



V2026



PAPAYA
PRIMARY CARE

WELCOME GUIDE



WELCOME NEW MEMBER!

We are thrilled to have you join the Papaya Primary Care community!

Choosing a healthcare provider is an important decision. Thank you for choosing me! Whether you're seeking preventive services, treatment when you're sick, or guidance on living a healthier lifestyle, I'm here to support you every step of the way.

This guide will outline what to expect next on your journey with us and how to get the most from your membership.

Welcome to the Papaya Primary Care community. See you soon!

Sincerely,

Kattlyn Agosta

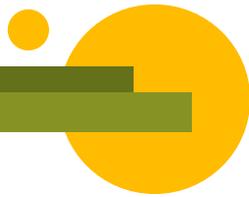


PAPAYA
PRIMARY CARE



NEW MEMBER CHECKLIST

- Book first visit (New Member Onboarding)
- Save Clinic Number to Phone 813-669-0511
- Complete New Member Forms (check email)
- Activate Pharmacy Benefit, **See how [HERE](#)**
- Have Records to Share? **Upload to chart [HERE](#)**



FIRST VISIT INSTRUCTIONS

- The clinic address is 1361 Oakfield Drive, Brandon FL 33511
- Please arrive **no more than 5 minutes early**. Expect to start on time.
- **What to bring:** photo ID, optional insurance card, your current medications (or pictures), your cell phone. Please upload digital records - link above.
- **What we'll do:** clinic orientation, review of your chart and forms, customize your health plan, physical exam, if needed send orders and/or prescriptions, schedule next visit.

HOURS & INFO



MON - THUR: 8:00a - 4:00p
Self booking In person & virtual

FRI: This is our admin day (same day sick care may be available)

CLOSED: weekends/holidays

We do **NOT** allow walk in visits,
kindly schedule all appointments.

SAME DAY or **NEXT DAY**
visits available for urgent needs.
Please **text 813-669-0511**

GETTING IN TOUCH



Text messages are sent and received through Hint, a secure HIPPA compliant platform we use for your electronic health record. Texting is our **preferred method**.

- Texts are reviewed / replied to during clinic hours.
- Non-urgent needs may be answered the next day.

Phone calls to the clinic are welcome **(813) 669-0511**.

- Please leave a message including how we can help.
- Missed calls without voicemail are not returned.

E-Mail **Hello@papayaprietarycare.com** is checked daily during clinic hours. Expect 1-2 business days for replies.

Fax to **(813) 768-0936** is typically for sending or receiving medical records from other clinics.

Hint Self-Serve Portal is where to view membership details, update contact information, change payment/card on file, review clinic notes and lab results, sign documents, and pay invoices.

Log into your Hint portal **[HERE](#)** or on our website.

PLEASE NOTE: Messages sent outside of normal business hours are **NOT monitored**



BOOKING AN APPOINTMENT

Self Scheduling: Easy. Convenient. Quick.

1. Go to papayaprimarycare.hint.com/booking
2. Select appointment type
3. Sign into Hint with email code
4. Choose a date and time that works for you!

New Member Onboarding

Your first appointment! This 60 minute visit is to review your health history, verify medications, measure baseline blood pressure and other vital signs, create a customized health plan, and discuss how to get the most from your membership.

Follow up

In person or virtual 30 minute visit, choose this type for medication refills, to discuss lab or imaging results, update referrals, discuss your health plan, and other routine needs.

Sick / Problem

In person or virtual 30 minute visit for when you're sick or have new health concerns (not all problems are appropriate for virtual care, you may be asked to come in person).

Annual Physical (Preventative Care Exam)

In person 60 minute visit for full head to toe physical. Ladies, this visit includes pap sample collection if needed.

Pre-Surgical Clearance

In person only, preop physical as requested by your surgeon

LAB TESTING



Lab testing is an important step in evaluating your health & guiding your personal treatment plan.

Members are eligible for these labs through **labcorp** at no extra charge once per year:

- Blood count (CBC)
- Cholesterol screening
- Diabetes screening (A1C)
- Liver, kidney, & electrolyte panel (CMP)

Need additional tests?

No problem! There are two options to choose from.

CASH PAY AT DISCOUNTED RATES

We tell you the total cost for labs and **the clinic charges your payment source on file the day these labs are ordered**. Your test samples are collected at Labcorp and results come through your medical record with us.

BILL YOUR INSURANCE

We can NOT tell you the cost for labs with insurance billing. We provide you with a lab order for use at an insurance preferred laboratory and **you are billed by the lab at a later date, and you have full responsibility for any charges for these tests**. Results are faxed to the clinic.

MANIFEST Rx BENEFIT



We are excited to offer you this **COST SAVING** and **CONVENIENT** prescription service with your membership

Home Delivery Program

Get up to 90 days supply of chronic medications mailed to your home. **Check formulary [HERE](#)**

- **Trigger refills at** <https://member.myrevive.health/>
- Contact customer service for help with your account **1-(888) 689-5770** MON-FRI 8a-8p EST
- Get help with medication specific questions, prescription orders, or speak with a pharmacist **1-(888) 770-4009** MON-FRI 8a-5p EST

ManifestRx Urgent Care Card

Certain medications (like antibiotics) can be picked up at no charge using the urgent care formulary.

- Search for **participating pharmacies [HERE](#)**
- Show ManifestRx card, pharmacy applies code

MEDICATION REFILLS



Getting medication refills should be simple and stress free.

Please follow these steps:



Check the bottle.

Your prescription label will show if there are refills available.

Please contact pharmacy directly to use a refill

No refills?

Text us! Please include:

- MEDICATION NAME
- DOSE / STRENGTH
- PHARMACY ADDRESS

Want to move refill(s) to another pharmacy?

If you have refills but want to pick up your medication at another pharmacy, call your pharmacist to transfer the prescription
...including Manifest Pharmacy

MEMBERSHIP BASICS



Your Membership = Access & Care

A direct care membership is an **investment in ongoing care beyond the exam room**. It reserves time, availability, coordination, and clinical expertise with your primary care provider.

Payment Basics

- Memberships are paid **in advance** using your card on file
- Invoices are emailed 3 days before the due date
- On time payments ensure uninterrupted access to care

If Payment Doesn't Go Through

- If a card is declined, you'll have 5 days to update payment
- A **\$50 late fee** may be applied if balance remains unpaid
- Unresolved balances may affect membership status

Appointments Reserved For You

- **24 hours' notice** is expected for cancellations
- Email and text reminders are sent automatically
- Late cancellations or no-shows may result in fees
- Repeated no-shows may impact continued membership

Respecting the Relationship

Papaya is built on **mutual trust and reliability**. Excessive late payments or missed visits may result in discharge to keep access fair and available for all members.

Ending Your Membership

Life happens. If you choose to end your membership, **30 days advance written notice** is required using our clinic form.

Details are outlined in your Member Agreement

Let's stay connected - minus the spam.



Join our email list

Insights, support, & more

Support us on socials

Likes, Follows, Shares, & Reviews
help the clinic grow



Facebook



Instagram



Google

Questions? We're here for you.

Call or Text (813) 669-0511

**1361 Oakfield Drive
Brandon, FL 33511**
papayaprimarycare.com

