

Frequently Asked Questions

What is Harken Health?

Harken Health is a new kind of health care company that connects access to relationship-based primary care with a range of competitively priced insurance plan options. The Harken Health Center care approach is reminiscent of a simpler time when doctors were able to listen and truly understand their patients. Care Teams at Harken Health Centers are empowered with the time to listen and build authentic, compassionate, trusting relationships with members/patients. Our members have access to a Care Team member by phone 24 hours a day, 7 days a week.

How is Harken Health better and/or different from other health insurance options?

Harken Health connects traditional insurance with access to care delivery in a way that seeks to transform both. This allows Harken Health to provide access to care seamlessly, under one coverage plan and in one place. Additional differentiators include:

Unlimited, \$0 copay primary care visits at Harken Health Centers. All Harken Health members receive unlimited, \$0 copay primary care visits to Harken Health Centers.

A personal Care Team dedicated to members and their health. Harken Health Center Care Teams are made up of doctors, nurse practitioners, health coaches and behavioral health specialists all working together for members and their health. Their job is to get to know members and walk alongside them in their health journey.

24/7 phone access to a Harken Health Center doctor or nurse practitioner for urgent needs. We know sickness isn't limited to office hours only. If a member has a medical concern late at night, there's no need to worry. A Harken Health Center doctor or nurse practitioner is available to speak with members over the phone 24/7.

A Care Team who coordinates care. When a specialist or a hospital visit is required, the Harken Health Center Care Team will refer members to doctors and facilities they know and trust.

Primary care balancing mind, body and spirit. Harken Health Center Care Teams are focused on providing members with primary care that balances mind, body and spirit.

Warm and inviting Health Centers designed for members' comfort. Harken Health Centers are designed for comfort and to be members' homebase for health care. Each Health Center is warm, inviting and open exclusively to members. We hope our members feel at home at Harken Health Centers.



How and when can a member sign up for Harken Health?

Access to a Harken Health Insurance plan is available to individuals via an independent insurance broker or online at harkenhealth.com. Businesses may provide a Harken Health plan to employees through an independent insurance broker.

Where are Harken Health Centers located?

There are currently 10 Harken Health Centers in the U.S. throughout the Atlanta and Chicagoland areas.

Harken Health Centers in Georgia

Austell | 1850 East-West Connector, Austell, GA 30106

Brookhaven | 705 Town Blvd, Atlanta, GA 30319

Decatur | 158 West Ponce de Leon Rd, Decatur, GA 30030

Duluth | 3780 Old Norcross Rd, Duluth, GA 30096

East Cobb | 2100 Roswell Rd, Marietta, GA 30062

Roswell | 1570 Holcomb Bridge Rd, Roswell, GA 30076

Harken Health Centers in Illinois

Des Plaines | 1535 Ellinwood Ave, Des Plaines, IL 60016

Edgewater | 5244 N Broadway Ave, Chicago, IL 60640

South Loop | 611 W Roosevelt Rd, Chicago, IL 60607

Wicker Park | 1273 N Milwaukee Ave, Chicago, IL 60622

What services does Harken Health provide?

Each member is matched with a Care Team made up of a care provider, a health coach, a behavioral health specialist and a membership assistant. Additional benefits include:

24-hour access by phone: Late night, early morning and weekend access is triaged to the on-call Care Provider.

Consultations with a Behavioral Health Specialist: Harken Health Center's specialists provide short-term counseling, assessments and referrals, as well as consultation to other team members, all coordinated with their Harken Health Care Team and within the scope of primary care. Harken believes in the importance of mental health to overall health and well-being.

Member website access: Members have access to Harken Health's member website to manage medical and insurance information and communicate with their Care Team.

Access to complimentary health and wellness classes: Classes are offered in the Health Centers, such as nutrition, cooking, fitness and yoga.



What are members' options if they need treatment beyond what the Harken Health Center Care Teams can offer?

Harken Health members have access to a trusted network of physicians, specialists, medical professionals and hospitals. How much a member is charged for visits will depend on their provider's network status.

Where do the physicians come from who staff Harken Health Centers?

Harken Health Centers are staffed with doctors, nurse practitioners, health coaches and behavioral health specialists who are not only highly-qualified and board-certified (where applicable), but who also strongly value member relationships and quality of service. Harken Health Insurance Company works with an independent primary care center operator that carefully selects physicians and health professionals to care exclusively for Harken Health members. These Care Teams are not employees or agents of Harken Health Insurance Company. Care Teams work together closely, collaboratively and creatively to support members and their health journey.

What if a potential member is not sure they want to change doctors right now?

A potential member can visit a local Harken Health Center to find out if this is the right change for them. They can meet with a Care Team member who can show them around the building, introduce them to care providers and health coaches, and answer any questions they have about the Harken Health Centers.

Do Harken Health Centers accept walk-ins?

Harken Health Centers do accept walk-in members for urgent needs, but we encourage patients to call ahead. Members will have easy access to Harken Health Centers, so as to reduce the need for walk-ins.

Does a member have to pay right after a visit?

Outside of the monthly premium payment, members do not have a copay for primary care visits to Harken Health Centers and do not need to pay while at a Harken Health Center.



What are the different plan options, and how does a member determine which option is right for them?

Harken Health has multiple insurance plan options based on a potential member's health needs and budget. Regardless of the plan they select, they'll get great benefits. Harken Sales and brokers are available to address questions about coverage options. They work with potential members to help them decide which level best addresses their health care needs.

Do Harken Health members have access to the UnitedHealthcare network?

Yes, the Harken network includes access to a UnitedHealthcare network of specialists and hospitals. If further care is needed beyond what a member's Care Team can provide at a Harken Health Center, members will be able to seek out health care services provided by a number of specialists within the network.

For costs and complete details of the coverage, please contact a broker or learn more at harkenhealth.com.