

FAQs: The Well | Health Management Transition

Why are we changing clinic operators?

- We periodically review all partners to ensure we continue to provide quality and valued benefits and service to our employees. After a competitive bidding process, we selected Midland Health to operate the Permian clinics based on their reputation and service offering. We are excited about the expanded services for our employees and furthering our commitment to invest in and build strong relationships within the communities where we operate.

How do I make an appointment at The Well?

- Call the onsite clinics beginning **Monday, Feb. 27** to make appointments. See clinic contact information below.
 - *Please note that the clinics **will begin to see patients** on Wednesday, March 8. The clinics **will be closed** from Monday, Feb. 27 through Tuesday, March 7.*
- An online scheduling platform will also be made available to employees by/on Feb. 27. We will share the link on [The Well Onsite Clinics in Midland and Artesia | ConocoPhillips Human Resources](#) when available.
 - Established patients can schedule online appointments.
 - New patients must call their local The Well clinic to schedule an appointment.

What is the contact information for The Well?

- **The Well | Midland**
 - Phone: (432) 221-0400
 - Location: Level Two of the Employees' Center
- **The Well | Artesia**
 - Phone: (575) 748-1599
 - Location: In the amenities building behind ConocoPhillips' Artesia West office.

What are the clinic hours?

The clinics will expand their hours, detailed below, under Midland Health.

Midland:

- M/W/F: 8 a.m. – 5 p.m. / Closed for lunch: 12:30-1:30 p.m.
- T/Th: 10 a.m. – 6 p.m. / Closed for lunch 1-2 p.m.

Artesia:

- M/W: 7 a.m. – 3:30 p.m. / Closed for lunch: 11:30 a.m.-12:30 p.m.
- T/Th: 7 a.m. – 5:30 p.m. / Closed for lunch: 11:30 a.m.-12:30 p.m.
- F: 7 a.m. – 11 a.m.

Who will my doctor/care provider be?

- Patients in Midland will now be seen by [Dr. Jose Delgado, M.D.](#)
- Patients in Artesia will continue to receive care from [Jenny Smoot, FNP-C.](#)

Will rates stay the same?

- Yes, rates will stay the same. Preventative healthcare is covered at no cost to you, while a routine care visit is \$70 pre-deductible and \$14 post-deductible. If you are enrolled in the ConocoPhillips Medical Plan, the clinic will file your claim with Blue Cross Blue Shield of Texas. If you are not enrolled in the ConocoPhillips Medical Plan, you may use the clinic at the fixed rates. However, The Well will not file your claim with other insurance.

Will my records transfer?

- Marathon Health and Midland Health are working together to transfer medical records through the Athena portal, but this will take some time.
- Patients may fill out the [medical records release form](#) located at hr.cop.com and send it to MedicalRecordsGroup@marathon-health.com to accelerate the process.

Who can use the clinic?

- Active, regular full-time or part-time employees and their dependents are eligible to utilize the clinic at the Plan's fixed rates.

What services does the clinic provide?

- Preventative medical care
- Urgent care
- Annual physicals
- Well Woman exams
- Chronic disease management
- Blood pressure check
- Routine immunizations
- Allergy injections
- Specialist referrals