

Cisco Systems

**LifeConnections Health Center,
Pharmacy & Vision Center**

Frequently
Asked
Questions
(FAQs)

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1 What is the LifeConnections Health Center & Pharmacy?

The LifeConnections Health Center & Pharmacy is an innovative onsite medical facility for Cisco employees and their families. Operated by HealthWorks Medical Group of California with administrative support from Take Care Health Systems, a Walgreens Company, the health center offers a new model of care that treats the whole person. LifeConnections Health Center provides a full suite of health services customized specifically for your needs, delivering patient-centered, quality care in a nurturing environment including:

- Primary medical care (family medicine, internal medicine, and women's health)
- Pediatrics
- Laboratory services
- Digital X-ray services
- Pharmacy, including over-the-counter medicine
- Physical therapy and sports medicine
- Chiropractic care
- Acupuncture
- Vision care
- Condition management and health coaching
- Travel immunizations
- EAP/Behavioral health
- Online health services

The LifeConnections Pharmacy, operated by Walgreens, is a full-service pharmacy offering prescription services and private consultations. The pharmacy's over-the-counter products, such as shampoo, toothpaste, and cold medicine, are discounted by 15 percent to 20 percent in comparison to Walgreens local retail prices, a terrific savings for Cisco employees and their families.

Onsite condition management nurses, health coaches, and EAP counselors work hand-in-hand with physicians and pharmacists to provide integrated, collaborative care to every patient.

Learn more at the website www.ciscolifeconnections.com.

2 Who can use LifeConnections Health Center?

If you are a Cisco employee eligible to receive benefits, you and your dependents can access high-quality medical care at the LifeConnections Health Center & Pharmacy.

During 2012, UHC and Cigna PPO and Out-of-Area plan members will have their medical deductibles waived for physician visits to treat illnesses or injuries (deductibles will apply to acupuncture, chiropractic care, and physical therapy visits). You will typically pay less than you would at other medical offices because services are provided at discounted rates.

If you are covered under Kaiser Permanente and visit a Kaiser Permanente-affiliated physician at the LifeConnections Health Center, you are covered by your existing medical plan and pay the same copay as at any Kaiser Permanente facility in Northern California. Employees who have waived Cisco coverage or who are covered under another medical plan (outside of Cisco) are required to pay for services before leaving the facility and then can submit an invoice to their insurer for reimbursement.

Employees who are on an international assignment may also visit the LifeConnections Health Center. Benefits will be covered within the plan guidelines through Cigna International and you will be required to pay your coinsurance at the time of your visit.

3 Can Cisco contractors use the LifeConnections Health Center and Pharmacy?

LifeConnections Health Center is not available to contractors. However, Cisco contractors are permitted to use the LifeConnections Pharmacy and Vision Center.

4 Where is the LifeConnections Health Center located?

The health center is located at:

Building Q, Second floor
3571 North First Street, Suite 200
San Jose, CA 95134

This location is just across the street from the North First and Tasman VTA metro stop. Cisco shuttle service is available to the health center. Parking and bike racks are also available.

Building Q houses the health center, pharmacy, vision center, fitness center, and child care center, showcasing health integration and convenience for Cisco employees.

5 What are the hours of operation?

The health center, pharmacy, and vision center are open weekdays Monday through Friday, except on Cisco holidays.

Services	Hours
Health Center	8 a.m. to 7 p.m.
Pharmacy	8:30 a.m. to 7:30 p.m.
Kaiser Permanente Center	9 a.m. to 6 p.m.
Vision Center	9 a.m. to 6 p.m.

The health center, pharmacy, and vision center observe the same holidays as Cisco.

6 How do I make an appointment?

Telephone

Members of UHC, Cigna, and other health plans who have an immediate medical need should call the health center at 408 424-2000. You may be able to receive a same-day appointment. You can also stop by the health center to make an appointment in person.

Online

Members of UHC, Cigna, and other non-Kaiser Permanente health plans can create a personal online account to schedule appointments.

To set up your online account:

Go to www.ciscolifeconnections.com and click “Log in to the Health Center” button.

If you are a Kaiser Permanente member, go to www.ciscolifeconnections.com and click the “KP at the Health Center” login button, which will take you directly into the Kaiser Permanente online appointment system. You do not need to create an online account to book a Kaiser Permanente appointment online.

If you are a Kaiser Permanente member and experience problems with the online scheduling system, or would like to book an appointment by phone, please call 866 251-2903.

7 Who do I contact if I have a problem logging in to my account?

Members of UHC, Cigna, and other non-Kaiser Permanente health plans who have questions or comments about the website or login can e-mail Patient Portal support at patientportalsupport@takecarehealth.com.

8 What health services can I receive at the health center?

You can receive a variety of integrated health services, including:

- Primary medical care (family medicine, internal medicine, women's health) from HealthWorks Medical Group of California physicians; Kaiser Permanente physicians are also on site at the health center to treat Cisco Kaiser Permanente members
- Pediatric care
- Preventive services such as flu shots, health screenings, and travel immunizations
- Prescription medication and a selection of over-the-counter products are available at the onsite LifeConnections Pharmacy, operated by Walgreens
- Laboratory services
- Digital X-ray services provided by VRI, a RadNet company
- Vision care services including optometry and an optical dispensary
- Physical therapy sessions with a prescription from a medical provider
- Acupuncture treatments in a private care suite
- Chiropractic care from dedicated onsite practitioners
- Health coaches to help you set and reach your health-improvement goals
- Condition-management support from RNs who specialize in chronic diseases such as asthma, diabetes, heart failure, coronary artery disease, and musculoskeletal pain such as back pain or arthritis
- EAP counseling services for assistance and referral services on behavioral and family issues
- Online health services including secure messaging with your physician, appointment scheduling, and access to lab results

9 What types of doctors work at the health center?

Physicians and medical practitioners work for HealthWorks Medical Group of California, a licensed, independent medical group. They are Board Certified in Internal Medicine or Family Practice. The optometrist, acupuncturist, chiropractor, and physical therapy professionals also work for the HealthWorks Medical Group of California and are accredited based on the standards established for their fields of practice. HealthWorks Medical Group of California physicians and providers are considered in-network for Cigna and UnitedHealthcare.

Kaiser Permanente has two Family Practice physicians on staff to provide onsite services to Cisco Kaiser Permanente members.

The team supporting the HealthWorks Medical Group of California include Take Care Health Systems nurses, lab, and medical assistants; RadNet X-ray technicians and radiologists; Walgreens pharmacists; Alere health coaches; and OptumHealth Behavioral Solutions EAP counselors.

You can view the practitioner biographies at www.ciscolifeconnections.com.

10 Are the doctors considered in-network under Cisco's UnitedHealthcare and Cigna plans?

Yes, the physicians and providers are considered in-network for Cisco's Cigna and UnitedHealthcare plans.

11 How much does it cost to visit a provider?

Services are provided at discounted rates. The amount you pay for services depends on which plan you are enrolled in:

- If you are enrolled in a UHC Choice Plus or Out-of-Area plan, or the Cigna Open Access Plus plan, your deductible will be waived for physician visits to treat illnesses or injuries (deductibles will apply to acupuncture, chiropractic care, and physical therapy visits).
- If you are enrolled in the Health Plus Savings Plan, you will pay the entire cost of services until you meet your deductible. You will be asked for payment following your visit. You may use your HSA debit card as payment at the time of service.
- If you are a Kaiser Permanente member and see a Kaiser Permanente-affiliated physician at the health center, you are covered by your existing medical plan and pay the same copay as at any Kaiser Permanente facility. You are welcome to see any other provider at the health center as a Cisco employee, but you must pay the full cost for services.

Employees and eligible dependents not covered by a UHC or Cigna plan must pay by credit card at the time of service. Itemized bills will be provided so patients can file a claim with their respective health plans. This includes employees/eligible dependents covered under a spouse's health plan.

Cisco HealthConnections covers the cost of visits with a health coach or condition management nurse from Alere.

All Cisco employees and members of their immediate household are eligible for the Employee Assistance Program (EAP) whether or not they are enrolled in a Cisco health plan. At the LifeConnections Health Center, the EAP benefit provides eight free visits per issue with an onsite EAP counselor for a wide range of services including personal and relationship counseling; crisis intervention; treatment for depression/anxiety and alcohol/substance abuse; assistance with life transitions; and referral to community resources for financial and legal services.

12 As a Kaiser Permanente plan member, can I use the health center?

Yes, there are two Family Practice physicians from Kaiser Permanente who provide medical services onsite at the health center for the same copay you would pay at any Kaiser Permanente facility. You are welcome to see any other provider at the health center as a Cisco employee, but you must pay the full cost for services.

13 As a non-UnitedHealthcare or Cigna medical plan member, do I get a discount if I pay cash for health services?

Health services are provided at the lowest rates possible. Cisco employees and eligible dependents who have coverage through a spouse's employer or other medical coverage outside of Cisco are required to pay at the time of service. If you have a PPO medical plan, you can file a claim with your insurance carrier for reimbursement of your expenses. HMO and EPO plans typically do not cover services from out-of-network providers.

14 Can I visit the physicians at the health center but keep my own doctor?

Yes. You can use the services of the health center however you wish. Use the LifeConnections Health Center as your primary medical provider, or use as a supplement to your current medical practitioner—for example, you can have blood drawn or X-rays taken and then send results to your offsite physician. The choice is yours.

15 Are same-day appointments available?

Yes, depending on availability. Members of UHC, Cigna, and other health plans should call the LifeConnections Health Center at 408 424-2000 to find out if a same-day appointment is available.

Kaiser Permanente members should call 866 251-2903 regarding appointments with Kaiser Permanente-affiliated physicians at the health center.

16 Who is Take Care Health Systems?

Take Care Health Systems manages the administrative services for HealthWorks Medical Group of California and is the largest and most comprehensive provider of worksite health and wellness centers in the country. The company has more than 40 years of clinical service experience and manages almost 400 employer health centers across the country. Take Care Health Systems also supplies and manages the electronic medical record system as well as the secure, password-protected patient web portal, which allows you to access your medical record, schedule appointments online, and send secure messages to your provider.

17 Who hires the doctors, nurses, and staff?

The physicians and other medical professionals are employed and managed by HealthWorks Medical Group of California, an independent medical group that operates the health center. Management, administrative services, and nursing and medical staff are provided by Take Care Health Systems. VRI, a RadNet company, operates the digital X-ray services, and Walgreens operates the pharmacy with two full-time pharmacists and pharmacy technicians.

Health coaching and condition management services are provided by Alere, and EAP services are provided by OptumHealth Behavioral Solutions.

The Kaiser Permanente physicians are employed and managed by The Permanente Medical Group and offer primary care services exclusively to Cisco Kaiser Permanente members.

18 What is the criteria for selecting the HealthWorks Medical Group of California's physicians?

The physicians of HealthWorks Medical Group of California are technology-savvy professionals with exceptional people skills and a proven track record of providing great care to patients. All are proponents of a holistic and preventive approach to medicine including complementary care practices such as chiropractic services and acupuncture. All physicians are Board Certified and licensed to practice in the state of California. Other health center providers have credentials based on the standards in their fields of practice (RN, chiropractor, acupuncture, physical therapy, optometry, etc.).

19 What motivates a good doctor to work for the HealthWorks Medical Group of California?

There is a long list of reasons, including:

- Extended time available to spend with patients (up to 45 minutes instead of the 10-minute norm in most clinical settings)
- An ability to develop relationships with patients and treat the whole person, not just an acute illness
- A team approach to care, with education and follow-on services available through the health center
- A commitment to prevention and health maintenance in addition to acute care
- The technology tools available to improve communication and collaboration with their patients

20 How do I access physical therapy services through the medical group?

You can see one of the medical group's primary care physicians at the health center to discuss your physical condition and obtain a physical therapy referral and treatment plan.

If you have an outside specialist treating your physical condition, you may ask him/her to refer you to physical therapy services at the LifeConnections Health Center. Your doctor should coordinate with the physical therapist regarding your treatment plan.

21 How do I make an appointment for physical therapy services?

To schedule an appointment for physical therapy, you need a referral from a doctor—either a LifeConnections Health Center physician or a doctor with another medical group. To schedule an appointment, call 408 424-2000 during business hours or create a personal online account at www.ciscolifeconnections.com.

22 Which physicians and hospitals are used by the HealthWorks Medical Group of California for specialty referrals?

Medical group physicians will refer you to those specialty physicians who are part of the referral network. Lab and imaging services not available through the medical group are typically referred to a local contracted provider who is part of the specialty network, when possible.

All Cigna and UnitedHealthcare plan members can go to any specialty physician or hospital they choose. If you use an in-network physician or hospital facility, your out-of-pocket costs will typically be lower.

Kaiser Permanente physicians will refer you to Kaiser Permanente specialists.

23 How do I get the medical information from my electronic medical record to my outside physician?

You can print your medical record from the LifeConnections Health Center portal and take it to your outside physician. Or, you may authorize the medical group or Kaiser Permanente-affiliated physician at the health center to send the information in your medical record directly to your outside physician by completing a release of medical information authorization form and providing your physician's contact information.

24 How do I get information and test results from my outside physicians into my electronic medical record?

You may ask your physician's office to send a copy of your medical information directly to HealthWorks Medical Group of California, or you may bring a copy of your record to your appointment. The content of your printed medical record will be scanned into your electronic medical record. You can also provide copies of test results or other medical history so that the information can be scanned into your medical record.



25 Where is the LifeConnections Pharmacy?

The pharmacy is located within the LifeConnections Health Center at:

Building Q, Second floor
3571 North First Street, Suite 201
San Jose, CA 95134

The pharmacy telephone number is 408 876-6191.

26 What are the hours of operation?

The pharmacy is open weekdays from 8:30 a.m. to 7:30 p.m. The pharmacy observes the same holidays as Cisco.

27 Who operates the LifeConnections Pharmacy?

Walgreens operates the LifeConnections Pharmacy.

28 How do I get a prescription filled?

Just bring your new prescriptions into the LifeConnections Pharmacy or have a current prescription transferred. To save you time and ensure accuracy, prescriptions written by HealthWorks Medical Group of California physicians can be electronically sent to the pharmacy and will be available for pick-up before you leave the building.

You can also call the pharmacy at 408 876-6191 or create an online account with the pharmacy at www.ciscolifeconnections.com to request refills online.

29 Can Kaiser Permanente members fill their prescriptions at the pharmacy?

Cisco Kaiser Permanente members can fill their initial prescription at the LifeConnections Pharmacy if it is prescribed by a Kaiser Permanente physician located onsite at the health center. The co-pay is the same as at any Kaiser Permanente Pharmacy. Kaiser Permanente members can also purchase over-the-counter medications, vitamins, and other remedies at the LifeConnections pharmacy.

Kaiser Permanente members have three convenient options to refill a prescription:

- **Online**—Request a refill online via the members-only website. You can pick up your prescription at a Kaiser Permanente pharmacy or have it mailed to your home, at no additional cost.
- **By Phone**—Order mail-order refills by calling 888 218-6245. EasyFill, Kaiser Permanente's 24-hour refill recorder, allows you to order refills for both refillable and non-refillable prescriptions.
- **In Person**—Request a refill in person, at any Kaiser Permanente pharmacy. Pharmacies are located within all Kaiser Permanente hospitals and medical office buildings.

30 How do I transfer my prescriptions?

When your current retail prescriptions are ready for refill, just call the pharmacy at 408 876-6191, or bring your prescription information into the LifeConnections Pharmacy and the pharmacist will fill your prescription. If you are filling your prescriptions at another Walgreens, the LifeConnections pharmacist can electronically transfer them to that location.

Your order will be available for pick-up the same day as the transfer if the order was made during business hours.

31 Does the LifeConnections Pharmacy offer e-prescriptions?

Yes. When you visit a LifeConnections Health Center provider, or any provider who prescribes electronically, picking up your prescription is as easy as walking out the door.

Through e-prescription technology, most medications can be electronically transmitted to the LifeConnections Pharmacy, which helps avoid medical errors and ensures quick delivery. After your appointment with your physician, stop by the pharmacy and your medication will be waiting for you.

32 Do I have to use the health center to fill a prescription at the pharmacy?

No. You can use the pharmacy without taking advantage of medical services at the LifeConnections Health Center.

33 What happens if I need a prescription refill over the weekend?

You can have your prescription filled at any Walgreens retail pharmacy. Just call your local Walgreens and give them your prescription number. They can access your pharmacy data and fill your prescription.

34 How much do my prescriptions cost?

You pay the same at the LifeConnections Pharmacy that you would at any other participating retail pharmacy. One exception is on generic medications: The LifeConnections Pharmacy offers you great savings on generic medications. You can:

- Fill Tier 1 generic prescriptions, the category for most medications, for free, if you are enrolled in a UHC Choice Plus or Out-of-Area Plan, or the Cigna Open Access Plus plan.
- For those enrolled in the Health Plus Savings Plan (HPSP), receive a 15 percent discount off your generic prescriptions.

The special offer on generic medications is available only to UHC and Cigna members; Kaiser Permanente members are not eligible for this offer.

You must pay for your prescription when you pick it up from the LifeConnections Pharmacy—either with cash, a credit/debit card, or your HSA debit card.

35 What is a Tier 1 prescription?

Insurance companies categorize drugs by tiers based on cost and type (such as generics or brands). Most fall into Tier 1. For a complete list of medications/tiers, employees and family members enrolled in a UHC or Cigna plan should contact their pharmacy benefit manager, CVS Caremark, and ask for the CVS Caremark Preferred Drug list. You can visit CVS Caremark online at www.caremark.com.

36 Are over-the-counter items available at the pharmacy?

Yes. The pharmacy stocks items such as pain relievers, vitamins and nutrition products, cold medicine for adults and children, travel-size bath and spa products, etc.

All over-the-counter products sold at the LifeConnections Pharmacy are discounted by 15 to 20 percent in comparison to Walgreens local retail prices, a terrific savings for Cisco employees and their families.

If you don't see what you want on the shelf, ask a pharmacy technician to order it for you.

37 Can I get a 90-day prescription filled at the LifeConnections Pharmacy?

Yes, you can use the LifeConnections Pharmacy to fill a 90-day prescription, and the cost would be the same as mail-order—just double the copay of a 30-day supply, which can really reduce your costs. Filling a 90-day prescription at the LifeConnections Pharmacy also satisfies the requirement to use mail-order for maintenance medications. (The mail-order requirement applies only to participants in the UHC Choice Plus, Cigna Open Access Plus, or Out-of-Area plans. It does not apply to participants in the HPSP.)



38 How do I access the LifeConnections Health Center website?

Go to www.ciscolifeconnections.com. Both Cisco employees and dependents can access this site.

39 How do I create a personal online health account?

Go to www.ciscolifeconnections.com. On the home page, you will see separate login buttons for Cisco Kaiser Permanente members and for UHC and Cigna plan members. Click on the appropriate login button based on your member plan. Then follow the instructions for creating a new account.

40 What is the Patient Portal?

For UHC and Cigna members, the patient portal is your personal online health account that allows you to schedule appointments online, send secure messages to your provider, and view your health record, including lab results. The patient portal is available to patients 18 years old or older.

Take Care Health Systems manages and maintains the portal on behalf of the medical group.

41 Why do I have to log in separately for health services and pharmacy services?

You have to log in separately for LifeConnections health care online services and pharmacy online services because the health center patient portal is managed by Take Care Health Systems and the pharmacy portal is managed by Walgreens. Cisco Kaiser Permanente members log in to the personalized Kaiser Permanente patient portal. You can access all three portals at LifeConnection's main page, www.ciscolifeconnections.com. As of today, single sign-on features are not available.

42 Do I need to create an online account to access health services and pharmacy services?

No, you may call the health center or pharmacy for appointments and prescriptions. However, if you are a member of UHC, Cigna, or other non-Kaiser Permanente health plan, you can create a personal account in order to schedule appointments online, send secure messages to your provider, or view your electronic health data, including test results.

Kaiser Permanente members do not need to create an online account to book online appointments.

Online prescription refills are only available to patients who establish an online account with Walgreens.

43 Is my health data secure?

Yes. The partners that operate the health center and/or provide services all maintain physical, electronic, and procedural safeguards that comply with state and federal regulations to guard your personal health information.

Each health center partner ensures that your data is safe in transmission, and they employ strict security measures to safeguard online transactions. Your password and personal information are encrypted and stored on a separate and secure database offsite.

The partners' procedures provide a level of security consistent with federal and international privacy regulations, such as the Health Insurance Portability and Accountability Act (HIPAA).

44 Will Cisco have access to my medical records?

No, the delivery of care, maintenance, and storage of medical records and health information is outsourced to Take Care Health Systems; Kaiser Permanente; HealthWorks Medical Group of California; Walgreens; VRI, a RadNet company; and Eyefinity/OfficeMate. Cisco does not have access to any medical records and does not have knowledge of the names of patients who use the LifeConnections Health Center & Pharmacy for health services.



45 What vision care services are available at LifeConnections Health Center?

The vision care services include both optometry services and eyewear, including glasses, sunglasses, and contact lenses.

Optometry services are provided onsite by an optometrist under contract with the HealthWorks Medical Group of California at the LifeConnections Health Center.

The LifeConnections Vision Center, an optical dispensary owned and operated by Eyefinity, Inc. (Eyefinity), offers you quality, stylish eyewear at discounted prices.

46 Where is the optometrist located?

The optometrist is located at the LifeConnections Health Center at:

Building Q, Second floor
3571 North First Street, Suite 200
San Jose, CA 95134
(Near the corner of First and Tasman)

47 Where is the Vision Center located?

The LifeConnections Vision Center is located within the LifeConnections Health Center at:

Building Q, Second floor
3571 North First Street, Suite 202
San Jose, CA 95134
(Near the corner of First and Tasman)

You can reach the center by calling 408 424-2229

48 Who is VSP® Vision Care?

VSP® Vision Care has focused on eye health and its impact on the overall wellness of some 55 million members for more than 50 years. Cisco employees and their families have had access to VSP benefits for many years. As the largest not-for-profit vision care provider in the industry, VSP works with optometrists, including the one at the LifeConnections Health Center, to offer discounts on eyewear and eye exams to its plan members in rural and metropolitan areas throughout the United States—this includes Cisco employees and their dependents.

49 Who is Eyefinity?

Eyefinity owns and operates the LifeConnections Vision Center. Eyefinity is the leading business management partner in the eyecare industry, specializing in web-based solutions that allow eyecare professionals to order products and materials.

50 What are the qualifications of the LifeConnections Health Center optometrist?

Vision care is provided onsite by a licensed optometrist under contract with the HealthWorks Medical Group of California at the LifeConnections Health Center. The optometrist is highly skilled, experienced, and licensed, and takes the time to get to know you and the health of your eyes.

51 Are all Cisco employees eligible to be seen by the health center optometrist?

All Cisco employees and their dependents eligible for benefits can use the health center optometrist. Cisco employees and their families covered under VSP will receive in-network benefits when they see an optometrist at the health center. If you're not covered under VSP, you can be seen at the health center and pay directly for services.

52 What services does the optometrist offer?

The optometrist focuses on your eye health and visual acuity. You'll receive an exam that is more than just a quick eye check—the exam focuses on your eyes and overall wellness. Our optometrist will look for vision problems within the scope of licensure and look for signs of serious health conditions, like glaucoma, diabetic eye disease, high blood pressure, and high cholesterol, too.

53 Is there an advantage to seeing the optometrist at LifeConnections Health Center?

Yes, there are many advantages. The health center optometrist is a proactive, collaborative member of the LifeConnections Health Center medical team. This integrated approach makes it easy for the physicians to refer to the optometrist for vision care and for the optometrist to refer patients directly to a primary care physician if a health care problem such as diabetes, high blood pressure, or high cholesterol is detected during a routine eye examination. Of course, another advantage is the time you save by visiting an optometrist located on the San Jose campus.

54 Are same-day appointments available with the optometrist?

Yes, depending on availability. Call the LifeConnections Health Center at 408 424-2000 to find out.

55 How much does it cost to visit the optometrist?

Employees and their dependents who are covered under the VSP plan will have their optometry claims processed by VSP. For eye exams, you are generally responsible for a \$25 copay. Employees not covered under the VSP plan are responsible for the full payment, and can be reimbursed through their individual Health Care Flexible Spending Account, Health Savings Account or Limited Purpose FSA, or can submit a claim with their vision care plan.

56 As a Kaiser Permanente member, can I see the optometrist?

Yes, you are welcome to see the optometrist at the LifeConnections Health Center, but you must pay the full cost for services, unless you are covered under VSP.

57 How often should I get an eye exam?

You and your doctor should determine the eye exam schedule that best meets your eyecare needs. However, as a rule, the recommended care is to have an eye exam every one to two years. Those with a family history of eye diseases, diabetic patients, and anyone whose general health is poor or who are taking medications that may have potential side effects on the eye, may need to have their eyes examined more frequently.

58 Why should I have my eyes examined regularly?

Thorough eye exams are essential not just for detecting vision problems, but also as an important preventive measure for maintaining overall health and wellness. And your VSP coverage is designed to protect and enhance your eyesight. In fact, a thorough eye exam can detect a number of serious medical conditions, such as glaucoma, cataracts, and diabetes—even cancer. Caring for your eyes should always be a part of your regular healthcare routine.

59 When should my child have his or her first eye exam?

The American Optometric Association suggests that children should have their first regular eye exam at six months of age. Follow up exams should be done around age two to three.

60 How often should children's eyes be examined after their initial eye exam?

As with adults, children's eyes should be examined every two years, or more often if there is an eye or vision problem, or a family history of eye disease. School children use their eyes more often than adults to read and perform other activities, so it's critical for them to have regular eye exams.

Also, it's important to remember that an eye screening typically offered at school only tests for distance. Screenings will not detect some vision problems. Your child can have problems with near vision, eye coordination, or focusing and still have 20/20 distance vision. If left untreated, these problems can cause learning disabilities, headaches, and other visual discomforts.

61 Do I need a special eye exam as I get close to, or past, age 40?

You don't need a special eye exam over age 40, but it's crucial that you have your regular eye exam at least every two years. As we get older, we are more susceptible to certain eye diseases such as cataracts, glaucoma, and macular degeneration. A regular eye exam enables your eye doctor to detect the first signs of disease and prescribe the appropriate treatments to prevent vision loss.

62 Are primary eyecare services provided onsite?

Your VSP Primary EyeCare benefit provides medical and urgent eyecare that goes beyond your regular VSP plan, including:

- Treatment for eye pain or conditions like pink eye
- Tests to diagnose sudden vision changes
- Tests to diagnose eye conditions, such as glaucoma and diabetic eye disease
- Exams to monitor cataracts

63 Do you need a referral for primary eyecare?

You'll never need a referral. And if the optometrist finds that you need to see a specialist, he/she will consult and coordinate with your primary care physician or an ophthalmologist.

64 Can I get a prescription from the optometrist filled at the LifeConnections Pharmacy?

Like the other practitioners at LifeConnections Health Center, the optometrist has the ability to e-prescribe to the LifeConnections Pharmacy, to the extent allowed by state law.

65 Are all Cisco employees eligible to get eyewear/services at the LifeConnections Vision Center?

All Cisco employees and their dependents eligible for benefits can use the Vision Center. Cisco employees and their families covered under VSP will receive in-network benefits. If you're not covered under VSP, you will be fully responsible for the costs of all eyewear and services.

66 What are the qualifications of the LifeConnections Vision Center staff?

The LifeConnections Vision Center opticians are board-registered in fitting glasses and contacts. They're trained in image consulting and can work with you to achieve the best vision as well as the right image and look to enhance your lifestyle.

67 Do I have to be seen by the health center optometrist to see an optician at the LifeConnections Vision Center?

No. You and your eligible dependents can purchase eyewear at the LifeConnections Vision Center without using the services of the health center optometrist. Simply bring your prescription to the LifeConnections Vision Center, and the opticians will be happy to assist.

68 What services and products are offered at the LifeConnections Vision Center?

The vision center offers visual solutions for all of life's needs, including glasses and contact lenses, along with adjustments and repairs of existing eyewear.

The vision center has an exceptional range of glasses, designed to fit every need. From practical to sporty, the center carries popular brands such as Calvin Klein®, Sean John®, Nike®, Tommy Bahama®, Karl Lagerfeld®, Fendi®, Coach®, and many more.

The vision center also offers the latest in high-def lens technology, which allows you to see things more clearly. Note: Although high-def lenses are not covered under the VSP benefit plan, you'll receive an average of 35 percent to 40 percent savings on these lens options.

69 How much does it cost for eyewear and contact lenses?

For eyewear and contact lenses, the VSP plan offers Cisco employees and their dependents a generous allowance that may offset the entire cost of the eyewear purchased. Employees not covered under the VSP plan are required to pay for services directly, and then can submit a claim to be reimbursed through their individual Health Care Flexible Spending Account, Health Savings Account, or Limited Purpose FSA.

70 As a Kaiser Permanente member, can I get glasses or contact lenses at the LifeConnections Vision Center?

Yes, you are welcome to purchase glasses and contact lenses at the LifeConnections Vision Center, but you must pay the full cost for the products you purchase, unless you are covered under VSP.

71 What savings and discounts will I receive at the LifeConnections Vision Center?

If covered under the VSP plan, you'll get lens and brand options every year, and frames every other year, with an allowance for contacts and the contact lens exam (fitting and evaluation).

You'll also get extra discounts and savings on glasses, sunglasses, contacts, and laser vision correction. For more details on exact allowance and discounts, please visit www.ciscolifeconnections.com and click on the "Vision Care" tab.

72 What are the Vision Center office hours?

The LifeConnections Vision Center is open Monday through Friday from 9 a.m. to 6 p.m. and closed on Cisco holidays.

