



# FAQ: Extended Care Team Frequently Asked Questions

**Mankato Clinic's skilled physician-led healthcare team provides on-site primary care through regular patient visits at area long-term facilities. Our team is committed to delivering the best of care in the most efficient way possible by coming directly to each patient.**

## **How do Extended Care Team services work?**

Our on-site healthcare team visits patients regularly at their skilled nursing facilities, enabling the healthcare team to be proactive about health care before issues become larger. Regular rounding also means the providers are accessible to staff if patient needs arise and the providers aren't in the building.

## **What is a Healthcare Team?**

A healthcare team consists of a medical doctor, advanced practice provider, manager and support staff.

## **What if a patient has a health care need between visits?**

The relationship between the skilled nursing facility/community staff and the healthcare team is a partnership, making the Extended Care Team available for nursing staff as needs arise. The Extended Care Team or other Mankato Clinic providers are available 24/7 and orders, tests, medications and lab draws can be obtained as needed between visits.

## **What health plans does the Extended Care Team accept?**

The Mankato Clinic will accept all types of insurance; however, the Clinic has designated contracts with the following insurance companies:

- America's PPO
- Blue Cross Blue Shield
- Health Partners
- Humana Medicare Advantage
- Medica (not applicable for psychiatry providers)
- Medicare, including Medicare Advantage Plans
- Minnesota Medical Assistance Programs: UCare, Minnesota Care, Medical Assistance, South Country Alliance and Blue Plus
- Multi-plan
- Preferred One Network
- Selectcare (not applicable for psychiatry providers)
- Sanford Health Plan
- Three Rivers
- TriCare

More frequently asked questions on back.



**Mankato Clinic**  
Extended Care Team

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### **Is there an additional cost for using Extended Care Team services?**

On-site medical care is billed directly to the insurance company provided as a physician office service. There is not an additional separate fee charged for providing on-site care. If you have any questions about your coverage for these services, Mankato Clinic suggests that you contact your insurance provider for more details.

### **How can the family be involved?**

Family members are always welcome to attend patient visits or care conferences. If family members have feedback or concerns, they are encouraged to contact the healthcare team through the skilled nursing facility. Input is always welcome.

### **What about labs, tests and prescription refills?**

The healthcare team will provide on-site routine and diagnostic labs and X-ray services, all of which will go directly to the provider. The healthcare team will order all necessary tests and prescriptions at—or between—visits. This reduces the number of times the patient must leave their skilled nursing facility for added services.

### **What if a patient needs to go to the hospital or urgent care?**

The healthcare team works to provide the best of care in the most efficient way, thus keeping re-hospitalization and urgent care visits down. The Extended Care Team and Mankato Clinic provide 24/7 patient coverage. A member of the Extended Care Team is always available from 7 a.m. to 7 p.m. Mankato Clinic remains on-call during off-hours, readily available to assess and provide triage to patients. If the care team member determines a patient needs to be seen immediately they will refer them to urgent care or the hospital emergency room.

### **How do I sign-up to be seen by the Extended Care Team?**

Contact staff at the skilled nursing facility/community; they can assist with getting you seen by the Extended Care Team.

### **Will I keep my current primary care provider?**

The Extended Care Team will serve your primary care needs from the comfort of your skilled nursing facility location. You will no longer need to schedule visits with your primary care provider.

### **Will I have access to specialty care services?**

Yes, patient care relies heavily on collaboration with specialty care services including home care, hospice, cardiology, podiatry, audiology, etc. The healthcare team will help coordinate specialty care visits if necessary.

**To learn more about the Mankato Clinic Extended Care Team, talk to the staff at your care facility.**



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