

Primary Care Division

Virtual Information Session

[9/16/2020]



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Excellence | Commitment | Customer Service | Leadership

Agenda

1. What are FQHCs
Lauren Mendenhall, VP of Primary Care and QI
2. What primary care services do we have to offer
Dr. Collymore, CMO/Sr. VP of Clinical Affairs
3. 340B, sliding fee and new patients
Steve Phillips, Sr. Administrator, Primary Care
4. What are our behavioral health services
Vincenzo Renda, LCSW, Sr. Dir. Of Behavioral Health in Primary Care
5. What are our MAT services
Ana Gotay, DNP FNP MPA, MAT Program Director at Primary Care
6. What are our HIV/Hep C Services
Mayra Herrera, Sr. Administrator, Community Health Services
7. How can you refer to PC
Ron Howard, Change Management Coach/IT Project Manager

Who do we serve?

11,800 patients

65,000 encounters

Ages:

- **Pediatrics: 14%**
- **Adults (18-65): 78%**
- **Seniors (65+): 8%**

95% minority

9 out of 10 are in poverty

9 out of 10 are on public insurance

38% are homeless/unstably housed

Primary Care Service Sites

Bronx Primary Care Locations

Claremont Family Health Center

262 East 174th Street Bronx, NY 10457

Clay Family Health Center

1776 Clay Avenue Bronx, NY 10457

La Casa de Salud

966 Prospect Avenue Bronx, NY 10459

Ramón Vélez Health Care Center

754 East 151st Street Bronx, NY 10455

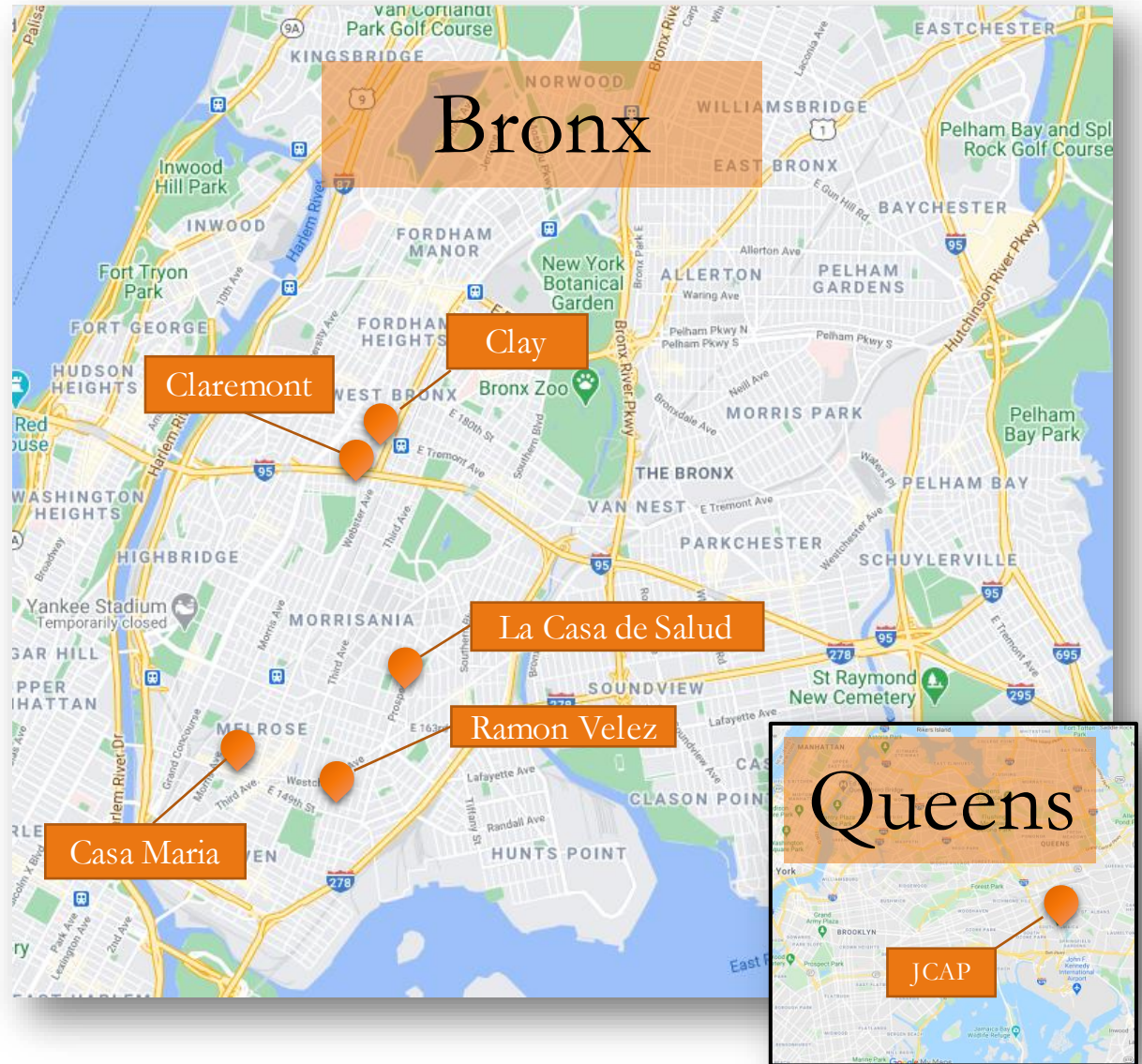
Casa Maria Community Health Center

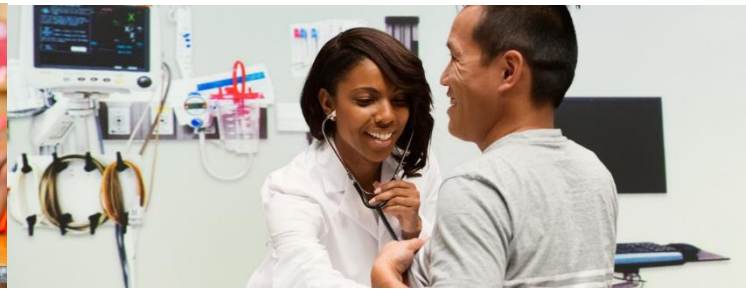
324 East 149th Street Bronx, NY 10451

Queens Primary Care

JCAP

116-30 Sutphin Blvd, Jamaica NY 11434





As a Federally Qualified Health Center,

We must:

- Serve underserved area or population
- Submit annual UDS report
- Governed by Board
- Sliding fee scale
- Provide comprehensive services
- Must conduct ongoing QI program

And in turn:

- Federal \$\$
- Enhanced reimbursement from CMS
- Malpractice Coverage for docs
- 340B Drug Program - eligibility for Rx at reduced cost
- National Health Service Corps
- Vaccine for Children Program

What is Primary Care

- The American Academy of Family Practice states that, “Primary Care includes health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses.”
- The World health Organization asserts that, “Primary health care can cover the majority of a person’s health needs throughout their life including prevention, treatment, rehabilitation and palliative care.”

What services do we offer?

- Routine Health Maintenance (Adult & Child)
 - Annual Physicals
 - Immunizations
 - Laboratory testing
 - Women's Health
- Diabetes Screening and Treatment
- Blood Pressure Screening and Treatment of Hypertension
- HIV Screening and Treatment
- Hepatitis C Screening and Treatment
- Mental Health Services (Social Work & Psychiatry)
- Dental Services
- Cancer Screening
 - Colorectal Cancer
 - Breast Cancer
 - Cervical Cancer
- Specialty Services
 - Podiatry
 - Eye Care
 - Gastroenterology

340 B

Drug Pricing Program



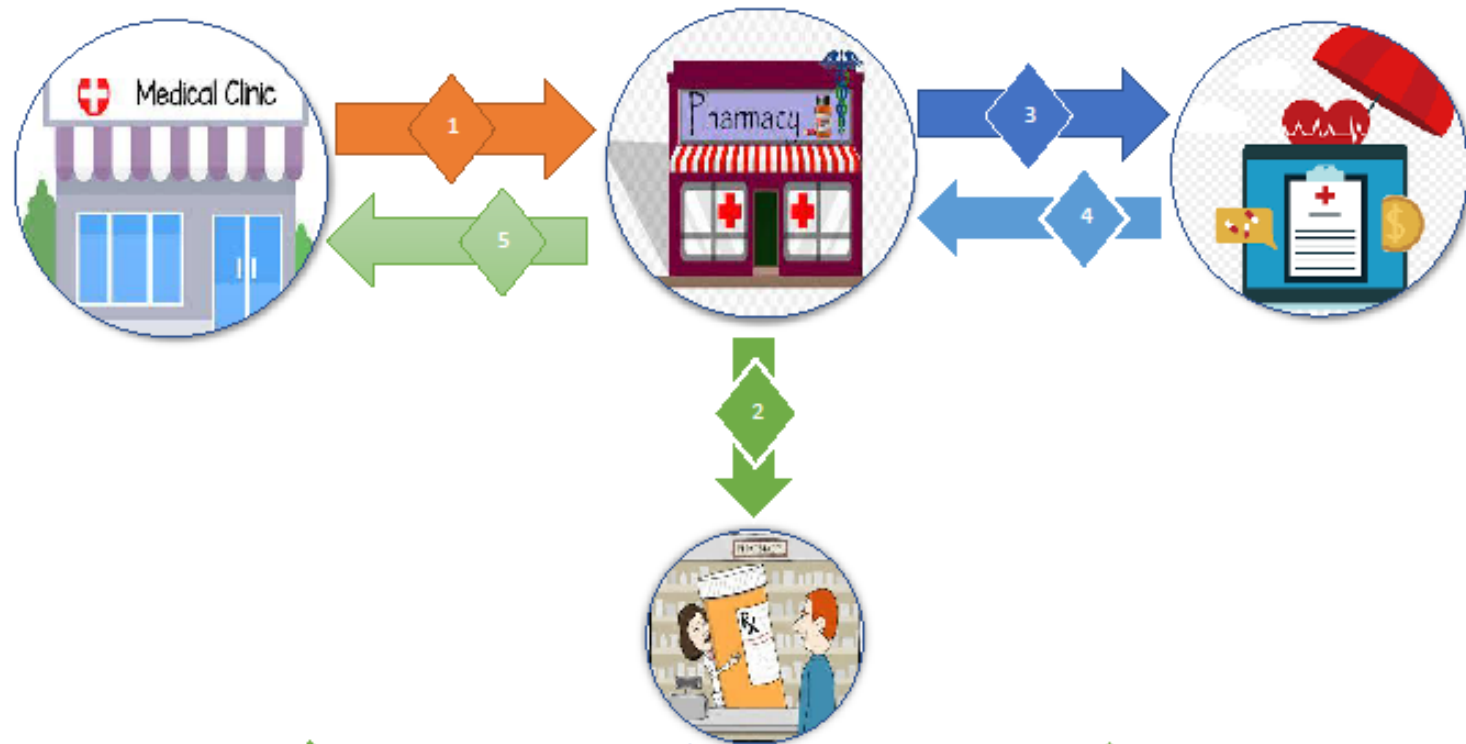
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What is 340B?

- The 340B Program which is administered by the Health Resources and Services Administration (HRSA), was created by Congress to help certain categories of health care providers, referred to as covered entities, purchase covered outpatient drugs at a reduced price.

How the 340B Program Works



1

FQHC (CE) purchases drugs from the manufacturer through a wholesaler at a discounted price.

2

The medications are then dispensed to the patient.

3

The pharmacy sends a claim to the insurer for the retail cost.

4

The insurer reimburses the pharmacy at the retail cost.



5

The pharmacy deducts their dispensing fees and passes the savings to the FQHC (CE)

Sliding Fee Scale

- The sliding fee scale program is designed to provide free or discounted care to those who have no means, or limited means, to pay for their medical services (Uninsured or Underinsured).
- In order to qualify, the patient must complete an application in addition to provide family size and proof of income.
- Discounts are determined based on family size and annual income.
- In certain situations, charges are waived for patients may not be able to pay the nominal or discount fee.

Sliding Fee Scale Example

		ACACIA NETWORK/PROMESA SYSTEMS, INC. PATIENT FEE DISCOUNTS/SLIDING FEE SCALE 2020						
FEES TO BE PAID		\$0	\$20	\$30	\$40	\$50	\$60	Full Charge
INCOME LEVEL*		100% OR LESS	101%-125%	126%-150%	151%-175%	176%-185%	186%-200%	ABOVE 200%
		\$	\$	\$	\$	\$	\$	\$
FAMILY SIZE	1	12,760	12,761 - 15,950	15,951 - 19,140	19,141 - 22,330	22,331 - 23,606	23,607 - 25,520	25,521
	2	17,240	17,241 - 21,550	21,551 - 25,860	25,861 - 30,170	30,171 - 31,894	31,895 - 34,480	34,481
	3	21,720	21,721 - 27,150	27,151 - 32,580	32,581 - 38,010	38,011 - 40,182	40,183 - 43,440	43,441
	4	26,200	26,201 - 32,750	32,751 - 39,300	39,301 - 45,850	45,851 - 48,470	48,471 - 52,400	52,401

New patient process:

1. Complete registration packet

2. Complete Sliding Fee Form

- Demographic information
- Household size
- Household income

3. Provide Proof of Income – provide one of the following:

- Most recent income tax return
- Most recent pay stubs (4 paystubs if paid weekly or 2 paystubs if paid bi-weekly)
- Unemployment award letter or unemployment checks.
- Bank Statements showing direct deposit
- Notarized letter from employer.
- Notarized letter of support from person which supports applicant.

*Note- Income from Child Support, SSI, Veteran's disability benefits, or Worker's compensation are excluded.

Behavioral Health Services in Primary Care

FQHC/ Article 28 Programs



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Mental Health Services

1. Clinical Social Worker

- A. Comprehensive Assessment (biopsychosocial)
- B. Short term psychotherapy for adults at all FQHC's
 - a) For children/ adolescents at Claremont and Ramon Velez
- C. Crisis intervention
- D. Referrals to address client centered needs
 - a) Long term/ comprehensive psychiatric services Article 31 like CCBHC or PROS at 915 Westchester Avenue
 - b) primary care
 - c) health homes
 - d) in/ outpatient substance abuse treatment)

Psychiatry

1. Psychiatric evaluations/ treatment for adults at all FQHC/ Article 28 and for children and minors at Ramon Velez and La Casa De Salud
2. Ongoing psychiatric medication management
3. Crisis interventions

Person Centered Interdisciplinary Case Conferences

A. Includes:

- a) MTAR
- b) MTAA
- c) CDOP
- d) Primary Care
- e) Health Homes
- f) PIPBHC

Community Health Service HIV/HCV/PrEP/PEP Programs



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Community Health Service HIV/HCV/PrEP/PEP Programs WHAT WE DO..

Our Focus: The Community Health Service department currently operates a total of 10 programs through out Acacia Network Health Centers. Our goal is to provide our clients with quality care to improve the health and well-being of PLWHA and HEP C. Our programs also focus on providing high risk individuals with PrEP/PEP education to reduce new incidents of infection and improving LGBTQ and drug user health.

Treatment is Prevention

- HIV Prevention Interventions
- HIV Testing Targeted/Community based
- Increase knowledge
- PrEP/PEP Education

Linkage to Treatment/Care

- Increase access to PrEP/PEP Prescribing Providers
- Increase Access to Care and improving Health Outcomes for People Living with HIV and/or HCV
- Reduce New incidents of infection
- Reduce HIV-Related Health Disparities

Continue...

Positive Interventions

- Linkage to Care
- Engagement and Retention in Care
- Medication Adherence
- Partner Services

Peer Navigation Services:

- Focuses on overcoming individual patient-level barriers to accessing care and retention in care
- Aims to reduce delays in accessing care and other Social Services benefits
- Work closely with multidisciplinary care team and link to other services as needed
- Provide follow up on patients who miss appointments through phone calls, home visits and outreach in the community
- Provide health education & enhance life skills
- Improve Treatment Adherence
- Modify DOT Services
- Build trust and reduce stigma associated with HIV/AIDS/HCV/PrEP/PEP

Medication-assisted treatment (MAT)



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Medication-assisted treatment (MAT)

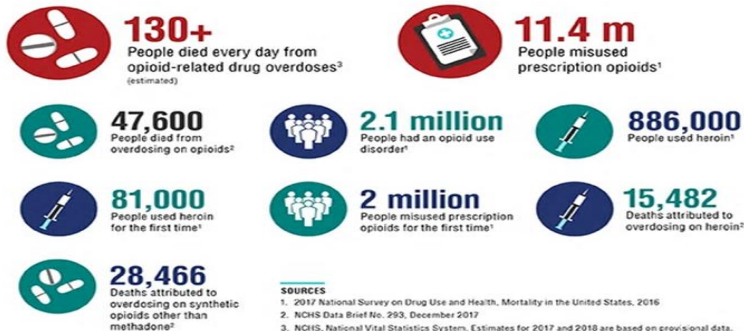


Opioids are a class of drugs that include illegal illicit drugs or legally prescribed. **National Institute on Drug Abuse (NIDA)**

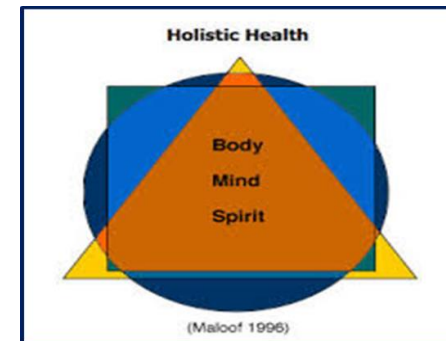
GOALS

- Support patient through Substance Treatment
- Relapse prevention (i.e.: behavioral modifications, social determinants, social skills)
- Provide naloxone distribution to prevent overdose
- Individual progress to recovery, health, and social functioning
- Provide warm hands-off and coordination of care to Mental Health, Primary Care, and Specialties

THE OPIOID EPIDEMIC BY THE NUMBERS



MHS.GOV/OPIOIDS



Medication-assisted treatment (MAT)

Providers

- Prescribe Buprenorphine, Vivitrol (Injectable), Naltrexone (Pill)
- Monitoring of urine toxicology for medication compliance
- Identifying social determinants affecting the patient

Registered Nurse

- Support patient through phases of treatment: Induction/ Stabilization/Maintenance

Social Workers

- Counseling and identifying patients' goals for recovery
- Behavioral therapies
- Brief Psychotherapy
- Case Conference

PEER Recovery Coaches

- PEER support for recovery in addiction and mental illness
- Screening, Brief Intervention, and Referral to Treatment (SBIRTs) to identify appropriateness to opioid treatment or a higher level of care (i.e. methadone/detox/rehab)
- Cut-Annoyed-Guilty-Eye Opener (CAGE) identifies potential problems with alcohol and guide treatment (i.e. naltrexone, Chemical Dependency Outpatient Program, 12-Steps Self-Help Programs)
- Placed in Primary Care Clinics and Amanecer (detox/rehab)



How can you refer your clients to Primary Care?



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Current Referral Process


Primary Care Call Center: **718-734-2539**

Hours of Operation: Monday- Friday: 8am-5pm
EST

UBP	CARE SERVICES
CASA MARIA 324 East 149 Street Bronx, NY 10451	Adult and Pediatric Care, Women's Health, Chronic Disease Management, Podiatry, Case Management, Nutrition
LA CASA DE SALUD 966 Prospect Ave Bronx, NY 10459	Adult and Pediatric Care, Women's Health, Pain Management, Case Management, Psychiatry, Mental Health, Chronic Disease Management
RAMON VELEZ 754 East 151 Street Bronx, NY 10455	Adult and Pediatric Care, Women's Health, Chronic Disease Management, Case Management, Psychiatry, Mental Health
PROMESA	
CLAREMONT 262-4 East 174 Street Bronx, NY 10457	Adult and Pediatric, Women's Health, Nutrition Health Education, Case Management, Chronic Disease Management
CLAY 1776 Clay Ave Bronx, NY 10457	Adult Care, Psychiatry, Case Management Mental Health, Chronic Disease Management,
JCAP 116-38 Sutphin Blvd Jamaica, NY 11434	Adult and Pediatric Care, Psychiatry

Coming in October: New Referral Process


ReferralMD

 **Your Referral Guide**
12/10/2018 6:18PM

JULIE ALBANY
Your care provider recommends that you see **Green Valley Medical Imaging Center**.

What's Next?
Please call the office to schedule an appointment.

Green Valley Medical Imaging Center
MRI of Abdomen, With Contrast
(415) 212-1212
4333 Piedmont Ave
Suite 201
Oakland, CA 94611



Instructions
Step 1: Schedule Your Appointment

- After your doctor orders your MRI or X-ray, they usually obtain any authorizations required by your insurance provider. Green Valley Medical Imaging may be able to help request authorization, but your exam cannot be scheduled until authorization is confirmed.
- Call Green Valley Medical Imaging at 415-555-1212 to schedule your exam and provide some basic medical history.
- Visit our [website](#)

9:41

Green Valley Medical Group:
Appointment reminder for
Robert at 123 Main Street, Suite
205 on December 15th at
3:30pm. Reply YES to confirm or
NO to cancel appointment. Call
415-555-1212 if you have any
questions. Message and data
rates may apply.

Yes


Thank you for confirming your
appointment. Please check in 10
minutes before appointment
with insurance, ID and co-pay. If
you are diabetic, please bring in
diabetes blood sugar logs,
glucometers, insulin pumps
and/or continuous glucose
monitors.

Please click on [here](#) to take a
survey about your last
appointment with the Green
Valley Medical Group.

iMessage

referralMD Book Appointment

1. Appointment 2. Patient Details

 **Jennifer Ness, MD**
Cardiology
Accepting New Patients
5133 Eaton Rd, San Francisco, CA, 94543

Wed Jul 31	Thu Aug 1	Fri Aug 2	Sat Aug 3	Sun Aug 4	Mon Aug 5	Tue Aug 6
3:15 pm	3:15 pm	3:15 pm	-	-	3:15 pm	3:15 pm
3:15 pm	3:15 pm	3:15 pm	-	-	3:15 pm	3:15 pm
3:15 pm	3:15 pm	3:15 pm	-	-	3:15 pm	3:15 pm
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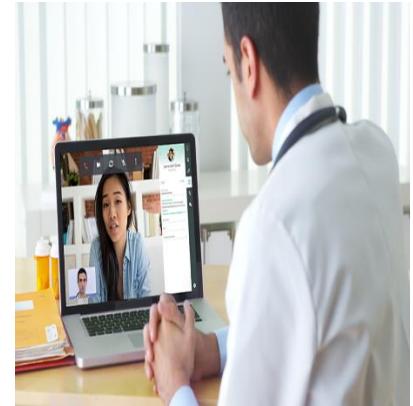
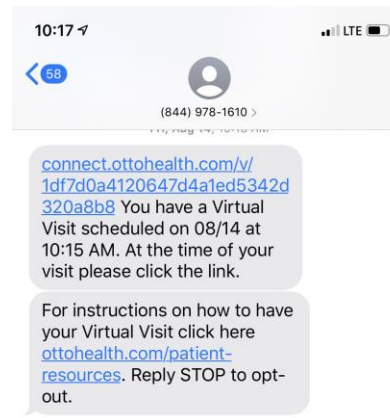
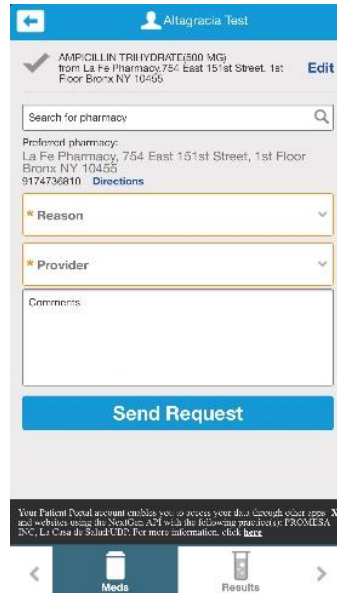
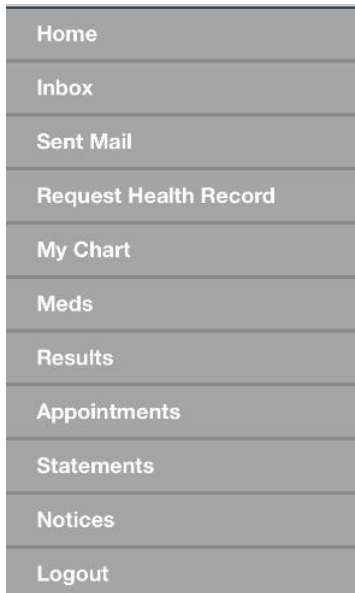
Reason for Visit
Select

Additional Visit Comments
Type here

Referring Provider Information
Doctor's First Name

How Did You Hear About Us
Select

How will we expand patient access?



- **Patient Portal**
 - Lab Results
 - Request Medical Records
- **Telehealth**
- **Automated Phone Appointment Reminders**

To come:

- Self-appointment scheduling
- Medication request
- Text Message Appointment Reminders for all appointments

THANK YOU!



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300 East 175th Street, Bronx, NY 10457
www.acacianetwork.org/