



Esse Health Phoenix Family Medicine
3195 Phoenix Center Drive
Washington, MO 63090
Phone 636-231-3020

FAQs – Drs. Guss and Valleroy have opened a new office in Washington, MO

1. Where is it located? 3195 Phoenix Center Drive, Washington, MO 63090. Across from Kohl's, right next to the Great Clips and in the same building as the AT&T store.
2. What is the phone number of the new office? 636-231-3020
3. Is this a new office? Yes. The space used to be an urgent care building, but we have made a few changes, added new paint, and are in the process of getting new furniture, exam tables, tools, supplies (BP cuffs, band-aids, etc.), computer system, phones, electronic record, etc. Everything to get a new office started. We ask that you bear with us for a little bit while we get all the kinks worked out, but certainly would love your feedback on how to make this the best office experience as possible.
4. Which doctors/providers will be in the office? Dr. Guss and Dr. Valleroy and NP Nikki Larrison. Dr Michael Richardson will be joining us Jan 1st, 2021
5. Will their nurses be there too? Some of the people you have come to know over the years will be there too. Julie is coming with Dr. Guss. She has been helping him since he first came to town 16 years ago. Audrey and Courtney are coming with Dr. Valleroy. Lorraine will be joining with Dr. Richardson.
6. Why are they moving? Drs. Guss, Valleroy, and Richardson were looking for a change. We want to offer a smaller and less corporate office feel, easier access for patients, and wanted autonomy and decision-making ability. We also wanted to stay in Washington.
7. Do they live in our community? Yes, we all live, shop, and participate in the Washington community. Many doctors who work in Washington commute from their St. Louis homes and aren't rooted in our community.
8. Why did they join Esse Health instead of hanging up their own shingle? We no longer live in a world where two or three docs can just hang up their shingle and get contracts with major insurance carriers. We explored many options that would allow us to continue to provide medical services to our community and Esse Health is a great fit. The mission is "Leading the Healthcare community by placing patients and their physicians at the center of health care decisions". Esse Health is physician owned and led. The doctors are involved in setting the tone and the path for the organization.
9. Will Drs. Guss, Valleroy, and Richardson still have access to our patient records? Mercy tells us that we will have read only access to the records of our patients through the electronic record "Epic". If we do not have all the access that you need us to have, we will have you sign a release in our new office and Mercy would be mandated by law to release your records. Just like if you wanted another doctor to get your records from us and you sign a release form.
10. Are they taking new patients? Yes. We are taking new patients and previous patients.



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FAQs continued

11. Do they still admit to Mercy hospital? We will have the same privileges at Mercy Hospital Washington that we have had for the last 7+ years. Our patients can still use Mercy hospital if they wish. We can follow them via the electronic record and typically Mercy will notify the PCP if a patient has been admitted.
12. Can we still use the local specialists at Mercy? Yes, we can still refer you to a Mercy specialist or service. We are not obligated to refer you to them though and together, you and your doctor, can determine the best place or best physician for you to use/see.
13. Can you draw labs in your office? Yes, labs can be drawn in our new office.
14. What services will be offered in the new office? We will be offering the same services in our new office that we do in the old office. Office visits, skin excisions, joint injections, vaccines, EKG, spirometry (breathing tests), flu and strep tests, and more. We will be adding blood draws to send to the lab and some infusions in our new office – this is an upgrade from the old office.
15. Can they do a telehealth or video visit? Yes. We can make you an appointment and then have the ability to do a video visit through a secure and HIPAA compliant and secure program. We can text a link to your phone which will connect us to you.
16. Will you take my insurance? We take most commercial insurance plans, in addition to regular Medicare and Medicare Advantage plans (UHC or United Health Care Medicare Advantage HMO and Aetna/GHP/Coventry Medicare HMO plans). We also will take Anthem Medicare **PPO plan**.
17. What if I am on a Medicare Advantage plan that Esse Health doctors don't take (Humana Medicare Advantage or Anthem Medicare **HMO**)? Medicare open enrollment is Oct 15th - Dec 7th, every year. You may consider changing to a Medicare Advantage plan in which they participate like UHC or Aetna/GHP/Coventry Medicare Advantage plans. You can look online, call a local broker, or call 1-800-MEDICARE. Some local Medicare brokers include: Ming Senior Services 636-583-1509 and Wilson and Co Insurance 636-239-2460.
18. Will you take Mercy EPO plan? Yes, we do. Mercy has said that they will allow Drs. Guss, Valleroy and Richardson to remain on the Mercy Anthem EPO plan through the end of 2021. To be clear, we have said we would be glad to see Mercy co-workers indefinitely. Mercy has said that we will only be on the EPO plan through the end of 2021. We would encourage any and all Mercy coworkers to tell their Mercy leaders and HR that they want to keep us on the EPO plan. Perhaps Mercy will allow us to continue the EPO plan into 2022 and beyond. Mercy can choose to do this, just like they did for Dr. Rudloff in the past. We will need your help.
19. What if I want to stay completely in the Mercy system? That's ok, one could do that. We certainly understand that people can choose whichever fits best and will have no hard feelings if someone can't or won't switch.
20. How is parking at the new office? Parking is much easier. It is all close to the front door of our office and some of the spots are 15 feet from the front door.