



Los Angeles College of Music Covered Services:

<u>Covered:</u>	<u>Not Covered/Available:</u>
Urgent Care Services (Page 2-3)	Primary Care Services
Virtual Primary Care (Page 3)	Urgent Care: External Services
Virtual Urgent Care (Page 3)	
Virtual Mental Health (Page 3)	

Urgent Care:

Service	Description of Services
<u>Urgent Care Services:</u> https://carbonhealth.com/get-care/urgent-care	<u>Covered: This includes but is not limited to:</u> ● General Urgent Care Visit ○ Migraines/Headaches ○ Burns ○ Bug Bites ○ Toenail Concerns ● Musculoskeletal injuries ● Ear Concerns ● Cold, Flu & COVID Testing ● Strep/Sore Throat ● Nagging Cough ● Urinary Tract Infection ● STI/STD Testing ● Yeast Infection ● PrEP/PEP ● X-Ray ● Sinus Infection ● Rash ● Abdominal Pain ● Back Pain ● Medication Prescription Refill, excluding controlled substances ● UC Follow-up ● Procedures ○ Incision ○ Drainage ○ Laceration Repairs ● Tetanus Vaccine <u>Not covered:</u> External Services: Any service or procedure performed outside of a Carbon Health clinic is not covered. This includes but is not limited to: ● Diagnostic tests or imaging conducted at third-party facilities* ● Specialist consultations outside of Carbon Health* ● Procedures or treatments performed by external providers* ● Lab work that is not collected at a Carbon Health location* *Students may be responsible for costs associated with these services or depending on their insurance coverage.

Laboratory Services:	<u>Covered:</u> - CLIA Carbon Health In-House Labs - (Blood Glucose (Sugar) via finger stick, Fecal Occult Blood Test, Rapid Influenza, Monospot, Strep, Urinalysis, Pregnancy Test) - Blood Work Labs (Only when the specimen is collected at a Carbon Health Location)
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Radiology Services:	<u>Covered:</u> On-site x-ray (where available and applicable) * Please see FAQ for more details
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Virtual Care Services

Service	Description of Services
<u>Virtual Care Services:</u> https://carbonhealth.com/get-care/virtual-primary-care https://carbonhealth.com/get-care/virtual-urgent-care	<u>Consultations may include, but are not limited to:</u> - Live video visits on the web and mobile - Patient visit summary - Ability for the Participant to review Provider profiles and choose a Provider - Image sharing - Google Maps pharmacy selection - Prescriptions sent to the preferred pharmacy, if needed - Message Center secure messaging Virtual Primary Care Consultations - Address Health Concern - Medical Consultations - Diagnosis - Treatment Plans - Prescription Management - Ongoing Health Monitoring - Monthly Care Management - Women's Health Concern - Referral to Specialist - Birth Control and Pregnancy Planning - Menstrual Concerns - Medication Prescription - Symptom Management Virtual Urgent Care Consultations - Medication Prescription Refill, excluding controlled substances - PrEP/PEP - Cold and Flu Symptoms - Referral to Specialist Mental Health Consultations

Los Angeles College of Music – Frequently Asked Questions

1. How can I get started?

Before a visit, you must first register online with Carbon Health. You should have received an email from Carbon Health to register your account.

Check your inbox for an email from Carbon Health **titled “Los Angeles College of Music has invited you to join Carbon Health.”**

- Go to the email and select “Activate Account Now.”
- Enter your LACM **email** and password
- Enter your information: First, Last, Date of Birth, Sex Assigned at Birth, and click continue.
- Sign and Acknowledge Policies
- Your Carbon Health is ready! Click on “Go to Carbon Health.”
- Which patient is this regarding? Click your name
- Add your current address and click “Next.”
- The account is completed!

2. Do I pay for any of these services?

No, you don't. Once your registration is complete, our system will automatically recognize you as a Los Angeles College of Music student. Since Carbon Health has partnered with the Los Angeles College of Music, the services outlined in the “Covered Services” section are included as part of this partnership.

At check-in, please provide:

- Valid School ID
- Phone Number
- Email

You do not need to provide any form of payment during check-in.

3. Are there Primary Care Services available for Los Angeles College students?

A: Currently, Carbon Health does not have any active Primary Care locations in the Southern California region. However, students still have access to Virtual Primary Care, which provides many of the same services you would expect from an in-clinic visit—conveniently online and through the app!

4. How does Virtual Primary Care compare to traditional in-person Primary Care?

Through our Virtual Primary Care service, you can access most of the healthcare services and support you would expect from an in-person visit. This includes medical consultations, diagnosis, treatment plans, prescription management, and ongoing health monitoring. Our platform is designed to offer a comprehensive, convenient, and efficient healthcare experience with the added benefit of access to our extensive network of in-person locations. This unique integration ensures that all your primary care needs are effectively and flexibly managed.

5. I need to get an X-ray done. Which locations can I go to?*

X-rays are available at the following Carbon Health locations near Los Angeles College of Music:

- Marina Del Rey, CA – Washington Blvd
- Long Beach, CA – Carson St
- North Hollywood, CA – NoHo West
- Los Angeles, CA – Midtown Crossing

6. Can I do an Annual Physical Exam or Cancer Screening in Urgent Care?

Currently, preventive services, such as annual physical exams or cancer screenings, are only available in-person Primary Care only.

7. I don't see a listed service in the covered services section. Does this mean that this isn't included?

If you don't see a service listed under the covered services section, it doesn't necessarily mean it isn't included. The list highlights the most frequently used services at Carbon Health.

We recommend calling your preferred Urgent Care clinic directly to confirm whether a specific service is available: <https://carbonhealth.com/locations/browse/los-angeles>

8. I have more questions. Who should I contact?

If you have any additional questions, please reach out to us at LACM-support@carbonhealth.com.

You can also visit our landing page: <https://carbonhealth.com/get-care/lacm>

9. Where is the nearest Carbon Health clinic to the Los Angeles College of Music campus?

The nearest Carbon Health Urgent Care clinic is the Pasadena location: <https://carbonhealth.com/locations/pasadena>