer both chronic and acute medications.
 - Nice Healthcare needs to manage your condition(s) in order to take advantage of the pharmacy delivery program. Nice is not a pharmacy and cannot fill prescriptions for providers outside of Nice Healthcare.
 - Nice Healthcare does not prescribe controlled substances.
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Chronic Condition Management

- Nice Healthcare is a great way to easily manage your chronic condition(s).
 - It's easy to schedule appointments, meet with your provider and keep track of your treatment with Nice.
 - Chronic conditions often require recurring blood draws, and Nice offers a full panel of the most commonly accessed labs that traditional clinics offer. This means that you can get those same labs drawn at no cost by Nice if they are managing your chronic condition.
 - Please note: Nice will not offer recurring blood draws requested by a non-Nice Healthcare provider; Nice must be managing your condition.
 - Nice also offers chronic condition coaching, so if you would like to work more specifically at managing your condition, a Nice provider will help you make those changes.
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What does Nice have to do with Health Insurance?

- Nice is not health insurance, nor do its services count against your deductible.
 - Nice does not accept health insurance.
 - Nice only uses your insurance information when sending in prescriptions that are not included in their pharmacy delivery or if they need to help find a specialist for you within your network.
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What if I need specialty care or need my records sent to a specialist?

- Nice is not part of a larger health system or insurance company, so they can send referrals in your network to be sure that you're still getting the most cost-effective care.
 - It's easy for Nice to share or obtain your medical records.
 - To send records to another practice, you would sign a Release of Information form and they would then be able to release your records.
 - To obtain your records, you'll sign a Release of Information form and Nice will send it to the clinic they need the records from who will then be able to release them to Nice.
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