



Welcome to Waymark

Free, community-based care
for people enrolled in select
Medicaid programs





Find your way to better health

No matter where you are on your health journey, we're here for you.



Support and care, every step of the way

From medical appointments to life transitions, Waymark connects you to what you need.

Medical appointments

Scheduling, accompaniment, arranging transportation or translation, and more

Mental health support

Work with one of our licensed therapists to manage stress, anxiety, and other challenges

Medications and equipment

Get support from our pharmacy team regarding prescriptions or medical supplies

Community resources

Find assistance with food, housing, transportation, childcare, and more

Healthy living

Get help with nutrition, weight loss, exercise, addiction, and substance use

And more

Ask a Waymark Community Health Worker about how we can help

Care is a community effort

Your Waymark team works collaboratively with your primary care provider (PCP), as well as any other healthcare professionals or case managers involved in your care.



Waymark Community Health Workers

advocate for you, coordinate appointments, help you find assistance with food, housing, transportation, childcare, and more



Waymark Care Coordinators

help you connect with a primary care provider (PCP) and coordinate with your Waymark team to prevent gaps in care



Waymark Therapists

help you with depression, anxiety, substance use, stress, and other challenges with mental health



Waymark Pharmacists

answer questions about medications in between appointments, help with refills, and more

Free and flexible

Our services are completely free. You can start or stop at any time — there's no risk or long-term commitment.

Your eligibility

If you receive Medicaid benefits through one of Waymark's health plan partners, you may be eligible to participate.



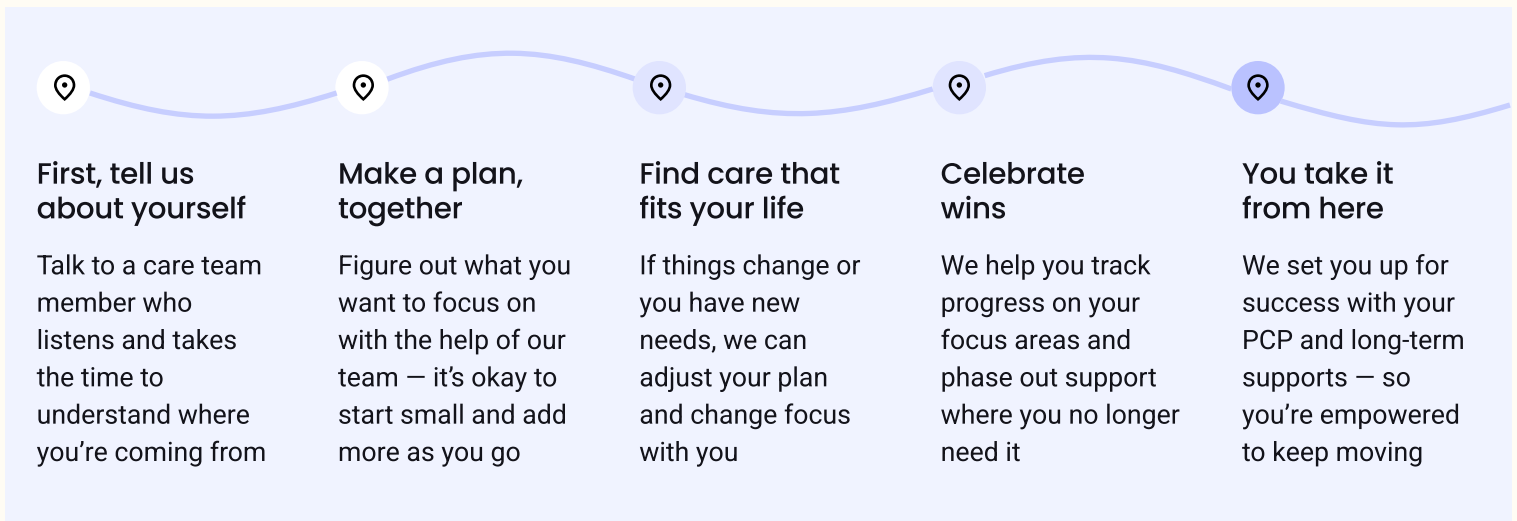
Your Waymark journey begins here

Navigating healthcare isn't always easy. Let us help you get where you need to go.



Better care starts with a conversation

A typical Waymark journey takes about 3-4 months — start or stop at any time.



Get what you need to feel better

We're committed to making healthcare work for you, whatever your goals are.

Flexible and on your schedule

Check in by phone, text, or in person at a frequency that works for you (weekly or bi-weekly are most common)

A network of trusted resources

Get connected with organizations, programs, and providers who can help, including Waymark's team of therapists and pharmacists

Accompaniment and advocacy

Have a care team member join your medical appointments to advocate for you and help you get the best care possible


Health tips and education

Your care team will share educational materials, tips, and knowledge with you to further your progress

Have questions? Need support?

Reach out to your Community Health Worker (CHW) or Care Coordinator. If you need additional support, don't hesitate to contact us.

 questions@waymarkcare.com

 (415) 212 - 8993

Free and accessible therapy

Taking care of your mental health is an important part of staying healthy. Our therapists are ready to help.



Connect with a licensed therapist

Waymark's team of experienced, licensed therapists work with adults and children 10 and older (for children younger than 10, ask your care team about referrals). By providing short-term, evidence-based, and goal-oriented talk therapy, your therapist can help you cope with any mental health challenges you're facing — and develop skills to keep moving forward.

What your therapists can help with

- Day-to-day functioning
- Recent life changes
- Stress management
- Relationships
- Anxiety
- Depression
- Addiction
- Bipolar Disorder
- Autism Spectrum Disorder (ASD)
- Attention Deficit Hyperactivity Disorder (ADHD)
- Post Traumatic Stress Disorder (PTSD)
- Other mental health challenges and life stressors


How it works

- ✓ **Your first appointment**
Take 60 minutes to get to know your therapist via phone or video call
- ✓ **Set a schedule**
Find a time to meet regularly for 45-minute virtual appointments
- ✓ **Gain skills and knowledge**
Over ~10-12 sessions, work towards your goals and build understanding about your stressors and/or diagnosis
- ✓ **Take the next step**
Work closely with your Waymark team and PCP to make a plan — and get connected with specialists and community resources to help you move forward

How to get started

To request a therapy appointment, ask your Community Health Worker (CHW) or Care Coordinator for a referral. If you need additional support, call or email us.

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Free help with prescriptions and medical equipment



Keeping on top of medications can be challenging. Our pharmacy team is standing by to help.

About Waymark's pharmacy team

Our clinical pharmacists and pharmacy technicians are medication experts who work with your Primary Care Provider (PCP) to help you access and manage your medications — and answer any questions you may have. Your pharmacist will keep in touch with your PCP when necessary to make sure everyone is on the same page.

How your pharmacist can help

Our pharmacy team is on call to consult with you on a range of issues, including:

Prescriptions

Understand how to take medications and when to change your dosage — in certain cases, pharmacists might work with your PCP to prescribe medications, too

Managing chronic disease

Routine monitoring for common chronic conditions, including diabetes, asthma, COPD, hypertension, and more

Side effects

Learn about potential side effects of medications

Medical equipment

Help you access durable medical equipment (DME), such as testing supplies, monitors, walkers, wheelchairs, and more

Navigating insurance

Understand your prescription benefits and find out which pharmacies are covered


Lifestyle changes

Education and action planning around diet, exercise, tobacco cessation, diabetes management, and more

How to get started

To request a pharmacy appointment, ask your Community Health Worker (CHW) or Care Coordinator for a referral. If you need additional support, call or email us.

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Support to stay well

Seeing your Primary Care Provider (PCP) at least once a year can help you feel your best. We can help you find a convenient PCP you trust.



What is a Primary Care Provider (PCP)?

A Primary Care Provider is the first person you see for almost all health needs. They have broad medical training to treat health problems and help you stay healthy.

Regular check ups and sick visits

See your PCP when you're sick — but also when you're feeling well. Regular check-ups help you keep your health on track.

Care you can trust

Your PCP can coordinate care and advocate for you, so it's important to build a relationship with a provider you feel comfortable with.

Lots of different kinds of healthcare professionals can be a PCP

- Family practitioners, nurse practitioners, and physician assistants care for all people
- Pediatricians care for infants, children, and adolescents
- Internists care for adults
- Geriatricians care for older people
- Obstetricians, gynecologists, and midwives care for women's health and pregnancy

How your PCP can help

When you see your PCP regularly, you can expect them to support you with a wide range of services to keep you at your healthiest.



Keep you healthy

By checking blood levels and screening for serious conditions, your PCP can take care of your health before something serious happens



Connect you with specialists

Your PCP coordinates with other providers, therapists, and organizations and makes sure your care is centered around you



Help you build healthy habits

Your PCP can share how to manage your conditions, how to monitor yourself for health changes, and advise you on leading a healthy lifestyle



Keep you informed and safe

Have questions about medication, lifestyle, treatments, or vaccines? Your PCP can keep you in the know

Support for children and teens

Because children change so much in their formative years, it's important they get the care they need. Waymark can help.



Welcome to family-centric care

If your child or teen is enrolled in an eligible plan, they're eligible to receive all Waymark services, including access to Waymark Community Health Workers (CHWs) and Waymark Pharmacists. Children 10 and up can also work with Waymark Therapists. Your whole family can have access to the same Waymark care team — or you can request a care team specific to your family member. We'll find the best fit for you.

Routine well visits

Your Waymark team can help you find a pediatrician or family practitioner who can see your child at regular checkpoints during their first two-and-a-half years and then at least once annually. Your child's PCP can:


- Make sure bones and joints are developing appropriately
- Give proven vaccines to protect family members and attend public schools
- Make sure they're free from disease and dangerous exposures (e.g., lead)
- Discuss what to expect — and look out for — as your child grows

Consent and pediatric services

When it comes to getting consent from parents, Waymark follows state laws. For most services, the parent or guardian will be required to consent on behalf of the minor, but this can differ from state to state — and can depend on the type of service. For example, in most states, teens can access and consent to therapy services on their own. With the permission of a parent or guardian, Waymark care team members can communicate directly with minors who are teens, but the exact age depends on your state laws. Parents and guardians may also decline to allow this.

If you have questions or need more information about how consent operates in your state, don't hesitate to get in touch with us.

 questions@waymarkcare.com

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Patient Rights and Responsibilities

Waymark is committed to building healthy, thriving communities by delivering the highest quality, respectful care to every patient we serve.

Our promise to you

You can expect the highest level of professionalism from every care team member, every time. We strive to create a safe, caring, inclusive environment for our patients and staff.



Waymark's code of conduct for patients and staff

1. Respect and nondiscrimination

Words or actions that create an unsafe environment and/or are disrespectful, racist, discriminatory, hostile, or harassing are not welcome. Examples include:

- Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
- Refusal to see a clinician or other staff member based on these personal traits
- Physical or verbal threats and assaults
- Sexual or vulgar words or actions

2. Commitment

We promise to follow through on our commitments to you, and ask you to do the same. Engage actively in your care and attend scheduled appointments. If you need to reschedule, please give your care team as much notice as possible.

3. Privacy

We promise to respect your boundaries and privacy, and ask that you do the same for our staff. Please note that Waymark is not an emergency service — care team members will inform you of their working hours and are not expected to be “on call” outside of these hours.

Violations of this code may result in additional precautions being taken to preserve staff safety and/or the creation of a behavior contract. If we believe you have violated the Code, you will be given the chance to explain your point of view. Some violations of this Code may lead to patients being asked to make other plans for their care, though we expect this to be rare. We will always carefully consider your response before we make any decisions about future care with Waymark.

Please note that Waymark care team members are legally mandated reporters. This means that staff are required to report to the appropriate state authority if they have reason to believe that abuse, abandonment, neglect, or financial exploitation of a vulnerable adult has occurred, or that abuse or neglect of a child has occurred. In most circumstances, staff will discuss the report with you first, but there are certain circumstances where this may not be possible. Please ask your care team if you have any questions or concerns.

See our [Notice of Privacy Practices](#) for more information, including how to request disclosure, restrictions, or amendments to your records.

If you believe that your rights have been violated or if you are a witness or target of any of the above behaviors, please report it to a member of your care team.

To escalate a concern, please contact:



(415) 212 - 8993

Where to seek care

For the majority of your health needs, your PCP can provide the care you need. Your Waymark team can help you figure out where to go when you're facing a health challenge.



When to see your Primary Care Provider (PCP)

- Annual exams and screenings
- Immunizations
- Cold & flu symptoms
- Prenatal care
- Earaches, coughs, fevers
- Persistent fever
- Non-urgent health care needs
- Muscle aches and pains
- Allergies
- Upset stomach
- Injuries & infections
- Rashes
- Obesity
- High blood pressure & hypertension
- Glucose control & diabetes
- Preventing repeat strokes & heart attacks
- Liver diseases
- Sexually-transmitted infections
- Depression & anxiety
- Lung disease, such as asthma or COPD
- Joint pain & arthritis
- Kidney disease
- Heart failure



When to go to urgent care

- Cuts, burns, and wounds
- Sprains
- Broken bones
- If your PCP is unavailable for same-day or next-day appointments



When to seek emergency care

- Severe & worsening chest pain
- Severe shortness of breath
- Complicated bone fractures
- Warning signs of stroke, including sudden weakness or numbness on one side of your body, trouble speaking, confusion, and/or trouble walking
- Severe bleeding or bleeding that doesn't stop
- Major illness
- Head injuries
- Suicide attempts or suicidal thoughts
- Homicidal thoughts
- Increase in delusions or hallucinations
- Significant increase in symptoms related to your mental illness or substance use disorder