



# **Pinellas County Health Program Client Handbook**

**(Revised June 2018)**

The Pinellas County Health Program (PCHP) is a primary care and prevention-focused health care program for eligible Pinellas County residents.

**Please Note: This is not a health insurance plan.**

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**For more information, visit the PCHP website at:**

<http://www.pinellascounty.org/humanservices/healthprogram.htm#medicalhome>

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# WELCOME TO THE PINELLAS COUNTY HEALTH PROGRAM

Pinellas County Human Services welcomes you to the Pinellas County Health Program (PCHP). PCHP is a program for eligible uninsured, low-income adults in Pinellas County. People in this program receive care at no cost to them. This means that you will not have to go to the emergency room for minor problems like a sore throat or a toothache. Now, you can go to your “medical home” for all of your basic health care needs.

It is the goal of Pinellas County to increase access to quality healthcare, improve the health outcomes of low-income/high risk individuals, and reduce health inequalities in Pinellas County. The Pinellas County Human Services Department has partnered with the Florida Department of Health (DOH) to provide prevention-focused health care to eligible Pinellas County residents.

This program is funded by Pinellas County government and healthcare services are provided by Department of Health. This Client Handbook provides information necessary for you to understand your rights and responsibilities under the PCHP. Program Coverage for health services provided through the PCHP is subject to change at any time. In order to determine the complete details for health care coverage available through PCHP, please read this handbook carefully or ask your healthcare provider.

*You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, disabilities or other protected status.*

## ID CARD

Once you are enrolled in PCHP, you will receive a blue card with your photo on it. **You must bring this blue card with you to every healthcare visit.** The card will look like the one below:



# YOUR MEDICAL HOME

Medical homes for PCHP are provided by the Florida Department of Health (DOH) and provide you a caring relationship that promotes healthy lifestyles and ongoing prevention. DOH uses a team approach to treat all parts of your well-being. They will work with you to maintain a healthy lifestyle and coordinate health services. The professionals working in your medical home look forward to helping you live a healthier life. In addition, your medical home provides easy access to medical staff through same-day walk-in service and in-office appointments.

Once you select a medical home, you can receive care **only** at that medical home. This allows for your doctor and other medical staff to get to know you better and ensure that you receive proper care. This is called “Continuity of Care” and is very important in PCHP. We want your medical home provider to know you, understand your specific needs, and plan for your care.

## MEDICAL HOME LOCATIONS

### *Florida Department of Health*

Location	Address	Phone Number
St. Petersburg Health Department	205 Dr. MLK Jr. St. N. St. Petersburg, 33701	(727) 824-6900
Pinellas Park Health Department	6350 76th Ave. N. Pinellas Park, 33781	(727) 547-7780
Clearwater Health Department	310 N Myrtle Avenue Clearwater, 33755	(727) 469-5800
Mid-County Health Center	8751 Ulmerton Road Largo, 33771	(727) 524-4410
Tarpon Springs Health Department	301 Disston Avenue Tarpon Springs, 34689	(727) 942-5457
Turley Family Health Center	807 N. Myrtle Avenue Clearwater, FL 3755	(727) 467-2400

### *Healthcare for the Homeless (HCHP) Locations*

Location	Address	Phone Number
Bayside Health Clinic	14808 49 <sup>th</sup> Street Clearwater, FL 33762	(727) 453-7866
Mobile Medical Unit Van	Various sites throughout Pinellas County, check online calendar at: <a href="http://www.pinellascounty.org/humanservices/hch.htm">http://www.pinellascounty.org/humanservices/hch.htm</a>	(727) 432-4763

# PROGRAM COVERAGE

The providers in your medical home will help you with all your basic health care needs. Primary care and preventive services include the following:

- Doctor/ARNP/PA visits at your medical home
- Wellness and prevention services, such as:
  - Annual physicals
  - Nutrition education and counseling
  - Immunizations
  - Mammograms
- Laboratory and medical services, such as:
  - Pap smears
  - PSA blood levels
  - Urine analysis including pregnancy test
  - General X-rays
  - Screening procedures
  - Lipid profile
  - Thyroid-stimulating hormone (TSH)
- Pharmacy services
- Dental Services
- Mental health and substance abuse services
- Cancer screening
- Electrocardiography (EKG) and/or Spirometry
- Physical therapy
- Home health care and durable medical equipment
- Community-based high risk diabetic health care

## **Laboratory Services**

Your medical home will determine the places where you may receive laboratory services. Please ask your provider for a current list of participating laboratory facilities. **The County will NOT pay for labs performed at incorrect facilities.**

## **Specialty Services\***

Specialty services are more advanced treatments that cannot be done by your provider in your medical home. Some limited specialty services are provided as part of this program. However, **there are many services PCHP does not cover.** For example, certain types of cancer and most pain medications are not covered by this program. Please ask your medical home for a complete description of covered services. Your medical home provider will decide if you need specialty services. All services received outside the medical home must be pre-authorized. **If you receive services from a specialist without a referral, PCHP will not pay.** PCHP does not cover laboratory services provided at a specialty doctor's office.

\*If you are enrolled in Medicaid Medically Needy Share of Cost (MNSOC), you can only get primary care visits through this program (no specialty services).

**In exchange for receiving health care benefits through PCHP, you are required to sign form ES-9 which is a reimbursement agreement requiring you to pay back the County for your health care benefits received.**

## **Other Covered Services**

Other wellness services may be offered at individual medical homes, such as nutrition classes or help managing illnesses like diabetes or high blood pressure. Please refer to your medical home for more information. Pinellas County Human Services Staff can help you with personal concerns like disability, transportation, and housing.



**Emergency room services and transportation to the emergency room are NOT part of this program. If you go to the emergency room, this program will not pay for your visit.**

If you must go to a hospital for any pre-authorized services or be admitted in a hospital, the following hospitals are part of the PCHP network:

- Bayfront HMA Hospital - 701 6<sup>th</sup> St. S., St. Petersburg, FL 33701
- St. Anthony's Hospital - 1200 7<sup>th</sup> Ave. N., St. Petersburg, FL 33705
- Morton Plant Hospital - 300 Pinellas St., Clearwater, FL 33756
- Mease Dunedin Hospital - 601 Main St., Dunedin, FL 34698
- Mease Countryside Hospital - 3231 McMullen Booth Rd., Safety Harbor, FL 34695
- Florida Hospital North Pinellas - 1395 S. Pinellas Ave, Tarpon Springs, FL 34689

**Services received at any other hospital will not be covered by this program.**

## **WHERE DO I GET MY PRESCRIPTIONS FILLED?**

### ***PCHP Pharmacy Locations***

Pinellas County Health Program uses most BayCare, CVS, Publix, Walgreen and Walmart pharmacies for its clients. In addition, there are numerous locally-owned neighborhood pharmacies where you can pick up your prescriptions. Because this list changes periodically and is subject to change at any time, we ask that you call your preferred pharmacy and inquire if they participate in PCHP.

If your preferred pharmacy is not participating or you don't have a pharmacy preference and need an up-to-date and accurate list of participating pharmacies, please visit the Pinellas County Human Services website at: [http://www.pinellascounty.org/humanservices/pdf/HS\\_Pharmacies.pdf](http://www.pinellascounty.org/humanservices/pdf/HS_Pharmacies.pdf)

## **REASONS FOR DISENROLLMENT**

You may be disenrolled from PCHP for any of the following reasons:

- You are no longer a resident of Pinellas County;
- You become eligible for other programs that provide medical coverage (e.g. Medicare, Medicaid, private insurance through your employer, etc.);
- Your income exceeds the Federal poverty level;
- Your assets exceed the Program's criteria;
- You fail to comply with or no longer meet eligibility requirements;
- You become 65 years of age and eligible for Medicare;
- Your behavior is inappropriate; and/or
- You commit fraud.

You must inform Pinellas County Human Services of any changes in your income, assets, residency status, and all other criteria that may affect your eligibility in PCHP within 10 days of the change. Failure to do so can result in immediate and potentially future disqualification from PCHP.

## EXPECTED BEHAVIOR

Clients enrolled in PCHP are expected to behave in a responsible and mature manner in all facilities, offices and pharmacies associated with the health program. Before enrolling in the PCHP, you must sign the PCHP Behavior Agreement. This is an agreement to follow the behavioral expectations of this Program. You are expected to comply with all the policies of your medical home, otherwise, you may be dismissed from your medical home for non-compliance. Dismissed clients are allowed a 30-day grace period after the medical home dismissal to be seen on an emergency basis, when appropriate.

**Examples of behaviors which may result in PCHP termination by the Pinellas County Human Services Department and/or the Pinellas County Health Department include, but are not limited to:**

- Rude, disruptive or abusive behavior in any health care related or county facility, including but not limited to medical, dental, laboratory or pharmaceutical settings;
- Appearing to be under the influence of alcohol or drugs when receiving any service;
- Failure to follow your provider's recommended plan of care;
- Failure to inform your provider of any treatment or medications that others prescribe;
- Repeated failure to keep scheduled appointments;
- Abuse of medical identification card including misrepresentation to secure pharmaceutical drugs. This includes attempts by a client to secure excessive or inappropriate amounts of controlled substances or other medications;
- Any activity that poses potential bodily harm to self or others;
- Any activity that indicates fraud, forgery, or theft; and/or
- Selling or attempting to sell your bus pass.

## FRAUD

Pinellas County Human Services is committed to detecting, correcting, and preventing fraud.

Fraud is defined as false information provided knowingly and with the intent to improperly obtain benefits. **If you have committed or attempted to commit fraud, eligibility will be terminated immediately and suspended, potentially permanently.** If you have any questions regarding fraud or if you wish to report an area of potential fraud, please call the Pinellas County Customer Service Liaison at (727) 582-7533.

## DISMISSALS

You are responsible for providing your medical home and PCHP Case Worker with a valid address that can be used for communication purposes. The Pinellas County Human Services Department is responsible for dismissing you from PCHP.

If you are to be dismissed from the program, a certified letter will be sent informing you of the department's final decision and the actions to take. It is not essential that the letter include the reason for the departmental action; this is optional and dependent on the situation. In the letter you will also be informed of your right to appeal.

- Dismissal from PCHP is final, unless successfully appealed.
- Clients dismissed from PCHP may not receive any services, including prescription services.
- Clients dismissed from PCHP may not receive Health Care for the Homeless Program services.

## **APPEALS**

The appeals process is the first step in resolving any dissatisfaction you may have with a department action regarding your PCHP eligibility. An appeal is defined as a verbal or written statement by you to the manager of the office where you sought services. Just ask to speak to the manager. If you require further assistance with your appeal, you may contact the Pinellas County Customer Service Liaison by requesting this to the manager of the office. The appeals process is available if you are dismissed from PCHP (as described above), or are found not eligible for PCHP. Your appeal request must be received within 15 business days of the date the department action letter is sent to you (date on letter).

**Note: Eligibility criteria are not appealable. The range and type of services provided under the PCHP are also not appealable.**

## **OTHER COUNTY RESOURCES**

In addition to PCHP, there are other services available to Pinellas County residents through the Human Services Department. PCHP client eligibility for these alternate programs will be considered by Pinellas County staff. These programs include:

- Assistance with Social Security Disability Claims;
- Family Housing Assistance Program;
- Veterans Services Assistance;
- Adult Emergency Financial Assistance;
- Burial Program for Indigent and Unclaimed Persons; and
- Consumer Protection Services

If you have any questions, please call the Human Services main number at (727) 464-4200

## **NOTICE OF PRIVACY PRACTICES**

Your privacy is valued and respected by our staff. The Notice of Privacy Practices is required by the Health Insurance Portability and Accountability Act (HIPAA) was included in your electronic application. If you have any questions about this document, please contact our Privacy Officer at (727) 464-8437. Your records will not be released without your written consent, unless as required by law.

## **YOUR OPINION MATTERS**

If you would like to provide your feedback on PCHP or if you have any ideas about how to improve the program, please send your comments or suggestions to:

Pinellas County Human Services  
647 1<sup>st</sup> Avenue N.  
St. Petersburg, FL 33701



## **QUESTIONS & CONCERNS**

PCHP General Information Line..... (727) 464-4200

**If you have questions or concerns about your medical care, please contact your medical home FIRST. You should ask for the Community Health Advocate or the Care Coordinator. If you still need more service, you may also contact your Pinellas County Human Services (HS) staff or supervisor by calling the number listed above.**

If your issue cannot be resolved by DOH, HS staff or supervisor, you may call the Customer Service Liaison at (727) 582-7533. The Customer Service Liaison will attempt to resolve any problems you may have. Your concern will be reviewed within 10 business days and you will be notified of the decision.

# Medical Home Choice

Your medical home is checked below:

## FL Department of Health Locations:

**St. Petersburg Health Department**  
205 Dr. M.L. King Jr. Street North  
St. Petersburg, FL 33701  
(727) 824-6900  
Health Advocate: Ext. 4121

**Tarpon Springs Health Department**  
301 Disston Avenue  
Tarpon Springs, FL 34689  
(727) 942-5457  
Health Advocate: Ext. 6101

**Pinellas Park Health Department**  
6350 76<sup>th</sup> Avenue North  
Pinellas Park, FL 33781  
(727) 547-7780  
Health Advocate: Ext. 7143

**Clearwater Health Department**  
310 N. Myrtle Avenue  
Clearwater, FL 33755  
(727) 469-5800  
Health Advocate: Ext. 5164

**The Turley Family Health Center**  
807 N Myrtle Avenue  
Clearwater, FL 33755  
(727) 467-2400

**Mid County Health Department**  
8751 Ulmerton Road  
Largo, FL 33771  
(727) 524-4410  
Health Advocate: Ext. 7699

## Healthcare for the Homeless:

**Mobile Medical Unit (MMU)**  
MMU Schedule: <http://www.pinellascounty.org/humanservices/mobile-medical.htm>  
(727) 432-4763

**Bayside Health Clinic – Healthcare for the Homeless**  
14808 49<sup>th</sup> Street  
Clearwater, FL 33762  
(727) 453-7866

My eligibility for PCHP or HCH will expire on: \_\_\_\_\_

I can renew my eligibility on: \_\_\_\_\_