



# Making the **Conviva Connection** Frequently Asked Questions



**Primary Care for Seniors  
Committed to Aging Well.**

# OUR PURPOSE:

## To inspire confidence and better health

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At Conviva, our priority is to guide our patients to make the best choices for their health and overall quality of life. Our partnership with you enables us to deliver excellence in Primary Care for seniors through our physician-led, value-based care model and integrated Care Team approach.

We understand that the journey to better health is based on knowledge and the assurance of quality health outcomes, and that's the kind of care we are committed to delivering to your clients every day.

**Together, we empower seniors to age well.**



# Frequently Asked Questions

## **Q: Who is Conviva?**

**A:** Conviva is a physician-led primary care group leading the way in delivering positive health outcomes for seniors through more than 90 locations in Florida and Texas. Our Centers are staffed by board-certified physicians and Care Teams, specially trained to treat the senior population. We are also focused on preventive care, with our Early Detection and Preventive Screenings (EDAPS) Program.

Conviva Care Centers offer multiple services: physicians on call 24/7, in-house diagnostic testing and lab-drawing stations, chronic care and disease management, wound care and individualized care plans are standard at all locations.

In addition, specialist care, weekend access, transportation assistance, extended hours and same-day appointments are available at select locations.

## **Q: What is Conviva's Early Detection and Preventive Screenings Program?**

**A:** Because Conviva believes that prevention is one of the keys to aging well, we have developed our Early Detection and Preventive Screenings program designed to help prevent or detect problems even before symptoms occur. We offer tests for Peripheral Arterial Disease, COPD, heart failure, diabetic neuropathy and coronary artery disease.

***At Conviva, we believe  
the Best Protection is Early Detection.***



# Frequently Asked Questions

## Q: What is a Care Team?

**A:** Conviva practices holistic medicine, treating the patient with an individualized Care Team determined by the patient's specific needs. Each Care Team is led by a Primary Care Physician and generally includes Physicians, APRNs and PAs, Behavioral Health Specialists, Social Workers, Pharmacists, Care Coaches (RNs), Center Administrators and front-office team members.

## Q: How does Conviva Care Centers accommodate seniors?

**A:** Physically, our Centers are designed to be accessible for patients with wheelchairs or mobility issues, with features such as – wider doors and hallways, non-slip floors, and exam chairs that rise and lower easily.

We offer ample on-site parking, in-house diagnostics, and pharmacies at some locations.



Many of our locations also have Wellness Centers, where seniors can attend fitness classes, health seminars, and social events for mental and emotional stimulation and support.

*Encourage your clients to schedule a private tour, or attend an Open House to meet the staff and look around.*

*For more information, contact your Marketing Liaison or email [agentsupport@convivacaresolutions.com](mailto:agentsupport@convivacaresolutions.com).*

# Frequently Asked Questions

## **Q: What specialties do you offer?**

**A:** At Conviva Care Centers, we currently offer a variety of in-house specialist care; we also help coordinate with various affiliated specialists – Cardiology, Dermatology, Endocrinology, Gynecology, Neurology, Ophthalmology, Optometry, Podiatry, Radiology and Rheumatology. Specialties may vary by location.

## **Q: What insurance plans do you accept?**

**A:** Conviva accepts various Medicare Advantage Plans. Please check with your Marketing Liaison for the plans accepted in your service area, or email [agentsupport@convivacaresolutions.com](mailto:agentsupport@convivacaresolutions.com).

## **Q: What else can I tell my prospects?**

**A:** Tell them Conviva is supported by the latest technologies which increase patient interaction and make care more convenient and accessible. For example, Conviva offers 24/7 access to your electronic health records via the Conviva Health Portal on the Internet or on a mobile phone.\*

We also offer telemedicine visits with our doctors and Care Team to qualifying patients from the safety and comfort of their homes.

For our patients' convenience, many Centers offer imaging services (CT Scans, Echo, Ultrasound), physical therapy, OTC kiosks, extended and weekend hours, and transportation to medical visits or appointments.\*

\*Varies by location.

***Check with your Marketing Liaison to learn what applies to your service area.***

## OUR LOCATIONS:



### TEXAS

San Antonio  
Corpus Christi  
El Paso

### FLORIDA

Miami-Dade  
Broward  
Palm Beach  
Treasure Coast  
Daytona  
Tampa  
Jacksonville

Thank you for your interest in Conviva.  
We are looking forward to partnering with you to help  
our seniors live their best lives as they age.



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Committed to Aging Well.

[ConvivaCareCenters.com](https://ConvivaCareCenters.com)

For more information, email  
[agentsupport@convivacaresolutions.com](mailto:agentsupport@convivacaresolutions.com).

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