



# **Pinellas County Health Program Client Handbook**

**(Revised, October 2015)**

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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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>**

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## WELCOME TO THE PINELLAS COUNTY HEALTH PROGRAM

The Pinellas County Department of Human Services has partnered with the Pinellas County Health Department 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 Pinellas County 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 or a toothache. Now, you can go to a “medical home” for all of your basic health care needs.

This is a Department of 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. See page 8 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 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/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
- Pharmacy services
- Mental health and substance abuse services
- Cancer screening
- Physical therapy
- Dental Services
- Home health care and durable medical services

\*If you are enrolled in Medically Needy Share of Cost (MNSOC), you can only get basic services listed 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 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. Pinellas County Human Services Staff 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 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. So., 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 may not be covered by this program.**

## **REASONS ELIGIBILITY FOR PCHP MAY CHANGE**

### **You Are Over Income**

Eligibility for PCHP services will stop 30 days after you start receiving income during an enrollment period which places you over the income criteria for the Program.

### **You Are Eligible For Other Coverage or Move Out of County**

Eligibility for PCHP services will end immediately if you qualify for other programs that provide medical coverage (e.g. Medicaid) or if you move out of Pinellas County.

## **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 (page 11 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 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 and suspended for three years 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) 582-7533.

## **DISMISSALS**

You are responsible for providing your medical home and case manager with a valid address that can be used for communication purposes. The Pinellas County Department of 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 Liaison at (727)-582-7533. (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. 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.....(727) 582-7709

**If you have questions or concerns about this program, please contact your medical home first. You may also contact your Pinellas County Human Services (HS) staff by calling the number listed above.**

If your issue cannot be resolved by 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 with your eligibility. 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***

<b>Location</b>	<b>Address</b>	<b>Phone Number</b>	<b>Fax</b>
St. Petersburg Health Department	205 Dr. MLK Jr. St. N St. Petersburg, 33701	(727) 824-6900	(727) 820-7285
Pinellas Park Health Department	6350 76th Ave. N Pinellas Park, 33781	(727) 547-7780	(727)-545-7560
Clearwater Health Department	310 N Myrtle Ave. Clearwater, 33755	(727)469-5800	(727) 298-3589
Mid-County Health Center	8751 Ulmerton Road Largo, 33771	(727) 524-4410	(727) 507-4333
Tarpon Springs Health Department	301 Disston Ave Tarpon Springs, 34689	(727) 942-5457	(727) 942-5467
Turley Family Health Center	807 N. Myrtle Avenue Clearwater, FL 3755	(727) 467-2400	(727) 467-2483

### ***PCHS Mobile Medical Unit for the Homeless***

<b>Location</b>	<b>Address</b>	<b>Phone Number</b>	<b>Fax</b>
Various sites throughout Pinellas County	647 1st Ave N St. Petersburg, 33701	(727) 432-4763	(727) 453-3541

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

## **PCHP Pharmacy Locations**

PHARMACY NAME	STREET ADDRESS	CITY	STATE	ZIP CODE	PHONE	FAX
PUBLIX PHARMACY	2770 WEST BAY DRIVE	BELLEAIR BLUFFS	FL	33770	(727) 586-0240	(727) 586-0312
WALGREENS	103 INDIAN ROCKS ROAD SOUTH	BELLEAIR BLUFFS	FL	33770	(727) 585-1488	(727) 584-6976
AMERIDRUG CLEARWATER	2465 NORTH MCMULLEN BOOTH ROAD	CLEARWATER	FL	33759	(727) 724-0303	(727) 791-4290
ASSURED RX	13555 AUTOMOBILE BLVD	CLEARWATER	FL	33762	(727) 451-6815	(888) 209-4962
BAY LIFE PHARMACY	1235 SOUTH MISSOURI AVENUE	CLEARWATER	FL	33756	(727) 581-5400	(787) 581-5411
BAY LIFE PHARMACY	2090 GULF TO BAY BLVD	CLEARWATER	FL	33765	(727) 216-6374	(727) 400-6948
COSTCO PHARMACY	2655 GULF TO BAY BLVD	CLEARWATER	FL	33759	(727) 373-1953	(727) 373-1971
CURLEW PHARMACY	30226 US HIGHWAY 19 NORTH	CLEARWATER	FL	33761	(727) 773-1600	(727) 773-1700
CVS PHARMACY	1 SOUTH MISSOURI AVENUE	CLEARWATER	FL	33756	(727) 446-6037	(727) 461-7627
CVS PHARMACY	1765 GULF TO BAY BLVD	CLEARWATER	FL	33755	(727) 442-3762	(727) 447-8631
CVS PHARMACY	1899 NORTH HIGHLAND AVENUE	CLEARWATER	FL	33756	(727) 441-4585	(727) 449-1377
CVS PHARMACY	2200 GULF TO BAY BLVD	CLEARWATER	FL	33765	(727) 791-3548	(727) 791-0669
CVS PHARMACY	23682 US HWY 19 NORTH	CLEARWATER	FL	33765	(727) 799-0910	(727) 725-9231
CVS PHARMACY	2528 NORTH MCMULLEN BOOTH ROAD	CLEARWATER	FL	33761	(727) 797-5803	(727) 796-9602
CVS PHARMACY	30387 US HWY 19 NORTH	CLEARWATER	FL	33761	(727) 781-2955	(727) 781-2965
CVS PHARMACY	3765 ULMERTON ROAD	CLEARWATER	FL	33762	(727) 573-3383	(727) 572-5716
CVS PHARMACY	4000 EAST BAY DRIVE	CLEARWATER	FL	33764	(727) 532-4157	(727) 538-5679
HIGHLAND PHARMACY	1224 SOUTH HIGHLAND AVENUE	CLEARWATER	FL	33756	(727) 446-2331	(727) 446-9400
J & K CARE PHARMACY	756 NORTH BELCHER ROAD	CLEARWATER	FL	33765	(727) 447-6622	(727) 446-2288
KMART PHARMACY	26996 US HWY 19 NORTH	CLEARWATER	FL	33761	(727) 796-1033	(727) 723-1815
LINCOURT PHARMACY	501 SOUTH LINCOLN AVENUE	CLEARWATER	FL	33756	(727) 447-4248	(727) 445-9604
PUBLIX PHARMACY	1295 SOUTH MISSOURI AVENUE	CLEARWATER	FL	33756	(727) 442-7074	(727) 442-7590
PUBLIX PHARMACY	1520 NORTH MCMULLEN BOOTH ROAD	CLEARWATER	FL	33759	(727) 726-1061	(727) 726-1265
PUBLIX PHARMACY	1555 HIGHLAND AVENUE SOUTH	CLEARWATER	FL	33756	(727) 443-7411	(727) 442-3882
PUBLIX PHARMACY	1921 NORTH BELCHER ROAD	CLEARWATER	FL	33763	(727) 712-3480	(727) 712-3537
PUBLIX PHARMACY	5000 EAST BAY DRIVE	CLEARWATER	FL	33764	(727) 524-1243	(727) 524-8923
SAMS PHARMACY	2575 GULF TO BAY BLVD	CLEARWATER	FL	33765	(727) 712-1363	(727) 712-3854
SCOTT'S RX	2215 NORTH HERCULES AVENUE	CLEARWATER	FL	33763	(727) 733-4100	(727) 734-8426
ST LUKE PHARMACY	2019 GULF TO BAY BLVD	CLEARWATER	FL	33765	(727) 754-7851	(727) 754-7852
TARGET PHARMACY	2747 GULF TO BAY BLVD	CLEARWATER	FL	33759	(727) 431-0232	(727) 431-0232
THE RX SHOP	810 SOUTH FORT HARRISON AVENUE	CLEARWATER	FL	33756	(727) 446-4047	(727) 446-4132
TRINITY PHARMACY II	1474 SOUTH BELCHER ROAD	CLEARWATER	FL	33764	(727) 531-2007	(727) 531-2205
WALGREENS	1505 SOUTH BELCHER ROAD	CLEARWATER	FL	33764	(727) 536-7343	(727) 536-7262
WALGREENS	1604 SOUTH MISSOURI AVENUE	CLEARWATER	FL	33756	(727) 586-4116	(727) 585-5078
WALGREENS	1701 MCMULLEN BOOTH ROAD	CLEARWATER	FL	33759	(727) 726-3870	(727) 669-3945
WALGREENS	1801 GULF TO BAY BLVD	CLEARWATER	FL	33765	(727) 441-8604	(727) 441-4063
WALGREENS	1880 NORTH BELCHER ROAD	CLEARWATER	FL	33765	(727) 462-9084	(727) 446-5057
WALGREENS	2519 MCMULLEN BOOTH ROAD	CLEARWATER	FL	33759	(727) 726-8891	(727) 799-7627
WALGREENS	2991 ROOSEVELT BLVD	CLEARWATER	FL	33760	(727) 538-5516	(727) 538-9757
WALGREENS	814 CLEVELAND STREET	CLEARWATER	FL	33755	(727) 447-3035	(727) 447-5144
WAL-MART PHARMACY	1803 NORTH HIGHLAND AVENUE	CLEARWATER	FL	33755	(727) 441-6819	(727) 442-6864
WAL-MART PHARMACY	2171 GULF TO BAY BLVD	CLEARWATER	FL	33765	(727) 431-5904	(727) 431-4901
WAL-MART PHARMACY	23106 US HWY 19 NORTH	CLEARWATER	FL	33765	(727) 724-3403	(727) 791-6363
CVS PHARMACY	467 MANDALAY AVENUE	CLEARWATER BEACH	FL	33767	(727) 447-6429	(727) 441-1619
PUBLIX PHARMACY	200 ISLAND WAY	CLEARWATER BEACH	FL	33767	(727) 298-0939	(727) 298-8929
WALGREENS	660 SOUTH GULFVIEW BLVD	CLEARWATER BEACH	FL	33767	(727) 443-3329	(727) 446-7150
CVS PHARMACY	1298 COUNTY ROAD 1	DUNEDIN	FL	34698	(727) 736-5686	(727) 734-5593
CVS PHARMACY	2175 MAIN STREET	DUNEDIN	FL	34698	(727) 733-6241	(727) 736-8396
MEDICINE SHOPPE	938 PATRICIA AVENUE	DUNEDIN	FL	34698	(727) 733-0404	(727) 733-0594
PUBLIX PHARMACY	1491 MAIN STREET	DUNEDIN	FL	34698	(727) 736-2785	(727) 734-0433
WALGREENS	1477 MAIN STREET	DUNEDIN	FL	34698	(727) 736-5643	(727) 738-1660
WALGREENS	2598 BAYSHORE BLVD	DUNEDIN	FL	34698	(727) 733-9373	(727) 736-9120
WALGREENS	5 PATRICIA AVENUE	DUNEDIN	FL	34698	(727) 734-1579	(727) 736-3420
WALGREENS	5701 GULFPORT BLVD SOUTH	GULFPORT	FL	33707	(727) 344-3900	(727) 343-1501
AMERIDRUG PHARMACY - LARGO	11920 SEMINOLE BLVD	LARGO	FL	33778	(727) 828-0378	(727) 828-0390
BAY LIFE PHARMACY	3350 EAST BAY DRIVE	LARGO	FL	33771	(727) 614-9933	(727) 614-9934
BENZER PHARMACY	12071 INDIAN ROCKS ROAD	LARGO	FL	33774	(727) 724-4171	(727) 216-6259
CVS PHARMACY	13998 WALSINGHAM ROAD	LARGO	FL	33774	(727) 595-2521	(727) 596-8046
CVS PHARMACY	2390 BELCHER ROAD	LARGO	FL	33771	(727) 533-0731	(727) 533-8632
CVS PHARMACY	2390 EAST BAY DRIVE	LARGO	FL	33771	(727) 585-4774	(727) 586-4213
CVS PHARMACY	51 MISSOURI AVENUE NORTH	LARGO	FL	33770	(727) 518-2951	(727) 518-8461
CVS PHARMACY	7405 STARKEY ROAD	LARGO	FL	33777	(727) 391-9728	(727) 399-2095
CVS PHARMACY	8905 BRYAN DAIRY ROAD	LARGO	FL	33777	(727) 393-7542	(727) 319-9254
MEDICINE SHOPPE	1555 EAST BAY DRIVE	LARGO	FL	33771	(727) 501-0188	(727) 501-0185
MICHAELS PHARMACY	11987 SEMINOLE BLVD	LARGO	FL	33778	(727) 585-2000	(727) 585-2099
PUBLIX PHARMACY	10411 ULMERTON ROAD	LARGO	FL	33771	(727) 588-1291	(727) 588-1296
PUBLIX PHARMACY	13031 WALSINGHAM ROAD	LARGO	FL	33774	(727) 596-7865	(727) 595-3048
PUBLIX PHARMACY	3825 EAST BAY DRIVE	LARGO	FL	33771	(727) 538-8718	(727) 538-8729
PUBLIX PHARMACY	857 WEST BAY DRIVE	LARGO	FL	33770	(727) 518-7748	(727) 518-6678
SAVON PHARMACY	10500 ULMERTON ROAD	LARGO	FL	33771	(727) 581-0440	(727) 585-7500
ST MARY PHARMACY	1290 WEST BAY DRIVE	LARGO	FL	33770	(727) 585-1333	(727) 585-1344
TARGET PHARMACY	10500 ULMERTON ROAD	LARGO	FL	33771	(727) 581-4424	(727) 431-3508
WALGREENS	10697 ULMERTON ROAD	LARGO	FL	33771	(727) 584-5190	(727) 584-1423
WALGREENS	14004 WALSINGHAM ROAD	LARGO	FL	33774	(727) 596-6143	(727) 596-7710



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PHARMACY NAME	STREET ADDRESS	CITY	STATE	ZIP CODE	PHONE	FAX
WALGREENS	2295 EAST BAY DRIVE	LARGO	FL	33771	(727) 585-7533	(727) 581-2141
WALGREENS	6560 ULMERTON ROAD	LARGO	FL	33771	(727) 530-4732	(727) 530-3722
WALGREENS	800 WEST BAY DRIVE	LARGO	FL	33770	(727) 581-8823	(727) 584-7434
WAL-MART PHARMACY	1111 NORTH MISSOURI AVENUE	LARGO	FL	33770	(727) 581-9922	(727) 586-2264
WAL-MART PHARMACY	13817 WALSINGHAM ROAD	LARGO	FL	33774	(727) 593-0316	(727) 593-0583
WAL-MART PHARMACY	2677 ROOSEVELT BLVD	LARGO	FL	33760	(727) 431-4914	(727) 431-3912
WINN DIXIE	2460 EAST BAY DRIVE	LARGO	FL	33771	(727) 535-2636	(727) 524-3589
CVS PHARMACY	15222 MUNICIPAL DRIVE	MADEIRA BEACH	FL	33708	(727) 397-5535	(727) 398-1049
WALGREENS	710 150TH AVENUE	MADEIRA BEACH	FL	33708	(727) 392-9469	(727) 393-7337
CVS PHARMACY	3771 TAMPA ROAD	OLDSMAR	FL	34677	(813) 855-5781	(813) 854-2820
WALGREENS	3770 TAMPA ROAD	OLDSMAR	FL	34677	(813) 855-8883	(813) 855-5388
WAL-MART PHARMACY	3801 TAMPA ROAD	OLDSMAR	FL	34677	(813) 854-2391	(813) 854-3533
CVS PHARMACY	700 EAST LAKE ROAD	PALM HARBOR	FL	34685	(727) 785-6838	(727) 787-3134
CVS PHARMACY	975 TAMPA ROAD	PALM HARBOR	FL	34683	(727) 772-8119	(727) 772-7748
GOOD SAMARITAN PHARMACY	33130 US HIGHWAY 19 NORTH	PALM HARBOR	FL	34683	(727) 785-2640	(727) 784-0701
KING PHARMACY & COMPOUNDING	31201 US HWY 19 NORTH	PALM HARBOR	FL	34684	(727) 772-6868	(727) 772-9696
PROMISE PHARMACY	31818 US 19 HWY NORTH	PALM HARBOR	FL	34684	(727) 772-0500	(727) 772-0511
PUBLIX PHARMACY	2886 ALTERNATE US 19	PALM HARBOR	FL	34683	(727) 781-7204	(727) 781-7175
PUBLIX PHARMACY	30535 US HIGHWAY 19 NORTH	PALM HARBOR	FL	34684	(727) 787-8869	(727) 786-7062
PUBLIX PHARMACY	33343 US HWY 19 NORTH	PALM HARBOR	FL	34684	(727) 789-2879	(727) 787-4580
PUBLIX PHARMACY	36301 EAST LAKE ROAD	PALM HARBOR	FL	34684	(727) 785-8837	(727) 786-1547
PUBLIX PHARMACY	500 EAST LAKE ROAD	PALM HARBOR	FL	34685	(727) 784-1413	(727) 784-1774
ST MARKS PHARMACY	4954 RIDGEMOOR BLVD	PALM HARBOR	FL	34685	(727) 772-7070	(727) 772-7010
TARGET PHARMACY	900 EAST LAKE ROAD	PALM HARBOR	FL	34685	(727) 784-5771	(727) 431-3528
TRUST PHARMACY	36515 US HIGHWAY 19	PALM HARBOR	FL	34684	(727) 781-7400	(727) 781-7433
WALGREENS	33670 US 19 NORTH	PALM HARBOR	FL	34684	(727) 785-7641	(727) 771-8768
WALGREENS	3420 EAST LAKE ROAD	PALM HARBOR	FL	34685	(727) 785-7431	(727) 772-5547
WALGREENS	35543 US HIGHWAY 19 NORTH	PALM HARBOR	FL	34684	(727) 781-2076	(727) 781-8166
WAL-MART PHARMACY	35404 US HIGHWAY 19	PALM HARBOR	FL	34684	(727) 784-8897	(727) 784-8913
WINN DIXIE	1360 TAMPA ROAD	PALM HARBOR	FL	34683	(727) 787-3925	(727) 772-0262
ALEXANDER PHARMACY	6530 PARK BLVD	PINELLAS PARK	FL	33781	(727) 623-0962	(727) 329-8711
ASAP PHARMACY	8609 66TH STREET NORTH	PINELLAS PARK	FL	33782	(727) 548-9170	(727) 548-9172
CVS PHARMACY	10195 66TH STREET	PINELLAS PARK	FL	33782	(727) 541-4681	(727) 545-4301
CVS PHARMACY	7101 PARK BLVD	PINELLAS PARK	FL	33781	(727) 544-1200	(727) 544-1044
CVS PHARMACY	7400 49TH STREET NORTH	PINELLAS PARK	FL	33781	(727) 544-1491	(727) 541-6123
F & B PHARMACY	6613 49TH STREET NORTH	PINELLAS PARK	FL	33781	(727) 623-0990	(727) 623-0991
G AND H PHARMACY	8091 66TH STREET NORTH	PINELLAS PARK	FL	33781	(727) 209-9999	(727) 209-9977
HP PHARMACY	8730 49TH STREET NORTH	PINELLAS PARK	FL	33782	(727) 954-8857	(727) 954-8858
PUBLIX PHARMACY	4701 PARK BLVD	PINELLAS PARK	FL	33781	(727) 546-4890	(727) 546-4970
PUBLIX PHARMACY	7333 PARK BLVD	PINELLAS PARK	FL	33781	(727) 546-7791	(727) 545-3773
TARGET PHARMACY	7150 US 19 NORTH	PINELLAS PARK	FL	33781	(727) 803-0023	(727) 324-2704
WALGREENS	10196 66TH STREET	PINELLAS PARK	FL	33782	(727) 545-2420	(727) 545-9682
WALGREENS	7400 66TH STREET	PINELLAS PARK	FL	33781	(727) 546-3586	(727) 544-6608
WALGREENS	7751 49TH STREET	PINELLAS PARK	FL	33781	(727) 544-1155	(727) 544-1344
WAL-MART PHARMACY	6900 US HWY 19 NORTH	PINELLAS PARK	FL	33781	(727) 527-2769	(727) 527-5032
WAL-MART PHARMACY	8001 US HWY 19 NORTH	PINELLAS PARK	FL	33781	(727) 578-5020	(727) 578-5410
AHF PHARMACY	3135 SR 580	SAFETY HARBOR	FL	34695	(727) 259-2000	(888) 877-7293
BAYCARE PHARMACY	1840 MEASE DRIVE	SAFETY HARBOR	FL	34695	(727) 499-0085	(727) 499-0142
CVS PHARMACY	10200 SEMINOLE BLVD	SEMINOLE	FL	33778	(727) 395-0139	(727) 588-9622
CVS PHARMACY	11211 78TH AVENUE NORTH	SEMINOLE	FL	33772	(727) 391-0263	(727) 397-1721
CVS PHARMACY	7850 131ST STREET NORTH	SEMINOLE	FL	33776	(727) 398-4489	(727) 391-1468
PRIME RX PHARMACY	10720 PARK BLVD	SEMINOLE	FL	33772	(727) 398-1969	(727) 398-1992
PUBLIX PHARMACY	10801 STARKEY ROAD	SEMINOLE	FL	33777	(727) 397-3105	(727) 397-9701
PUBLIX PHARMACY	7880 113TH STREET	SEMINOLE	FL	33772	(727) 391-1876	(727) 393-9421
TRINITY PHARMACY	11130 SEMINOLE BLVD	SEMINOLE	FL	33778	(727) 391-9300	(727) 391-9339
WALGREENS	10121 SEMINOLE BLVD	SEMINOLE	FL	33772	(727) 398-7515	(727) 398-6106
WALGREENS	10563 PARK BLVD	SEMINOLE	FL	33772	(727) 398-6636	(727) 399-2460
WALGREENS	13705 78TH AVENUE NORTH	SEMINOLE	FL	33776	(727) 319-2557	(727) 391-0722
WINN DIXIE	12975 PARK BLVD	SEMINOLE	FL	33776	(727) 319-4348	(727) 319-3814
WINN DIXIE	8740 PARK BLVD	SEMINOLE	FL	33777	(727) 393-5935	(727) 393-5832
PUBLIX PHARMACY	1075 SOUTH PASADENA AVENUE	SOUTH PASADENA	FL	33707	(727) 347-4526	(727) 347-4019
WINN DIXIE	6851 GULFPORT BLVD	SOUTH PASADENA	FL	33707	(727) 344-1471	(727) 347-2925
CVS PHARMACY	4685 GULF BLVD	ST PETE BEACH	FL	33706	(727) 360-0818	(727) 367-1049
WALGREENS	337 75TH AVENUE	ST PETE BEACH	FL	33706	(727) 367-7476	(727) 360-9469
AMERIDRUG PHARMACY - 9TH STREET	7601 9TH STREET NORTH	ST PETERSBURG	FL	33702	(727) 520-7995	(727) 520-7963
BAYDOUN PHARMACY	4749 34TH STREET SOUTH	ST PETERSBURG	FL	33711	(727) 329-8868	(727) 329-8662
COMMUNITY SPECIALTY PHARMACY	2215 DR MARTIN LUTHER KING JR ST	ST PETERSBURG	FL	33705	(727) 896-0001	(727) 896-0002
CVS PHARMACY	2100 66TH STREET NORTH	ST PETERSBURG	FL	33710	(727) 345-3599	(727) 384-6763
CVS PHARMACY	2200 34TH STREET NORTH	ST PETERSBURG	FL	33713	(727) 328-7644	(727) 328-8065
CVS PHARMACY	294 37TH AVENUE NORTH	ST PETERSBURG	FL	33704	(727) 896-3166	(727) 823-0341
CVS PHARMACY	301 3RD STREET SOUTH	ST PETERSBURG	FL	33701	(727) 822-7115	(727) 820-9877
CVS PHARMACY	3426 CENTRAL AVENUE	ST PETERSBURG	FL	33711	(727) 321-1257	(727) 327-3823
CVS PHARMACY	3501 54TH AVENUE SOUTH	ST PETERSBURG	FL	33711	(727) 864-1546	(727) 864-9800
CVS PHARMACY	4260 6TH STREET SOUTH	ST PETERSBURG	FL	33705	(727) 896-3119	(727) 823-2250
CVS PHARMACY	5345 66TH STREET NORTH	ST PETERSBURG	FL	33709	(727) 548-5768	(727) 548-5761
CVS PHARMACY	5400 4TH STREET NORTH	ST PETERSBURG	FL	33703	(727) 525-2184	(727) 522-6801
CVS PHARMACY	5405 49TH STREET NORTH	ST PETERSBURG	FL	33709	(727) 527-8285	(727) 527-8345
CVS PHARMACY	5801 CENTRAL AVENUE	ST PETERSBURG	FL	33710	(727) 343-8116	(727) 347-1284
CVS PHARMACY	6820 GULFPORT BLVD SOUTH	ST PETERSBURG	FL	33707	(727) 345-9103	(727) 347-1844
CVS PHARMACY	8001 9TH STREET NORTH	ST PETERSBURG	FL	33702	(727) 577-6888	(727) 576-6226
CVS PHARMACY	8275 BAY PINES BLVD	ST PETERSBURG	FL	33709	(727) 544-4601	(727) 547-2184
CVS PHARMACY	845 4TH STREET NORTH	ST PETERSBURG	FL	33701	(727) 821-1172	(727) 821-0883

## Pinellas County Health Program Client Handbook

PHARMACY NAME	STREET ADDRESS	CITY	STATE	ZIP CODE	PHONE	FAX
FMC PHARMACY SERVICES	11001 DANKA WAY NORTH	ST PETERSBURG	FL	33716	(727) 954-1300	(727) 568-0514
HEALTHMED PHARMACY	1839 CENTRAL AVENUE	ST PETERSBURG	FL	33713	(727) 894-3001	(727) 894-3000
KMART PHARMACY	4501 66TH STREET NORTH	ST PETERSBURG	FL	33709	(727) 546-5756	(727) 544-3918
LIFECARE PHARMACY	3426 13TH AVENUE NORTH	ST PETERSBURG	FL	33713	(727) 209-1282	(727) 209-1281
MEDICINE SHOPPE	6401 DR MARTIN LUTHER KING JR ST N	ST PETERSBURG	FL	33702	(727) 527-5778	(727) 526-6920
PHARMETRICS SPECIALTY RX OF SARASOTA	11880 28TH STREET NORTH	ST PETERSBURG	FL	33716	(727) 209-5722	(866) 541-9146
PRIME RX PHARMACY	5985 49TH STREET NORTH	ST PETERSBURG	FL	33709	(727) 522-3222	(727) 522-7111
PUBLIX PHARMACY	120 CARILLON PARKWAY	ST PETERSBURG	FL	33716	(727) 540-1666	(727) 540-1671
PUBLIX PHARMACY	1600 66TH STREET NORTH	ST PETERSBURG	FL	33710	(727) 344-1286	(727) 344-1308
PUBLIX PHARMACY	1700 34TH STREET NORTH	ST PETERSBURG	FL	33713	(727) 327-3092	(727) 327-3672
PUBLIX PHARMACY	200 37TH AVENUE NORTH	ST PETERSBURG	FL	33704	(727) 895-7767	(727) 895-7731
PUBLIX PHARMACY	3030 54TH AVENUE SOUTH	ST PETERSBURG	FL	33712	(727) 864-2515	(727) 864-2620
PUBLIX PHARMACY	3501 49TH STREET NORTH	ST PETERSBURG	FL	33710	(727) 528-2323	(727) 520-0815
PUBLIX PHARMACY	3700 4TH STREET NORTH	ST PETERSBURG	FL	33704	(727) 521-3024	(727) 521-3051
PUBLIX PHARMACY	3900 66TH STREET NORTH	ST PETERSBURG	FL	33709	(727) 343-9265	(727) 343-9358
PUBLIX PHARMACY	5295 34TH STREET SOUTH	ST PETERSBURG	FL	33711	(727) 864-4512	(727) 867-4589
PUBLIX PHARMACY	7999 DR MLK JR STREET NORTH	ST PETERSBURG	FL	33702	(727) 578-5335	(727) 578-5424
SAMS PHARMACY	7001 PARK BLVD	ST PETERSBURG	FL	33781	(727) 547-6411	(727) 547-6683
SCRIPTS PHARMACY	4910 34TH STREET SOUTH	ST PETERSBURG	FL	33711	(727) 867-4900	(727) 867-4999
TARGET PHARMACY	4450 PARK STREET	ST PETERSBURG	FL	33709	(727) 541-3930	(727) 828-6101
TARGET PHARMACY	8151 DR MARTIN LUTHER KING STREET	ST PETERSBURG	FL	33701	(727) 576-3826	(727) 828-6088
THE PRESCRIPTION SHOP	600 1ST AVENUE NORTH	ST PETERSBURG	FL	33701	(727) 822-4546	(727) 821-5668
TRI-MED MEDICAL PHARMACY	5779 49TH STREET NORTH	ST PETERSBURG	FL	33709	(727) 527-4569	(727) 521-1253
URBAN SPECIALTY	3535 CENTRAL AVENUE	ST PETERSBURG	FL	33713	(727) 327-9881	(727) 327-9884
WALGREENS	10410 ROOSEVELT BLVD	ST PETERSBURG	FL	33716	(727) 576-8089	(727) 577-7644
WALGREENS	2195 66TH STREET NORTH	ST PETERSBURG	FL	33710	(727) 347-4289	(727) 347-7642
WALGREENS	3077 54TH AVENUE SOUTH	ST PETERSBURG	FL	33712	(727) 362-1502	(727) 362-1500
WALGREENS	3350 CENTRAL AVENUE	ST PETERSBURG	FL	33712	(727) 327-8624	(727) 328-0271
WALGREENS	3700 34TH STREET NORTH	ST PETERSBURG	FL	33713	(727) 522-7805	(727) 527-0732
WALGREENS	3994 TYRONE BLVD NORTH	ST PETERSBURG	FL	33709	(727) 343-2822	(727) 343-2197
WALGREENS	5405 66TH STREET NORTH	ST PETERSBURG	FL	33709	(727) 544-3008	(727) 544-1660
WALGREENS	5420 9TH STREET NORTH	ST PETERSBURG	FL	33703	(727) 527-7293	(727) 526-0899
WALGREENS	5767 38TH AVENUE NORTH	ST PETERSBURG	FL	33710	(727) 345-7706	(727) 344-7394
WALGREENS	6735 CENTRAL AVENUE	ST PETERSBURG	FL	33710	(727) 384-9800	(727) 345-6115
WALGREENS	7610 4TH STREET NORTH	ST PETERSBURG	FL	33702	(727) 522-7138	(727) 525-8232
WALGREENS	875 9TH STREET NORTH	ST PETERSBURG	FL	33701	(727) 821-4241	(727) 896-7013
WALGREENS	900 49TH STREET NORTH	ST PETERSBURG	FL	33710	(727) 327-7718	(727) 321-4273
WALGREENS	901 22ND AVENUE SOUTH	ST PETERSBURG	FL	33705	(727) 896-3306	(727) 896-4167
WAL-MART PHARMACY	3501 34TH STREET SOUTH	ST PETERSBURG	FL	33711	(727) 906-4030	(727) 906-4070
WECARE PHARMACY	5665 PARK STREET NORTH	ST PETERSBURG	FL	33709	(727) 544-2525	(727) 544-2599
WINN DIXIE	1049 62ND AVENUE NORTH	ST PETERSBURG	FL	33702	(727) 525-0700	(727) 525-0901
WINN DIXIE	2139 34TH STREET NORTH	ST PETERSBURG	FL	33713	(727) 323-2911	(727) 323-7163
WINN DIXIE	3327 9TH STREET NORTH	ST PETERSBURG	FL	33704	(727) 894-4282	(727) 823-2397
WINN DIXIE	7491 4TH STREET NORTH	ST PETERSBURG	FL	33702	(727) 528-2123	(727) 528-2132
WALGREENS	4401 GULF BLVD	ST PETERSBURG BEACH	FL	33706	(727) 367-8873	(727) 367-7784
ANCLOTE PHARMACY	1933 NORTH PINELLAS AVENUE	TARPON SPRINGS	FL	34689	(727) 944-5800	(727) 944-5844
CVS PHARMACY	1000 EAST TARPON AVENUE	TARPON SPRINGS	FL	34689	(727) 937-4203	(727) 942-7687
PEGASUS RX PHARMACY	1992 ALT US HIGHWAY 19	TARPON SPRINGS	FL	34689	(727) 938-6400	(727) 938-6433
PUBLIX PHARMACY	40932 US HIGHWAY 19 NORTH	TARPON SPRINGS	FL	34689	(727) 938-3760	(727) 943-8958
TARPON DISCOUNT DRUGS	742 SOUTH PINELLAS AVENUE	TARPON SPRINGS	FL	34689	(727) 934-3400	(727) 934-3440
WALGREENS	605 SOUTH PINELLAS AVENUE	TARPON SPRINGS	FL	34689	(727) 942-2397	(727) 944-2972
WINN DIXIE	1171 SOUTH PINELLAS AVENUE	TARPON SPRINGS	FL	34689	(727) 937-4074	(727) 937-4370
WALGREENS	10551 GULF BLVD	TREASURE ISLAND	FL	33706	(727) 367-9800	(727) 360-3318

Pharmacy list is also available on the Pinellas County Human Services website at :

<http://www.pinellascounty.org/humanservices/medical-home.htm>

If you have any questions, please call the Human Services main number (727) 582-7709.

## BEHAVIOR CONTRACT

Primary care will be provided exclusively in your selected medical home. The providers in your medical home will help you with your basic health care needs. Some screenings, lab work, and prescriptions are part of this basic care. When covered, these services are free. Specialty services are more advanced treatments that can not 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. Therefore you may receive a bill for emergency room services.**

**If you do not use the labs as specified in the Pinellas County Health Program Handbook, you may receive a bill for laboratory services.**

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

- You will keep your appointment(s), or call 24 hours in advance to reschedule.
- You will respect medical home staff, treating them politely and courteously at all times.

**Clients enrolled in PCHP/MMU are expected to behave in a responsible and mature manner in all facilities, offices, pharmacies, and other locations associated with the health program.**

**Examples of behaviors which may result in immediate termination from PCHP/MMU include, but not limited to:**

- Rude, disruptive or abusive behavior in any health care related or county facility, including but not limited to medical, dental, laboratory and 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 prescribed.
- Repeated failure to keep scheduled appointments.
- Abuse of medical identification card including misrepresentation to secure pharmaceutical drugs. Included in this category are attempts by a client to secure excessive or inappropriate amounts of controlled substances or other medications.
- Any illegal activity that poses potential harm to self or others.

**You must comply with the patient rights and responsibilities of your "Medical Home". You can only change medical homes once within an enrollment period. You cannot receive services if you are 65 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's electronic systems for identification, according to Section 102-26, Pinellas County Code. I also acknowledge that the Pinellas County Health Program uses a secure community portal for health services outside of the medical home. Only those in our network of doctors, facilities and hospitals may access my health information. The Pinellas County Department of Health and Community 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).

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Printed Name

Social Security Number

Date

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Client Signature

## Pinellas County Health Program PCHP

Name: \_\_\_\_\_ Last 4 SSN: \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_  
First Name Middle Initial Last Name Month Day Year

**Please check [ ✓ ] the box next to the Medical Home where you would like to receive your primary medical care:**

☐ St. Petersburg Health Department  
205 Dr. M.L. King Jr. Street North  
St. Petersburg, FL 33701  
(727) 824-6900

☐ Tarpon Springs Health Department  
301 Disston Avenue  
Tarpon Springs, FL 34689  
(727) 942-5457

☐ Pinellas Park Health Department  
6350 76<sup>th</sup> Avenue North  
Pinellas Park, FL 33781  
(727) 547-7780

☐ Clearwater Health Department  
310 N Myrtle Avenue  
Clearwater, FL 33755  
(727) 469-5800

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

☐ Mid County Health Department  
8751 Ulmertown Road  
Largo, FL 33771  
(727) 524-4410

☐ Pinellas County Mobile Medical Unit  
Healthcare for the Homeless  
(727) 432-4763

### **PCHP Expiration Date**

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

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