

HEALTHCARE **TRANSFORMED**

Welcome to Cor Medical



LUMEN[®]



Kandice Guice, Manager of Supplier Diversity at Lumen Technologies

“When you work in a fast-paced environment, nothing is more valuable than time. I appreciate the convenience of having an on-site clinic that provides speedy—and excellent—customer service. I’m able to get quick appointments without completely disrupting the flow of my day.”



Introducing Cor Medical

Healthcare designed for employees and their families

How is Cor Medical different than a traditional clinic? When Dr. Rachel Shelby, director of the Monroe Cor Medical Clinic, treats a patient complaining of chronic headaches, she orders the standard lab work. Then, she digs deeper. She inquires about sleep patterns, stress levels, and caffeine intake.

Rachel builds a relationship. She says: “To truly be a patient health advocate, you need to address a patient’s emotional needs through mental health therapists, their orthopedic needs with physical therapists, and more. Cor Medical provides the environment for us to achieve that.”

- ▶ **Acute care**

Walk-in care for cold, cough, flu, and more

- ▶ **Primary care**

Wellness and biometric screenings, lab work, flu shots, and other vaccines

- ▶ **Chronic disease management**

Hypertension, cholesterol, diabetes, thyroid disorder, and more

- ▶ **Outreach**

Providers host convenient services like drive-thru flu shots

- ▶ **Mental health**

Counseling for anxiety, emotional eating, PTSD, depression, and more

- ▶ **Physical therapy**

In addition to rehabilitation, we offer these innovative services:

Dry needling: When dry needling is applied to a trigger point, it decreases muscle tightness, which increases blood flow, improves range of motion, and reduces chronic discomfort.

Cupping: When a therapist places the cups on the skin, it creates a suction that loosens stiff muscles, encourages blood flow, relieves back and neck aches, decreases anxiety, lessens fatigue, migraines, and rheumatism, and even diminishes cellulite.

Your health, your time, your clinic

Get the healthcare you need without disrupting your workday

Convenience

When primary care and preventative screenings are accessible and affordable, employees prioritize their wellness, making them healthier, happier, and more productive.

Health becomes a habit.

Many employees choose to prioritize work and family obligations over their medical needs. Missing a business meeting to drive across town to a physician's office seems inconvenient, so the medical appointment for a seemingly minor issue never happens. Similarly, a working mother makes medical appointments for her entire family, often omitting her own needs.

When an on-site medical clinic is a brief walk from an employee's workstation, and a virtual appointment is a few clicks away, the employee learns to prioritize—and improve—her health.

That's the convenience of the Cor.

Access to same-day appointments means fewer costly trips to emergency rooms and urgent care clinics and less time away from work. While our clinics have waiting rooms, patients rarely wait to be seen. This means our waiting rooms are usually empty—a significant benefit during the pandemic when social distancing is vital. Also, seasonal services like flu shots are often provided through drive-thru events, in which employees never leave their cars.

Comprehensive Care

Our comprehensive approach to healthcare means we focus on emotional and physical wellness, prevention, detection, and chronic disease management. We save patients from catastrophic health events that result from undiagnosed health conditions, and we teach healthy, sustainable lifestyle modifications that create a more engaged workforce.

We manage diabetes—one of the most common and costly insurance claims—hypertension, asthma, thyroid disease, and many more chronic conditions. We treat acute conditions such as stomach viruses, and we regularly provide preventative screenings, lab work, and vaccines.

Our physical therapy services include injury rehabilitation, orthopedics, sports medicine, dry needling, and cupping.

Our mental health therapists help patients navigate emotional eating, anxiety, depression, grief, and loss, achieve work/life balance, and more. They also help patients cope with stressful current events, such as the COVID-19 pandemic.

That's the care at the Cor.

Telemedicine

We offer virtual visits, also known as telemedicine, in which we treat a variety of medical issues, including, but not limited to:

- ▶ Hypertension, diabetes, and thyroid conditions
- ▶ Mental health conditions
- ▶ Rashes and sprained ankles
- ▶ Medication management
- ▶ Common cold, flu, and more

Schedule your appointment ▶ portal.cormedical.net

Meet Kim Sweatt

Like many women, Kim Sweatt, a director in Lumen's real estate department, manages the healthcare of her husband and her three adult children; she books their wellness exams and ensures that they receive medical attention when they are sick.

However, until a few years ago, Kim delayed her own medical care. That changed when the Cor Medical Clinic opened at Lumen's headquarters in Monroe, Louisiana. Kim then received a significant gift: more time.

"One of the greatest things I have discovered about Cor Medical is the convenience; you can book your appointment online, and there isn't any wait time. When you're managing your family's medical care and your own, efficiency is critical," she said. "The clinic also gives me peace of mind as we navigate the pandemic. You're seen immediately, and you don't have to deal with a crowded waiting room. And the staff is so kind."

Before the Cor Medical Clinic, Kim—like so many others—often prioritized work over her health.

"As a busy working parent, the amount of time I previously waited for a medical appointment impacted me a great deal. Our work culture is very meeting-oriented. When medical appointments weren't available between my meetings, I simply didn't go," she said. "I receive between 300-400 emails each day, and taking time off work to drive to a medical appointment and spend time in the waiting room isn't realistic. Time is really important. The Cor Medical Clinic, located just down the hall from my office, has made my health a priority."



— Kim Sweatt
Director of Real Estate
at Lumen

No copays in 2022

You heard that right

All Lumen medical plans will waive copays for employees and adult dependents visiting Cor Medical clinics during 2022! High Deductible Health Plan (HDHP) plan holders need to meet their deductibles before enjoying no copays.

That's the compassion at the Cor.

Lumen's Rally Rewards

Employees can manage their health and earn financial rewards.

ALL employees can earn Rally Rewards. Spouses, domestic partners, and adult dependents (ages 18-26) enrolled in a Lumen medical plan may also participate. Participants may:

- ▶ Complete both the Rally Health Survey & Biometric Screening and receive **\$150**
- ▶ Complete the Wellness Exam and earn **\$200**
- ▶ Log in to **lumen.com/wellconnected**
 - ▶ Under the "Rewards" tab, complete the health survey and access the "Biometric Screening" form. Under "Complete the Biometric Screening," click "Learn More." Continue to the Quest page to verify your information, and print your form. Bring the form to your Cor Medical exam. The Wellness Exam can be completed during your Biometric Screening.

Schedule your appointment ▶ **portal.cormedical.net**

Are you a COVID-19 long-hauler?

Cor Medical & Lumen are offering one of the nation's first treatment programs for the forgotten population: COVID-19 long-haulers.

Post-COVID-19 Syndrome (PCS) conditions are a wide range of new, returning, or ongoing health problems people can experience four or more weeks after being infected with COVID-19. Those suffering from PCS are also known as "long-haulers."

Contact Cor Medical if you have experienced persistent symptoms for more than 12 weeks following your infection, including but not limited to:

- ▶ Difficulty exercising, including shortness of breath
- ▶ Headaches or dizziness
- ▶ Chest pain
- ▶ Cognitive problems, including memory loss, brain fog, or mental fatigue
- ▶ Mood disorders such as anxiety, depression, or PTSD
- ▶ Insomnia

If you believe you may be eligible to participate, contact your clinic:

Clinic locations:

Monroe, LA:
(318) 582-7272

Littleton, CO:
(720) 239-7160

Broomfield, CO:
(720) 925-4685

Cor Medical, founded by Dr. Mark Napoli, partnered with CenturyLink, now Lumen Technologies, in 2016 to open an on-site medical clinic at the headquarters in Monroe, Louisiana. Since that time, Cor Medical clinics have expanded to Littleton, Colorado, and Broomfield, Colorado. The clinics—via in-person and virtual appointments—serve employees, spouses, domestic partners, and adult dependents (children ages 18-26) enrolled in a Lumen medical plan.

SCAN TO SCHEDULE
YOUR APPOINTMENT ▶



portal.cormedical.net