



STRIVE Frequently Asked Questions

What is STRIVE?

STRIVE is a new concept powered by Spectrum Health—a place that makes it easy to be healthy and well. STRIVE members collaborate with Spectrum Health Medical Group providers to develop individualized primary care and wellness plans. Members also have access to a core of local organizations dedicated to their health and wellness.

How much does it cost to join?

\$159 a year. Employer group rates are available.

Why charge a membership fee?

The membership fee covers services above and beyond the services typically available at medical practices in Michigan, and these services are not covered by health insurance plans. Primary care, 24/7 virtual and telemedicine, and other services covered by your health insurance plan are not included in the membership fee. Just like other doctor's offices, we will bill your health insurance plan, and you cover your copayment or coinsurance and your deductible. The amount you owe will depend on the services and your health insurance plan. STRIVE does not receive any compensation from its community partners.

If I don't have a membership, can I still schedule a primary care visit?

Yes. Having a membership is not a requirement for an appointment with a STRIVE provider. STRIVE can be your home for primary care services or a place to go in addition to visits with your current doctor.

What insurance does STRIVE accept?

STRIVE accepts most major insurance plans. We do not accept Medicare or Medicaid. We recommend you check with your insurance provider before you visit STRIVE.

Are annual memberships the only option?

Yes. To enrich the experience of our members, we ask that you join for a year so that we have plenty of opportunities to get to know each other and sufficient time to make strides in your health and wellness. We expect our services will evolve our first year, and we want you to be a part of what's next.

What is the role of STRIVE's health and wellness partners?

STRIVE is diligently vetting options to bring members a core group of partnerships at the local, regional and national levels. Partners may offer discounts on products or services, demonstrations, classes—the offering will vary. As soon as we solidify our partner offerings, you'll be the first to know.

What is Spectrum Health's role in STRIVE?

Members have access to the area's largest integrated health system, Spectrum Health. That means they're connected to expert care through a doctor's office, in a hospital, at home or through community outreach.

Business Members

Is there a discount if I purchase bulk memberships for my employees?

STR!VE does offer discounts to enroll a group of employees or your entire organization at once. We offer a reduced rate for 50 or 100 employee members or more.

Do you offer a trial membership for 30/60/90 days to see if this is a solution that works for my employees?

We continue to explore opportunities to make STR!VE the most convenient experience possible for our members. Today, we only offer 1-year memberships.

I want my employees to become members of STR!VE, but as an employer, I do not want/cannot cover the \$159/year cost per person. What's next?

As an employer you can cover a percentage of membership costs and the balance can be paid by the employee. Let's find a time to walk you through the process. Contact us at info@strive4u.org.

What if I just want to offer this as a cafeteria-style option for my employees, and not cover their membership cost? Can we do that?

Absolutely! We offer memberships for individuals as well as organizations. Your employees can visit us at strive4u.org to find out more, complete their registration and purchase their membership online.

Can you offer a town hall/open forum session for my employees to help answer their questions?

Definitely! Please contact us at info@strive4u.org and we'll set up a time to come to you.

If my employees sign up for STR!VE, will they get a discount with Priority Health?

No, STR!VE memberships do not include any specific insurance discounts.

If I sign up a group of employees, and one does not utilize the service or leaves the company, can their membership be transferred to another employee?

If your organization purchases a certain number of memberships, you are free to distribute those to whom you would like within your company. Once that employee registers with STR!VE, that membership record is attached to that individual and cannot be transferred.

If I buy a group of memberships for my employees, in what window of time would they need to complete their registration process?

Your organization's membership goes live after the employer agreement has been signed. We will distribute a corporate code for you to distribute to the appropriate employees in your company. Their membership will be live for 1 year retroactive to the date of signing the employer agreement.

Will you register our employees?

Each individual needs to complete the registration process to build his or her own patient profile in our medical system. Registration enables them to immediately schedule an appointment and take advantage of their membership. The process is easy and shouldn't take more than 15 minutes. For privacy reasons, we request each individual to complete their own registration process.

Will you bring any services to our organization, or are all services only offered on-site at STRIVE?

Most services will be offered on-site at STRIVE, which is conveniently located at the Waters Center in downtown Grand Rapids. If your company is interested in opportunities such as an on-site flu clinic or a lunch and learn led by one of our clinical experts, please contact us at info@strive4u.org and we'll be happy to discuss.

How can I determine if STRIVE was of value at the end of the year – will I receive any reports on usage?

Absolutely! We will create an annual report to let you know more about utilization from your employees over the course of the year. Due to patient privacy regulations, we cannot go into detail about specific medical utilization, but can provide broader context to show you the value received in aggregate for your organization. Upon request, we will set up a meeting to go over this information with you in more detail.