

Employee Resource Guide



My HonorHealth/NOAH Employee ID Number:



My User ID:



My HonorHealth/NOAH Email Address:



My Benefits Enrollment is Due:



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NOAH Welcome

We are thrilled you have decided to join our compassionate and driven team.

Since our earliest days, NOAH has always been true to **our mission of providing compassionate, quality healthcare for our community**. With every new opportunity, we will ensure our focus is on serving our patients with comprehensive care from the most dedicated team in community healthcare – YOU.

Our vision is to transform healthcare through affordable, quality, equitable, healthcare services for whole person care. We build safe relationships and offer reliable care that people can trust no matter who they are.

Every NOAH team member contributes to our vision and to our growth, impact, and success. As you begin your career with NOAH, we hope you will see all the current and future ways your role at NOAH is changing lives in our community.

We grow together, we succeed together, and we innovate for our patients together. Every member of the NOAH team is transforming healthcare in a positive way. As the Chief Executive Officer, I speak for the nearly 400 NOAH employees in sharing our gratitude that you are part of our team.

We cannot wait to see where and how – with you on our team – NOAH will grow and change lives next.

Wendy Armendariz

Wendy Armendariz

Chief Executive Officer

Neighborhood Outreach Access to Health



Get to Know **NOAH**

NOAH

was created to transform
the health of our community.



NOAH's more than **400 team members** are transforming the health of 45,000 people every year. Our patients are at the center of everything we do in our communities.

Tens of thousands of individuals receive high-quality healthcare and services from NOAH because our team is dedicated and passionate about serving the community and caring for the underserved. Each team member contributes directly to our impact, growth, and success.

- People **First**
- One **Team**
- Embrace **Innovation**

OUR MISSION
to provide compassionate, quality healthcare
for our community.

WE BELIEVE
in improving the health of our neighbors.

OUR VISION

is to be a community health leader in:

- Providing accessible and affordable healthcare
- Offering patient-centered and compassionate service
- Improving health outcomes
- Educating patients and healthcare professionals
- Ensuring efficient and effective use of resources

Programs and Services

NOAH is a Health Center Program grantee as determined by 42 U.S. Code 254b. Our health centers receive Health and Human Services funding and NOAH is a Federal Public Health Service (PHS) with respect to certain health or health-related claims. In addition, NOAH is a participant of the 340B, US federal government drug program, which guarantees access to certain outpatient medications at significantly reduced prices provided by drug manufacturers.

Services at NOAH

Every day is an opportunity to improve someone's health and impact someone's life. At NOAH, we do this by serving the whole person with medical services that include:



Family Medicine

Expert care for the whole family, from a team of medical doctors, physician assistants, and nurse practitioners for expert care for chronic conditions, treatment for illnesses, and prevention care including immunizations and annual exams.



Prenatal Care

Caring practitioners support growing families through pregnancy and delivery with full prenatal care including labs, ultrasounds, dental exam, whooping cough and tetanus vaccines, and post-delivery check-up.



Pediatrics

Our robust pediatric services work with children from newborn up to 17 years old. NOAH pediatricians provide well-child visits, immunizations, developmental screenings, treat illness and injuries, and manage chronic health issues.



Internal Medicine

Focusing on the specific needs of adult patients, our Internal Medicine team helps patients manage chronic illness and treat a wide range of acute illnesses.



Dental

The comprehensive dental team is focused on dental education as well as dental health. From pediatric and prenatal dental services, to emergency dental needs and routine cleanings, NOAH has the team for all patients.

Beyond high-quality medical services, NOAH offers care and support to help people achieve and maintain their healthcare goals. Other services include:



Behavioral Health

NOAH's team of behavioral health counselors and therapists provide services for individuals, couples, families, children, and teens. They also work together with our other providers for comprehensive, whole-person care.



Psychiatric Care

Our psychiatry team works with patients to diagnose, treat, prescribe medications, and prevent mental, emotional, and behavioral disorders and can specialize in specific areas.



Nutrition Services

Our Registered Dietitian Nutritionists (RDN) at NOAH provide care and guidance for patients with conditions like diabetes, cardiovascular disease, digestive issues, allergies, and more.



Eligibility and Enrollment Assistance

People who are uninsured or are underinsured can get help enrolling in coverage from the Health Insurance Marketplace (ACA), Arizona's Medicaid program AHCCCS, Medicare, or our sliding fee.

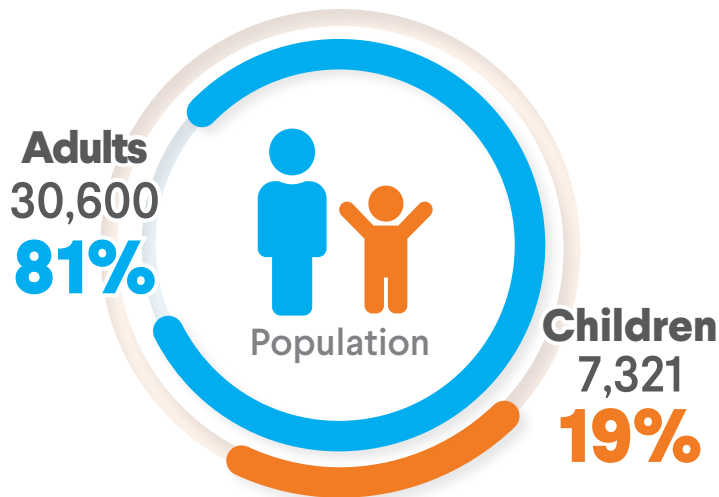


Community Resources

We address the issues that keep people from living their healthiest life. We screen patients for food insecurity and provide immediate resources by enrolling them in SNAP and TANF programs and more.

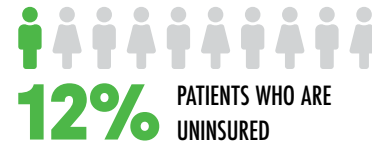
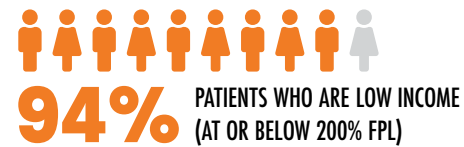
2020 Community Impact

NOAH serves around 40,000 individual patients of all ages every year with more than 175,000 different visits. Medical, dental, behavioral health, and other visits are telehealth or in-person services.



Total Patients Served

37,921



To make this happen, NOAH's patients are from a diverse payor mix. Because of the patients we serve, and the donations and grants NOAH is awarded, in 2020 NOAH was able to donate **\$7.2 million** in Charity Care services.

Range of Services

Legend | 🏠 Clinic Visits | 📺 Telehealth | = Total

Medical

🏠 41,997
📺 56,373
= 98,370

Behavioral Health

🏠 32,654
📺 14,200
= 46,854

Nutrition

🏠 5,628
📺 566
= 6,194

Dental

🏠 4,707
📺 1,356
= 6,043

Substance Abuse

🏠 915
📺 345
= 1,260

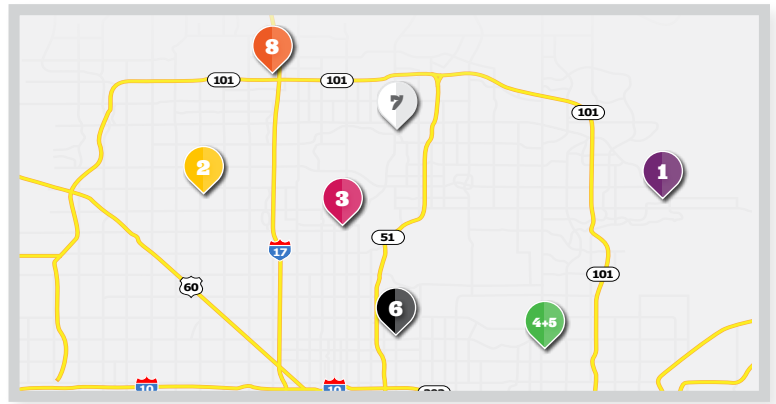
Eligibility

= 17,951

TOTAL VISITS 176,692

NOAH Locations

NOAH has eight different locations serving Scottsdale, Phoenix, and Glendale. Many of our health centers offer a wide range of medical, dental, behavioral health, and other supportive services. Hours vary at each location to meet the needs of the patients in that community, with the goal to be as accessible as possible.



Services and Programs

- Medical Services
- Internal Medicine
- Behavioral Health
- Nutrition Services
- Community Resources
- Pediatric Services
- Dental Services
- Psychiatric Services
- Prenatal Services



- 1 Cholla Health Center**
11130 E. Cholla Street Bldg I
Scottsdale, AZ 85259



Hours: Temporarily closed



- 5 Heuser Pediatric Dental**
7301 E. Second Street Ste 300
Scottsdale, AZ 85251



Hours: M-F 8am-5pm



- 2 Copperwood Health Center**
11851 N. 51st Avenue Ste B-110
Glendale, AZ 85304



Hours: M-Th 7am-7pm
F 7am-5pm



- 6 Midtown Health Center**
4131 N. 24th Street Ste B-102
Phoenix, AZ 85016



Hours: M-F 7am-6pm



- 3 Desert Mission Health Center**
9015 N. 3rd St.
Phoenix, AZ 85020



Hours: M-F 7am-6pm



- 7 Palomino Health Center**
16251 N. Cave Creek Road
Phoenix, AZ 85032



Hours: M-F 8am-5pm



- 4 Heuser Family Medicine Center**
7301 E. Second Street Ste 210
Scottsdale, AZ 85251



Hours: M-F 8am-5pm



- 8 Venado Valley Health Center**
20440 N. 27th Avenue
Phoenix, AZ 85027



Hours: M-F 7am-5:30pm

How NOAH Offers Services

NOAH is a Federally Qualified Health Center, or FQHC as you'll hear it referred. FQHCs are community-based health care providers that receive funds from the HRSA (Health Resources & Services Administration) Health Center Program to provide primary care services in underserved areas. FQHCs must meet a stringent set of requirements to maintain this designation.



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HONORHEALTH®

HonorHealth.com

NOAH was founded in 1997 as a program of HonorHealth (then Scottsdale Healthcare) to provide high-quality healthcare to all members of our community, regardless of status, insurance, or other factors. In 2011, NOAH became a 501 (c)3 nonprofit organization with its own Board of Directors and Executive team. While still connected to HonorHealth through healthcare collaboration programs like Hospital2NOAH, IT services, and high standards of healthcare practices, NOAH operates independently and is considered a community partner of HonorHealth.

Board of Directors

NOAH is governed by a volunteer Board of Directors. Our Board of Directors is made up of community partners who represent a mix of business, community services, and complimentary organizations in our community. As a recipient of funding from Health Resources and Services Administration (HRSA) under the Section 330 of the Federal Health Services Act, NOAH's Board of Directors must have patients from the communities we serve make up 51% of the board.

The Board of Directors helps to drive NOAH's strategic initiatives, and to ensure focus is always on the mission to provide compassionate, quality healthcare for our community. Members of the board are required to contribute to NOAH by, among other things:

- **Attending board meetings**
- **Serving on at least one committee**
- **Ensuring that the needs and interest of all members of the community are represented in plans and decisions impacting health center services**



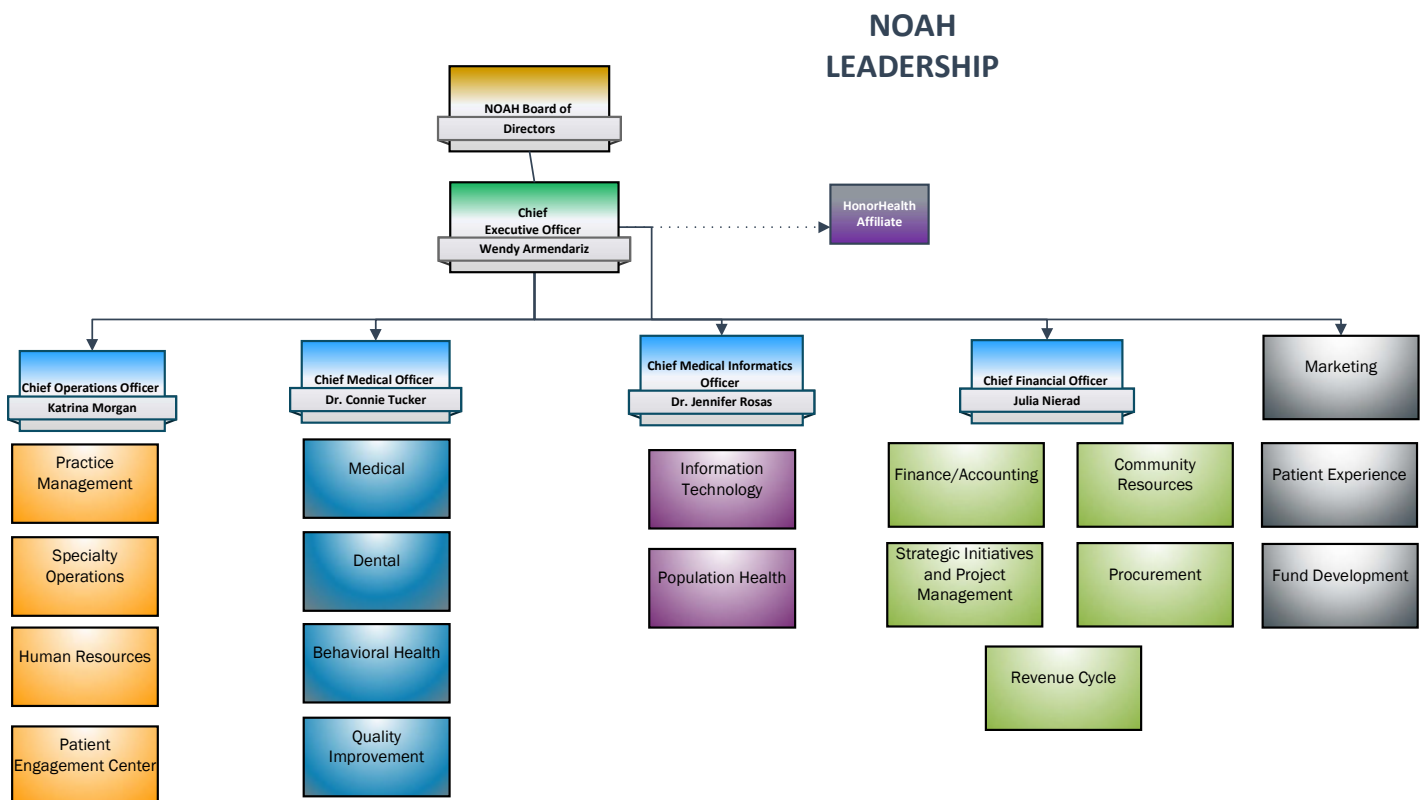
Contacts

Compliance Hotline..... 1-888-MYCOMPLY
(888-692-6675)

Payroll & Benefits.NOAHHR@honorhealth.com

IT Service Center480-882-4357

ORG Chart



Employee Self Service

Here are some of the common systems you will be using in your new role. Please ask your leader for information on logging in to the additional systems and tools.

**NOAH / HonorHealth
Network**



Username: User ID





Initial password: Network password



Paycom



Username: User ID





Initial password: Provided during
onboarding



Service Now



Username: User ID





Initial password: Network password



Your network password is established by the **IT department**. This will be provided to you during New Employee Orientation. As with all new accounts, you will need to change your password after initial log in.





Notes



Lined area for taking notes, consisting of multiple horizontal lines.

Notes

Notes



Neighborhood Outreach Access to Health

For more information,
visit **noahhelps.org**

add us on social media
[@noahhelps](https://www.instagram.com/noahhelps)

