

Welcome
TO YOUR HEALTH HOME
Patient Handbook



**CommWell
Health**

Your Patient-Centered Health Home

Appointment Scheduling

877.WELL.ALL
877.935.5255

www.commwelhealth.org



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Welcome to CommWell Health

Your Community. Your Wellness. Your Health. All People Matter!

Welcome

Thank you for choosing CommWell Health. We know that you have choices when seeking care and we want to thank you for choosing us.

We are committed to providing you with the highest quality of care and service possible. As part of that commitment, we have created this patient handbook, which contains important information regarding your care with us.

Please review this book carefully. If you have any questions, please ask your provider or another member of the CommWell Health Team.

To ensure we continually provide best practice to serve our patients, you may be contacted by phone by a patient satisfaction survey company to ask you how our services met your expectations. Your feedback is very important to us.

We thank you again for choosing CommWell Health to be your Health Home.



Sincerely,

Pamela Tripp

M.Ed., M.S.O.M.

Chief Executive Officer

OUR MISSION AND VALUES

MISSION STATEMENT

Compassionate delivery of quality medical, dental, and behavioral health care services for all.

EAGLE CORE VALUES

- E—Empowering** Patients and colleagues partner to develop best practices in patient centered health home care
- A—Attitude** Fostering a desire to achieve the best possible outcomes and focus on the most hopeful aspects of health care opportunities
- G—Growth** Seeking opportunities for colleague personal and professional growth and development
- L—Leadership** Leading in the development of innovative, consumer-driven health care
- E—Equip** Supplying tools for patients and colleagues to achieve positive health outcomes



PRACTICE LOCATIONS

MEDICAL

CommWell Health of Newton Grove/Spivey's Corner

Medical, WIC, Pharmacy
3331 Easy Street
Dunn, NC 28334

CommWell Health of Salemberg

Medical, WIC
500 South Fayetteville Street
Salemberg, NC 28385

CommWell Health of Tar Heel

Medical and Pharmacy
16526 NC Highway 87 West
Tar Heel, NC 28392

CommWell Health of Smithfield

507 N. Brightleaf Blvd, Suite 209
Smithfield, NC 27577

CommWell Health of McGee's Crossroads

Family Medicine, OB/GYN and WIC
70 Crepe Myrtle Drive, Suite 104
Benson, NC 27504

CommWell Health of Penderlea

5531 Eleanor Roosevelt Lane
Willard, NC 28479

CommWell Health of Shallotte

341 Whiteville Hwy
Shallotte, NC 28470

CommWell Health of Supply/Bolivia

6 Doctor's Circle, Suite 1
Supply, NC 28462

CommWell of Harrells

194 Tomahawk Hwy
Harrells, NC 28444



1.877.WELL ALL (1-877-935-5255)

www.commwelhealth.org

PRACTICE LOCATIONS

CONTINUED

DENTAL

**CommWell Health of
Newton Grove/Spivey's Corner**

1508 Maple Grove Church Road
Dunn, NC 28334

**CommWell Health of
Salemberg**

500 S. Fayetteville Street
Salemberg, NC 28385

**CommWell Health of
Four Oaks**

100 E. Sanders Street
Four Oaks, NC 27254

**CommWell Health of
Dublin**

73 Dixon Street
Dublin, NC 28332

**CommWell Health of
Ocean Isle Beach**

6934 Beach Drive, Suite 1
Ocean Isle Beach, NC

**CommWell Health of
Penderlea**

5531 Eleanor Roosevelt Lane
Willard, NC 28479

**CommWell Health of
McGee's Crossroads**

70 Crepe Myrtle Drive, Suite 104
Benson, NC 27504

**CommWell Health of
Bolivia/Supply**

6 Doctor's Circle, Suite 1
Supply, NC 28462



1.877.WELL ALL (1-877-935-5255)

www.commwellhealth.org

PRACTICE LOCATIONS

CONTINUED

BEHAVIORAL HEALTH SERVICES

**CommWell Health of
Newton Grove/Spivey's Corner**
Behavioral Health Services
Substance Abuse/Mental Health Outpatient/
Group Services/Residential Services
Outpatient Psychiatric – Med Management
3331 Easy Street
Dunn, NC 28334
910.567.5020
Toll Free: 1-800-567-5021

**CommWell Health—Building
Bridges**
Walk-In Crisis Center
306 Beaman Street
Clinton, NC 28329

**CommWell Health of McGee's
Crossroads**
70 Crepe Myrtle Drive, Suite 104
Benson, NC 27504

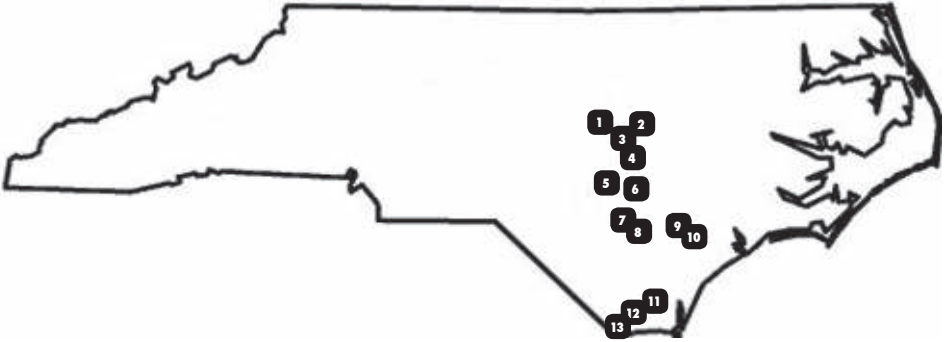
CommWell Health of Salemburg
500 South Fayetteville St.
Salemburg, NC 28385

CommWell Health of Tar Heel
16526 NC Highway 87 West
Tar Heel, NC 28392



1.877.WELL ALL (1-877-935-5255)
www.commwellhealth.org

FIND US ON THE MAP



- 1 - Smithfield
- 2 - McGee's Crossroads
- 3 - Four Oaks
- 4 - Newton Grove/Spivey's Corner
- 5 - Salemburg
- 6 - Building Bridges
- 7 - Tar Heel
- 8 - Harrells
- 9 - Dublin
- 10 - Penderlea
- 11 - Shallotte
- 12 - Supply/Bolivia
- 13 - Ocean Isle Beach

Appointment Scheduling

877.WELL.ALL
877.935.5255

QUALITY AND SAFETY

*At CommWell Health, quality care is not just something we talk about.
It is woven into every aspect of our organization.*

CommWell Health has a dedicated staff of board certified physicians, a licensed psychologist, social workers, counselors, addiction specialist, family nurse practitioners, physician assistants, dentists, and hygienists. Our goal is to provide our patients with the highest quality care, dedication, satisfaction and safety.



CommWell Health earned the Joint Commission's Gold Seal of Approval. The Joint Commission sets the standards by which health care quality is measured.

Patient Care and Safety Concerns

If you have concerns about patient care or safety please ask to speak with a Patient Representative or Practice Manager so your concern may be documented and addressed. Any unresolved patient safety or quality of care concerns may be reported to the Joint Commission.

You may contact the Joint Commission by email, fax or phone:

EMAIL: patientsafetyreport@jointcommission.org

FAX: 630-792-5636

MAIL: Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

Summarize the issue in two pages or less and include the name and full address of the organization in question. For more information, call The Joint Commission's toll free number, (800) 994-6610, available weekdays, 8:30 a.m. to 5 p.m., Central Time.

Your Rights as a CommWell Health Patient

The Health Insurance Portability and Accountability Act (HIPPA) requires that healthcare providers follow certain rules to protect the privacy of patients' health information. We respect your rights, values and dignity and ask that you recognize the responsibilities that come with being a patient. That's our commitment to you.

NOTICE OF PRIVACY PRACTICES

The following Notice of Privacy Practices describes how your health information may be used and disclosed, and how you can get access to this information. Please review this information carefully.

EFFECTIVE: NOVEMBER 1, 2015

- Your personal health information may be released to other healthcare professionals within CommWell Health¹ (“CWH”) for the purposes of providing you with quality, comprehensive care.
- Your personal health information may be released to your insurance provider for the purpose of CWH receiving payment for providing you with needed healthcare services.
- Your personal health information may be released to public or law enforcement officials in the event of an investigation in which you are a victim or abuse, a crime or domestic violence.
- Your personal health information may be released to other healthcare providers in the event you need emergency care.
- Your personal health information may be released to a public health organization or federal organization in the event of a communicable disease or to report a defective device or an adverse event to food or medication.
- Your personal health information may not be released for any other purpose than that which is identified in this notice.
- Your personal health information may be released only after receiving written authorization from you. You may revoke your permission to release personal healthcare information at any time.
- You may be contacted by CWH to remind you of any appointments, healthcare treatment options or other health services that may be of interest to you.
- You have the right to restrict the use of your personal health information. However, CWH may choose to refuse your restriction if it is in conflict of providing you with quality healthcare or in the event of an emergency situation.
- You have the right to receive confidential communication about your health status.
- You have the right to review and receive a copy of any/all portions of your healthcare information.^{2,3}

NOTICE OF PRIVACY PRACTICES

CONTINUED

- You have the right make changes regarding the healthcare information that you have provided.
- You have the right to know who has accessed your personal healthcare information and for what purpose.
- You have the right to possess a copy of our Notice of Privacy Practices upon request.
- CWH is required by law to protect the privacy of its patients and clients including all applicable State and Federal laws (42CFR⁴ Part2; 45 CFR; NC General Statute 122C-53). We will keep confidential any and all healthcare information and will provide patients with a list of duties or practices that protect confidential healthcare information.
- CWH will abide by the terms of this notice. CWH reserves the right to make changes to the notice and continue to maintain confidentiality of all healthcare information. We will post a copy of our current notice in all our sites. Our notice will indicate the effective date on the first page. We will also give you a copy of our current notice upon request.
- You have the right to complain to CWH or the Secretary of the Department of Health and Human Services if you believe your rights to privacy have been violated. All complaints will be investigated. No personal issue will be raised for filing a complaint with CWH. If you feel your privacy rights have been violated or you want further information about our Notice of Privacy Practices, please write or call CWH privacy contact person at:

Attn: Privacy Officer
CommWell Health
PO Box 227
Newton Grove, NC 28366
Tel. (910)567-6194

¹ Tri-County Community Health Council, Inc. doing business as CommWell Health of Newton Grove, Salemburg, Harrells, Smithfield, Four Oaks, Dublin, Tar Heel, Shallotte, Ocean Isle Beach, McGee's Crossroads, Bolivia/Supply Sunset Beach, Building Bridges, Harvest House, Angelic House.

² A copy fee may apply under NC General Statute 90-411.

³ Release of behavioral health records may be limited under NC General Statute 122c.

⁴ CFR—Code of Federal Regulations.

PATIENT RIGHTS & RESPONSIBILITIES

As a patient, you have the right to:

- take part in your health care and treatment
- know the names of the people caring for you
- be treated with respect and dignity in a safe and private setting
- be informed about your illness/treatment, including risks/options for your care
- to have your pain assessed and be educated about pain and pain management
- change health care providers at CommWell Health
- get another opinion about your illness or treatment
- privacy of your health records
- request electronic access to your health records or request a paper copy
- talk with the practice about any questions or problems with your care
- know about services available through CommWell Health
- respect for your cultural, social, spiritual and personal values and beliefs
- know about legal reporting requirements
- ask for special arrangements if you have a disability
- ask for help with a living will or durable power of attorney for health care
- refuse treatment, care and services as allowed by law
- know the cost of your care and ways you may pay for your care
- refuse to be included in any research program without limiting health care or treatment

PATIENT RIGHTS & RESPONSIBILITIES

CONTINUED

As a patient, you have the responsibility to:

- tell your medical provider about your illness or problems
- ask questions about your illness or care
- show respect to health care providers, staff, and other patients
- cancel or reschedule appointments so that another person may have that time slot
- pay your bills on time or make payment arrangements
- use medications or medical devices for yourself only
- inform the health care provider if you become worse or you have an unexpected reaction to a medication or treatment
- give written permission to release your other health records to CommWell Health when necessary provide CommWell Health a copy of your living will or durable power of attorney for healthcare matters

If you have any questions, please tell your provider or the practice manager.

PATIENT INFORMATION

Access After Business Hours

After Hours Nurse Advice/Triage Line
1 877 WELL ALL (935-5255)

CommWell Health is committed to provide quality, compassionate, exceptional care to all patients, at all times. Your well being is important to us. If you become sick or need to speak to a nurse for medical advice, after regular business hours please do the following:

FOR ALL EMERGENCIES CALL "911" OR GO TO YOUR NEAREST EMERGENCY ROOM

For concerns such as medication questions, minor rashes, or medical advice other than an emergency call either the number listed above or our regular business hours number (910 – 567-6194) and follow the instructions given.

You will be connected to the After Hours Nurse Advice/Triage Line and will speak with a Registered Nurse who will discuss your health questions and advice you as to what you will need to do.

These nurses will have access to the Primary Care Provider on call to relay any concerns that need further intervention.

Please report any problems you encounter with the After Hours Nurse Advice/Triage services by calling 910-567-6194 during regular business hours and ask to be transferred to the Vice President of Quality/CNO.

Scheduling Appointments

Appointments can be scheduled by calling 1-877- WELL ALL (877-935-5255). CommWell Health has schedulers available to schedule appointment for all your health care needs.

You may request appointments, medication refills and submit questions to your health care team through the Patient Portal 24 hours a day. (Refer to CWH Patient Portal section for more information on how to sign up).

PATIENT INFORMATION

CONTINUED

Language Assistance

We recognize that language can be a barrier to care. That is why we have several resources available for clients who do not speak English including:

- Multilingual staff;
- Materials printed in English and Spanish; and
- A language line for translation services.

If you need translation services, please do not hesitate to ask CommWell Health staff for assistance.

Smoking

There is no smoking in any of the CommWell Health facilities. We ask you to please not smoke near any of the doorways. There are butt cans in the entry areas for your convenience.

Weapons

No weapons are allowed to be carried into any of the CommWell Health facilities, except by law enforcement. Please leave them in your vehicles if you have a weapon with you.

PATIENT INFORMATION

CONTINUED

Advanced Directives

An *Advanced Directive* is a written document which a person states choices for medical treatment or designates who should make treatment choices if the person should no longer be able to make those decisions. A living will, health care power of attorney and a Do Not Resuscitate Order are examples of types of *Advanced Directives*.

CommWell Health recognizes the fundamental right of an individual, in accordance with North Carolina state law, to control the decisions relating to his or her medical treatment.

While CommWell Health respects your right to have an advanced directive we will not honor you advanced directive while you are being treated in any of our facilities. However, we will retain a copy of your advanced directives and forward a copy with you in the event you are transferred to the hospital directly from one of our sites.

Upon request, CommWell Health will provide you with possible sources of help in formulating advance directives and a copy of our Board approved policy on advanced directives.

Medical Records

You may obtain a copy of your personal health information (medical record) by contacting the Health Information Management Department (910-567-7088) and sign a request. A small copying fee is charged. Copies sent directly to specialists for referrals, additional treatment and second opinions are sent as a courtesy.

You may also access lab results, and other healthcare information via the patient portal. (See CWH Patient Portal).

CWH Patient Portal

CommWell Health has a Patient Portal which allows you to log in from your home computer to a secure website and request services such as scheduling an appointment and requesting medication refills.

You, as a patient may also view your lab results, clinical summaries, medication lists and other important items. It also provides a secure way for you to send messages and questions to your provider and care teams.

The front desk will issue you a letter with a PIN number which you will need when registering for the first time on the patient portal at <https://cwh.portalforpatients.com>

PATIENT-CENTERED MEDICAL HOME

CONTINUED

What is a Patient-Centered Medical Home (PCMH)?

Led by a primary care provider, a PCMH is a system of care that allows you to have a personalized care team. A team may include nurses, health educators, specialists or any other medical personnel who are ready to help you achieve your health and wellness goals.

At CommWell Health we strive to make this patient-centered service comprehensive, quality care to create a HOME for all your health and wellness needs.

CommWell Health's Patient-Centered Health Home

YOUR HEALTH CARE TEAM

You will be assisted by our patient representatives in making a selection of a Primary Care Provider (PCP). This is the medical, dental or behavioral health provider that you will see for the majority of your visits. You may see another provider if you are seen without an appointment or you choose to see another care provider or seek a second opinion.

In addition to your primary care provider, your team will include nursing staff, a health coach, other service providers such as dental or behavioral health and of course YOU!

YOU are the most important member of the team!

OUR COMMITMENT TO YOU

As partners committed to you and your wellness, we'll work with you and your family to coordinate easy access to care. We'll help you select a primary care provider (if you don't already have one) and will involve you in every step of your care plan. Our electronic health record technology will allow us to easily and efficiently coordinate your plan both with you and with your team. Your team will be there to coach and encourage you to meet your wellness goals. We'll also refer you and coordinate your care with other providers as needed, including specialists, hospitals or second opinions outside CommWell Health.

YOUR COMMITMENT TO YOU

By sharing your health history with us, you allow us to design care plans that will be customized specifically for you. We'll give you the tools necessary to help light your path to wellness. By maintaining these wellness goals, you'll show your commitment to yourself and your family that you are dedicated to your health. Having trouble sticking to one of your goals? No problem. Just contact a member of your care team and they'll work with you to create alternatives, request medication refills, send your provider information or ask a question.

(See Patient Portal & After Hours Nurse Advice).

PATIENT-CENTERED MEDICAL HOME

CONTINUED

WHAT ARE THE BENEFITS?

TEAMWORK – Your care team will work with you and your family to design a care plan that’s best suited for your wellness needs.

PREVENTION – Learn how to self-manage chronic conditions (such as asthma and diabetes) to help stay healthy. Receive reminders of needed health screenings and immunizations.

ENHANCED ACCESS TO CARE – If you need to reach any member of your team, simply call 910-567-6194 during normal business hours. If a member of your team is not available they will contact you within 48 hours. You may also access your health home by phone to receive care instructions or electronically 24 hours a day to request appointments, medication refills, etc.

CARE COORDINATION AND REFERRAL MANAGEMENT – Your care team will coordinate any referrals to outside specialists, hospitals and rehabilitation therapy, if needed and will track medical information back from those specialists to your Primary Care Provider.

AFFORDABLE CARE ACT OUTREACH AND ENROLLMENT – If you are uninsured we have outreach enrollment specialist whom can help you navigate the Affordable Care Act insurance enrollment process for quality, affordable health insurance.

**THERE IS NO CHARGE TO PARTICIPATE IN THIS PROGRAM
AND IS OPEN TO ALL PATIENTS OF COMMWELL HEALTH.**

Welcome Home!

MEDICAL SERVICES

Primary Care

The healthcare professionals at CommWell Health provide exceptional care for you, your family and friends – everyone who walks through any door at the Center. Did you know many of our healthcare providers also collaborate with Sampson Regional, Harnett Health, and surrounding area hospitals? This means you have access to some of the best healthcare professionals in the world, right here in your community.

Pediatric Care

Our pediatrics department provides care to younger patients (from newborn to young adulthood) including immunizations, school and sports physicals, camp physicals, vision and hearing screenings and developmental screenings. Services are provided by physicians, nurse practitioners, physician assistants and registered nurses. In-patient hospital care is provided for our patients at designated area hospitals.

OB/GYN Services

OB/GYN services are available at our McGee's Crossroads site. Pregnant and new mothers are assisted by a staff of well-trained professionals. Patients are eligible to receive case management, health education, behavioral health referrals, personal support, and resource referrals.

Pharmacy

The CommWell Health pharmacy participates in the Federal 340B drug program, which allows reduced pricing for medications for the center's uninsured patients. The pharmacy also participates in several drug manufacturer patient assistance programs which reduce the cost of medication for patients who qualify. Free diabetic blood-glucose testing units and discounted pricing on test strips also are offered. Our pharmacists are available to answer medication questions and, by appointment, can provide in-depth information and medication therapy management.

HIV Care—Positive Life HIV Care Program

The Positive Life program offers comprehensive medical, dental and behavioral health services to persons infected and affected by HIV. Supported by federal Ryan White funds, the program offers low cost HIV services on a sliding fee scale based on an individual's income, family size and insurance status. Other services include medical case management, HIV treatment education and adherence support, support groups for HIV patients and social support for caregivers, transportation, peer support and referrals to the UNC Infectious Disease clinic for HIV OB and pediatric care. The Positive Life program supports free HIV testing at all CommWell Health medical care locations on a walk-in or appointment basis. The HIV test requires a small finger prick and provides results within 20 minutes. Call any CommWell Health location for more information.

WIC

Women, Infants and Children Special Supplemental Nutrition Program

The WIC Program of CommWell Health is a Special Supplemental Nutrition Program for Women, Infants and Children (WIC) funded by the US Department of Agriculture. WIC in North Carolina is administered by the North Carolina Department of Health and Human Services Division of Public Health, Women's and Children's Health Section, Nutrition Services Branch.

THE WIC PROGRAM PROVIDES...

Nutrition assessment and counseling to promote good health and growth and nutritious foods based on individual needs.

WIC services are for infant, children up to age 5, pregnant, post-partum and/or breastfeeding women whom live in NC and live in a household income at or below state guidelines.

WIC Services are available at CommWell Health of Newton Grove/Spivey's Corner, Salemburg and McGee's Crossroads sites.

To apply for WIC Program services please call 910-567-5662 for more information or to make an appointment.



USDA is an equal opportunity provider. Please follow this link <http://nutritionnc.com/nondiscrimination.htm> for the full non-discrimination statement.

DENTAL SERVICES

Dental Services include the following:

Emergency Care, Preventative Care (Dental Cleanings, Sealants, Fluoride); Maintenance Care and Routine Visits, Restorative Care, Comprehensive Treatment Plans, Oral Hygiene Counseling/Patient Education, and Parent Involvement. We have special time for emergency care without appointments. Please call 1-877-WELL-ALL (1-877-935-5255) and talk with the scheduling department about hours for dental emergency treatment.

Dental Staffing

Our clinics are staffed with professional dentist, registered dental hygienists, certified dental assistants, and friendly front desk staff.

Dental Health Facilities and Technology

Our operatories are equipped with state of the art equipment, digital x-ray units, and sterilization units.

We also have state of the art Electronic Health Records and Dental records software.

Insurance

We accept Medicaid, most private insurances, and we offer a Sliding Fee Scale (for those with no insurance/ low income)

We care about you and are here to help you.

BEHAVIORAL HEALTH SERVICES

CWH Behavioral Health Services provides services to individuals in order to help reduce suffering and improve quality of life; we strive for excellence in service delivery to individuals with substance abuse, mental health and related problems.

RESIDENTIAL PROGRAM: We offer a residential treatment program for individuals recovering from the disease of alcoholism and drug addiction located on the main campus of CommWell Health at 3331 Easy Street, Dunn, NC.

ANGELIC HOUSE: The Angelic House is a transitional housing program for women. This program offers a safe and supportive environment for women who are in recovery from chemical dependencies and desire to live a healthy lifestyle. It is a structured living environment that allows each client to practice life and social skills, and work on independent living skills daily. Individuals that are in the transitional housing program are required to make a minimum of one AA/NA or CA meeting per week.

Ongoing case management helps each resident to continue dealing with the root causes of homelessness so that she may become self-sufficient. Group living provides an environment for necessary support from other women who have undergone similar life experiences. In this residence, women work toward achieving employment retention and independent living.

SUBSTANCE ABUSE INTENSIVE OUTPATIENT PROGRAM (SAIOP): This program gives the individual an opportunity to interact in the real world environment while benefiting from a peer-oriented, structured therapeutic program. Client progress is assessed regularly by clinical staff, which develops individualized treatment plans with each client.

OUTPATIENT GROUPS (OPG): These groups are focus in individuals who are new to recovery or who are returning after a relapse. The OPG are appropriate for individuals who have made poor decisions around alcohol and/or other drugs repeatedly. The group focuses on education about the disease process, recovery tasks, and relapse prevention planning.

AFTERCARE PROGRAM (AC): Aftercare is the stage following discharge, when the client no longer requires services at the intensity required during primary treatment. The aftercare program assists us in providing a complete, supportive continuum of care for those patients who completed residential, SAIOP, or outpatient treatment programs. Social support systems reinforce a healthy living environment.

AC is an integral part of every recovery program and plays a vital role in bringing permanence to new learned behaviors.

BEHAVIORAL HEALTH SERVICES

CONTINUED

MENTAL HEALTH SERVICES: The mental health outpatient program at CommWell Health provides psychiatric evaluations, medication management, outpatient mental health counseling and therapy. A range of therapeutic approaches are by trained and licensed professionals.

BUILDING BRIDGES WALK IN CRISIS CENTER: Building Bridges is a crisis walk in center that offers Mental Health and Substance Abuse treatment services for residents of Sampson County. It is located at 306 Beaman Street, Clinton, NC. When your life is in crisis this can be a turning point in a person's life. By providing individualized treatment and support, we help people move beyond this overwhelming stressful time and get their lives back on track. Crisis services are designed to assist individuals who are confronting life-threatening circumstances, current or recent traumatic crises, and serious mental illness.

COMPONENTS OF SERVICES INCLUDE:

- Comprehensive Clinical assessments
- Individual and group counseling
- Psychiatric Evaluation
- Medication Management
- Care Coordination
- Gender specific treatment groups

The CommWell Health Behavioral Health staff consist of credentialed clinically qualified staff:

- Licensed Clinical Social Worker (LCSW)
- Licensed Professional Counselor (LPC)
- Licensed Clinical Addiction Specialist (LCAS)
- Certified Clinical Supervisor (CCS)
- Psychiatrist
- Mental Health Psychiatric Nurse Practitioner
- Certified Substance Abuse counselors (CSAC)
- Mental Health Qualified Professionals

Special Programs

CommWell Health / Ryan White Special Projects of National Significance (SPNS)

Rurally Engaging and Assisting Clients who are HIV positive and homeless (NC REACH)

A five-year project designed to provide services to individuals who are HIV, homeless and have a substance abuse or mental health disorder. Services include patient centered case management, counseling, primary HIV care, housing support and referrals to specialized services such as vocational rehabilitation.

INSURANCE

What Insurances Does CommWell Health Accept?

CommWell Health accepts most insurances. CommWell Health also accepts self payments for those without insurance. If you have no insurance call and schedule an appointment with our Outreach and Enrollment staff who can walk you through the process of reviewing and applying for quality affordable insurance. We also offer a Sliding Scale Fee Discount Program.

If you have any questions about insurances billed; charges, and billing questions please call 1-877-935-5255.

Sliding Fee Discount Program

WHAT IS THE SLIDING-FEE DISCOUNT PROGRAM?

CommWell Health seeks to make its services more affordable for anyone who qualifies based on income and family size. Typically the discount program benefits individuals who are uninsured, have high deductibles, or have low income.

This program provides a discount off of the health center's normal charges and applies to most, but not all, of the health center's services. If you think you may qualify, please review the following pages carefully as it provides all the information you need to get started.

HOW DOES THE SLIDING-FEE DISCOUNT PROGRAM WORK?

We review your current income and family size to see if you qualify for the program.

IS COMMWELL HEALTH A FREE CLINIC?

No, we are not a free clinic. There is a charge for the healthcare services that we provide. However, because we are a Federally Qualified Health Center, we are able to offer reduced rates to people who qualify and no one will be turned away based solely on their ability to pay.

HOW DO I GET STARTED?

You may schedule an appointment at any of our locations by calling this number:
1-877-WELL-ALL (935-5255)

INSURANCE

CONTINUED

What do I need to bring with me?

1. The following documents can be used to prove income: Tax return, W-2's, one month of pay check stubs, documentation from employer of one month income, court orders, letter from Social Security Office, pension letter, wage transcript from state for unemployment or worker's compensation, or a letter of \$0 income signed by you and whoever is providing you housing.
2. Registration staff can determine if you qualify and if so, your level of discount.
3. There are multiple discount levels, based on annual income and family size.
The discount is off of our standard charges and will remain valid for one year after the date of application, unless your income or insurance status changes.
4. Once approved, you must report any change in your income, family size or insurance status.

What are the income guidelines?

The CommWell Health sliding-fee discount program offers six discount levels based on federal poverty guidelines.

What are the payment requirements?

There are nominal fees required with the sliding-fee scale program regardless of the discount level. These payments are required at the time of registration for each visit.

IMPORTANT PHONE NUMBERS AND CONTACTS

My Primary Doctor: _____

My Dentist: _____

For Medical or Dental appointments or questions call
910-567-6194 or 1-877-WELL-ALL (1-877-935-5255)

My Therapist/Counselor is: _____

910- 567-5020 or 800-567-5021
For Behavioral Health Appointments

Other Contacts: _____

WELCOME HOME!

CommWell Health
of Newton Grove/Spivey's Corner
3331 East Street
Dunn, NC 28334

1-877- WELL ALL
(1-877-935-5255)

www.commwellhealth.org





Your Patient-Centered Health Home
www.commwelhealth.org

Appointment Scheduling
877.WELL.ALL
877.935.5255

