



Pinellas County Health Program Client Handbook

(Revised, April 2011)

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.

Please read this handbook carefully. It will tell you what you need to know about this program.

For more information, visit the PCHP Web Site at
<http://www.pinellascounty.org/humanservices/medical-home.htm>

IMPORTANT INFORMATION

My Medical Home

Name: _____

Address: _____

Phone: _____

Hours of Operation: _____

My Pharmacy

Address: _____

Phone: _____

Other Providers: _____

PCHP Expiration Date

My eligibility for PCHP will expire on: _____

I can renew my eligibility on: _____

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WELCOME TO THE **PINELLAS COUNTY HEALTH PROGRAM**

The Pinellas County Department of Health & Human Services has partnered with the Pinellas County Health Department and Community Health Centers of Pinellas, Inc. to provide prevention focused health care to eligible Pinellas County residents

The Pinellas County Health Program (PCHP) is a program for eligible uninsured, low-income adults in Pinellas County. People in this program can be seen by a PCHP health care provider at no cost to them. This means that you will not have to wait in long lines at the emergency room for minor problems (like a sore throat). Now, you can go to a “medical home,” like a doctor’s office, for all of your basic health care needs.

This is a Department of Health and Human Services program. It is funded by Pinellas County. Services may change at any time. To understand what is currently covered by this -program, please read this handbook carefully.

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.

MY MEDICAL HOME

Medical homes provide a sense of constant care and a relationship with your health provider that promotes healthy lifestyles and ongoing prevention. They use a team approach to treat all parts of your well-being.

We will work with you to maintain a healthy lifestyle and coordinate health services. The professionals working in your medical home care about you and look forward to helping you live a healthier life. In addition, your medical home provides easy access to medical staff through same-day office appointments and some locations are open in the evening or on Saturdays.

Your medical home will be through the Pinellas County Health Department or Community Health Centers of Pinellas, Inc. See page 10 for a complete list of medical homes. Walk-in appointments may be available.

Once you select a medical home, you must 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 and plan for your care. **You can only change your medical home provider one time per enrollment year.**

WHAT DOES THE PROGRAM COVER?

Basic Services

The providers in your medical home will help you with all your basic health care needs. Basic care includes the following services:

- Doctor visits at your medical home
- Wellness and prevention services, such as:
 - Annual physicals
 - Nutrition education and counseling
 - Mammograms
- Laboratory and medical services, such as:
 - Pap smears
 - PSA blood levels
 - Urine analysis including pregnancy test
 - General X-rays
 - Ultrasounds
 - MRIs
 - CT scans
- Pharmacy services
- Mental health and substance abuse services
- Cancer screening
- Physical therapy
- Referral for dental pain relief

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

Laboratory Services – Read carefully!

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 may be 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 see 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, this program will not pay.** PCHP does not cover laboratory services provided at a specialty doctor's office.

Other 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. There are also case managers in your medical homes. Case managers will help you with personal concerns like disability, transportation, and housing.



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

REASONS ELIGIBILITY FOR PCHP MAY CHANGE

You Are Over Income

Eligibility for PCHP services will stop at the end of the current month if you receive income during an enrollment period which places you over the income criteria for the Program.

You Are Eligible For Other Coverage

Eligibility for PCHP services will be end immediately if you qualify for other programs that provide medical coverage (e.g. Medicaid).

EXPECTED BEHAVIOR

Individuals enrolled in the 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 (last page of this handbook). 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. 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 Department of Health & Human Services 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
- 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.

FRAUD

Fraud is defined as “intentional misrepresentation by an individual or entity which results in an unauthorized benefit.” In other words, receiving any benefits you are not eligible for by misrepresenting yourself or others on purpose. **Eligibility will be terminated immediately if you have committed fraud.** If you have any questions regarding fraud or if you wish to report an area of potential fraud, please call (727) 464-8416

DISMISSALS

You are responsible for providing your medical home with a valid address that can be used for communication purposes. The Pinellas County Department of Health and Human Services 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 permanent, unless successfully appealed.
- Clients dismissed from PCHP may not receive any services, including prescription services.
- Clients dismissed from PCHP may not receive Mobile Medical Unit 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 Customer Service Team Leader (see next section for more information). The appeals process is available if you are dismissed from PCHP (as described above), or are found not eligible for PCHP by the medical home eligibility staff. It must be received within 10 business days of the date the department action letter is sent to you.

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

QUESTIONS & CONCERNS

For general information about the PCHP, please call:

PCHP Information (South County).....(727) 582-7781
PCHP Information (North County).....(727) 464-8400

If you have questions or concerns about this program, please contact your medical home case manager first.

If your issue can not be resolved by your medical home case manager or his/ her supervisor, you may call the Customer Service Team Leader at (727) 582-7533. The Customer Service Team Leader will attempt to resolve any problems you may have. Your complaint will be reviewed within 10 business days and you will be notified of the decision.

MEDICAL HOME LOCATIONS

Pinellas County Health Department Sites

Location	Address	Phone Number	Fax	Referral Contact
St. Petersburg Health Center	205 Dr. MLK Jr. St. N St. Petersburg, 33701	(727) 824-6900	(727) 820-7285	Dana
Pinellas Park Health Center	6350 76th Ave. N Pinellas Park, 33781	(727) 547-7780	(727)-545-7560	Amanda
Tarpon Springs Health Center	301 S Disston Ave. Tarpon Springs,	(727) 942-5457	(727)942-5467	Kim
Clearwater Health Center	1108 N MLK Ave. Clearwater, 33755	(727) 420-0480	(727) 298-3589	Mary Lou
Bestcare Family and Geriatric (subcontractor)	1100 S Fort Harrison Ave. Clearwater, 33756	(727) 442-3126	(727) 447-4827	Katie, Glenda, Nulgun, Heather

Community Health Centers of Pinellas Sites

Location	Address	Phone Number	Fax	Referral Contact
CHC at Johnnie Ruth Clarke Health Center	1344 22nd St. S St. Petersburg, 33712	(727) 821-6701	(727) 827-8150	Jeannie
CHC at Largo	12420 130th Ave. N Largo, 33774	(727) 587-7729	(727) 587-7739	Monica, Lynette
CHC at Clearwater	1020 Lakeview Rd. Clearwater, 33756	(727) 461-1439	(727) 443-7230	Monica, Lynnette
CHC at Tarpon Springs	247 South Huey Ave. Tarpon Springs, 34689	(727) 944-3828	(727) 939-4679	Monica, Lynette
CHC at Pinellas Park	6237 66th St. Pinellas Park, 33774	(727) 544-2284	(727) 546-3854	Jean Liz

PCHHS Mobile Medical Unit

Location	Address	Phone Number	Fax	Referral Contact
Various sites throughout Pinellas County	647 1st Ave N St. Petersburg, 33701	(727) 582-7577	(727) 582-7228	Betty



WHERE DO I GET MY PRESCRIPTIONS FILLED?



PCHP Pharmacy Locations

Sweetbay Stores #	Street Address	Mon - Fri	Sat	Sun	RX Phone	RX Fax
1722	4665 66th St. N. Kenneth City, FL 33709	8 - 8	9 - 5	12 - 4	(727) 541-4649	(727) 545-8917
1723	2139 34th St. N. St. Pete, FL 33713	9 - 9	9 - 5	12 - 4	(727) 323-2911	(727) 323-7163
1724	6851 Gulfport Blvd. South Pasadena, FL 33707	8 - 8	9 - 5	10 - 2	(727) 344-1471	(727) 347-2925
1737	1360 Tampa Road, Palm Harbor, FL 34683	9 - 9	9 - 5	12 - 4	(727) 787-3925	(727) 772-0262
1756	3327 9th St. N., St. Pete, FL 33704	9 - 7	9 - 5	12 - 4	(727) 894-4282	(727) 823-2397
1759	6095 9th Ave. N., St. Pete, FL 33710	8 - 8	9 - 5	12 - 4	(727) 384-4914	(727) 345-5543
1764	7491 4th St. N., St. Pete, FL 33702	9 - 9	9 - 5	12 - 4	(727) 528-2123	(727) 528-2132
1783	2460 East Bay Blvd., Largo, FL 33771	8 - 8	9 - 5	12 - 4	(727) 535-2636	(727) 524-3589
1931	1794 22nd Street S., St. Petersburg, FL 33712	8 - 8	9 - 5	12 - 4	(727) 823-2309	(727) 821-3101
1859	2200 Main Street /SR- 580 Dunedin, Fl	8 - 8	9 - 5	12 - 4	(727) 734-1113	(727)738-4708

Independents	Street Address	Mon - Fri	SAT	SUN	RX Phone	RX Fax
Garon Pharmacy	8000 4th St North, St Petersburg, FL 33702	8:30-5:30	closed	closed	(727) 577-3170	(727) 578-2977
Promise Pharmacy	31818 US Hwy 19 Palm Harbor, FL 34684	9 - 6:30	10 - 2	closed	(727) 772-0500	(727) 772-0511
Savon Pharmacy	2170 Gult to Bay Clearwater, FL 33765	9 - 9	9 - 7	10 - 6	(727) 441-8482	(727) 461-4386
Savon Pharmacy	10500 Ulmerton Road Largo, FL 33771	9 - 9	9 - 7	10 - 6	(727) 581-0440	(727)585-7500
Tarpon Discount Drugs	742 S. Pinellas Ave Tarpon Springs, FL 34689	9 - 6	9 - 1	closed	(727) 934-3400	(727) 934-3440
ASAP Pharmacy	8609 66th St N Ste C Pinellas Park, FL 33782	9:30 - 6:30	closed	closed	(727) 548-9170	(727) 548-9172
The Prescription Shoppe	600 First Ave. North St. Petersburg	8:00-6:00	8 - 1	closed	(727) 822-4546	(727) 821-5668

**For list of locations please call Sweetbay Customer Service at
1-888-218-3890**



Pinellas County Health Program BEHAVIOR CONTRACT



Primary care will be provided in your selected medical homes. The providers in your medical home will help you with all your basic health care needs. Screenings, lab work, and prescriptions are part of this basic care. These services are provided at no cost to you. Specialty services are more advanced treatments that cannot be done by your provider in your medical home. Some limited specialty services may be provided as part of this program. However, there are many services the program does not cover.

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. You may receive a bill for emergency room services.

If you do not use the labs as specified, you may receive a bill for laboratory services.

Health care is an agreement between you and your health care team. This means:

- You will keep your appointment, or call 24 hours in advance to reschedule
- You will respect all health care team staff; treat them politely and courteously at all times

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.

Examples of behaviors which may result in immediate termination from PCHP include:

- Rude, disruptive or abusive behavior in any health care related or county facility, including but not limited to medical, dental, laboratory or pharmaceutical
- 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, including to secure excessive or inappropriate amounts of controlled substances or other medications
- Any illegal activity that poses potential bodily harm to self or others
- Any other illegal activity as it relates to program services such as fraud, forgery, or theft

You must comply with the patient Rights and Responsibilities of your medical home as explained to you at enrollment.

You can only change medical homes once within an enrollment period. You cannot receive services if you are 65 years old or older.

I acknowledge that I am voluntarily disclosing my Social Security Number to Pinellas County and authorize use of that number as data to be entered into the County computer system for identification, according to Section 102-26, Pinellas County Code. The Pinellas County Department of Health and Human Services collects my Social Security number in order to process billing and payments on my behalf as a client of the Department. My Social Security number is also used as a unique numeric identifier and may be used for search purposes. This notice is provided pursuant to Section 119.071(50 Florida Statutes (2007).

Printed Name Social Security Number Date

Client Signature