Frequently Asked Questions

What labs are covered at no cost by the program?
Hemoglobin A1c, glucose, and cholesterol are covered for participants at any Mission Lab. Spirometry measured during a Care Manager visit is also covered with no cost to the participant.

What services are available through my care manager?
Our team includes a variety of clinical staff (Registered Nurse, Clinical Pharmacist, and Licensed Practical Counselor Associate) trained to best support you in managing your chronic conditions (diabetes, hypertension, hyperlipidemia, depression, Asthma/COPD).

How often will I meet with my care manager?
Your care manager will meet with you at the beginning of each calendar year to determine your visit plan for that year. Generally, you connect with your care manager in person or by phone two to four times per year, depending on what your needs and goals are.

What happens if I miss an appointment?
We strive to make your appointments available at times that are convenient for you. However, if you need to reschedule an appointment, please provide 48 hours’ notice, and call One Call Scheduling at (828) 213-2222, option #2. They’ll need to know the date and time of the appointment you would like to change or reschedule. If you repeatedly miss, cancel and/or reschedule appointments, you may be suspended from the program.

What are my responsibilities as a participant?
We care about you and want to encourage and support you in achieving the best health you can. We request that you attend your scheduled visits and classes, that you actively participate in them, and that you tell us what is and what isn’t working for you!

What can I expect for education to best manage my chronic condition(s)?
We provide a variety of education experiences that include group classes, one-on-one education visits and education available online. For diabetes education we have collaborated with Mission’s Diabetes Center and The YMCA of Western North Carolina. Education for hypertension/hyperlipidemia consists of up to three (3), 1-hour visits with an RN, Pharmacist and Dietitian or online materials. Education needs are assessed at initial visits for an individual education plan.

What do I do if I get a bill for services related to the My Healthy Life Program?
Call Business Services at (828) 213-1500.

What if I get charged for my program related prescriptions as listed on the Chronic Condition Management Formulary?
If you are using a Mission Pharmacy, talk to the staff there and let them know you are in the chronic condition management program. If you’re not at the pharmacy, contact Patty Riddle at (828) 213-4648.

Where can I get insulin pump supplies?
Some insulin pump supplies are available through Mission Employee Mailorder Pharmacy and others are only available by mail through our contracted suppliers: Edwards Health Care Services, Edgepark and Medtronic. You can reach the Mailorder pharmacy at (828) 257-7057. Contact Edwards Health Care Services at 1-888-344-3434, Edgepark at 1-844-564-1007 and Medtronic at 1-888-646-4633.

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