

Capitol Square Healthcare for State Employees

Frequently Asked Questions



Capitol Square Health Care is a joint venture between the Department of Human Resource Management (DHRM) and VCU Health to provide on-site medical care for Commonwealth of Virginia employees and non-Medicare retirees.

Where is Capitol Square Healthcare located?

In the Mezzanine of the James Monroe Building,
101 North 14th Street, Richmond, VA 23219.

What are the hours of operation?

Capitol Square Healthcare is open from 7:30 a.m. to 5:00 p.m. weekdays. The clinic is closed on state holidays and weekends.

Who is eligible to use Capitol Square Healthcare?

Capitol Square Healthcare is available to all Commonwealth of Virginia employees, including part-time and wage employees; non-Medicare eligible state retirees, Long Term Disability (LTD) and Extended Coverage plan participants; covered spouses and covered dependent(s) age 2 and older enrolled in one of the state health benefits plans.

Who is on staff?

- Physician
- Nurse Practitioner
- Registered Nurse
- Licensed Practical Nurse
- Certified Medical Assistant
- Patient Access Representative

What type of services are offered?

Services offered include but are not limited to:

- Annual Physical Exams
- Pediatric Sports and School Physicals
- Hypertension management
- High cholesterol management
- Treatment for upper respiratory infections
- Treatment for urinary tract infections
- Diabetes management
- Thyroid condition management
- Treatment for anxiety and depression
- Health coaching for stress management, goal setting

What type of identification is required to visit?

For state employees: Present your state employee badge and, if you participate in one of the Commonwealth of Virginia health benefits plans, your health insurance identification card.

For non-Medicare retirees and covered dependents: Bring a valid driver's license or other type of valid identification along with the health insurance identification card.

Are state employees required to use Capitol Square Healthcare?

Using Capitol Square Healthcare is voluntary and all information is completely confidential.

How can I make an appointment?

You may schedule an appointment in person or by phone by calling (844) 342-1791. You may also request an appointment using the online request form located on capitol-square-healthcare.com. The health center is not a walk up facility, but same day appointments are available.

If you are experiencing a medical emergency, please call 911.

Does Capitol Square Healthcare have parking available?

Metered street parking and hourly parking decks are available in the downtown area. However, for most state employees in the downtown area who have parking spaces, it is simply a walk away.

Can I use Capitol Square Healthcare for workplace injuries?

For workplace injuries please follow the established procedures for contacting your supervisor or Workers Compensation Coordinator. Direct additional questions to your Human Resource office.

Additional information on the back of this page.

If enrolled in one of the Commonwealth’s health benefits plans, will my visit count toward my out of pocket expenses?

The clinic provides “stand alone” services, which means claims are not processed through your health insurance provider.

What are the acceptable methods of payment(s) for services obtained from Capitol Square Healthcare?

We accept Discover, Master Card and Visa. Checks are not accepted.

Payment is based on the member’s health plan and is due at the time of service by credit card or cash. For convenience, state employees enrolled in a Health Flexible Spending Account (Health FSA) may use their PayFlex card for payment.

Insurance	Price
COVA Care	\$15 per visit
COVA HealthAware	
COVA HDHP	\$75 per visit
Kaiser HMO	
Optima Health Vantage HMO	
TRICARE Supplement	
No state health coverage	\$75 per visit

Payment amount based on insurance provider.

Can Capitol Square Healthcare serve as my primary care physician (PCP)?

Your PCP is totally your choice. You can make Capitol Square Healthcare your primary source of health care and the clinic provider your PCP.

If I have a headache or cut myself, can I stop into Capitol Square Healthcare for “first aid?”

Capitol Square Healthcare does not carry convenience store items that you can stop in and pick up. If you have an urgent and/or persistent medical matter, please schedule an appointment.

Are there additional benefits offered through the clinic?

Wellness Coaching is available. You may contact Lou Winterling, Wellness Coach, directly at (844) 342-1791.

Is there an additional cost for Health and Wellness coaching?

If you are enrolled in COVA Care, COVA High Deductible Health Plan or COVA HealthAware there is no additional cost for this service. All services are confidential.

All state employees or non-Medicare retirees may sign up and participate in group sessions at no additional cost, regardless of enrollment in a state health plan. All services are confidential.

Why am I asked to complete a survey each time I visit Capitol Square Healthcare?

A survey is one way to share your experience with both Capitol Square Healthcare and the Department of Human Resource Management about the services you received.

Does Capitol Square Healthcare share my medical information with my employer? How does Capitol Square Healthcare protect my personal information?

Confidentiality is vital in a healthcare setting, and healthcare providers are held to strict patient confidentiality rules. All patient information is maintained in the strictest confidence and is not accessible to your employer. Your health information is also protected by and complies with HIPAA privacy practices.

Top 10 Reasons to visit Capitol Square Healthcare

1. High quality care
2. Convenient to the workplace
3. Efficient appointment times, gets you back to work sooner
4. Same day appointments available
5. Offers primary care services
6. Chronic condition management for illnesses such as diabetes or hypertension
7. Medication dispensing for common acute conditions
8. Comprehensive patient education
9. Health coach on-site
10. Lunch and learn events with physician and health coach

Call us at 1-844-342-1791 to schedule an appointment.