



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!

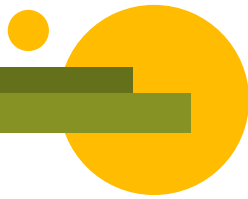
Sincerely,

*Kattlyn Agosta*



# 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 is located inside Bay Beauty Aesthetics & Wellness. **Come right in, 3rd door on the left!**
- 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 - 4:30p  
Self booking In person & virtual

**FRI:** 8:00a - 4:30p  
Admin & urgent Same day care

**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](mailto: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 you can view your membership details, cancel appointments, 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](https://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

3113 Lithia Pinecrest Rd.  
Valrico, FL 33596  
[papayaprimarycare.com](http://papayaprimarycare.com)

