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Dear Patient:

From the moment you enter Urban Health Plan, we want you to become a part of a long tradition of patient-centered, holistic, quality health care that was started by my father, Dr. Richard Izquierdo, in 1974. During his career, my dad treated thousands of patients, including Supreme Court Justice Sonia Sotomayor and former United States Surgeon General Dr. Richard Carmona.

Today at Urban Health Plan (UHP), we continue that tradition of providing excellence in all that we do. We know that quality care primarily involves being taken care of by good providers who practice good medicine. However, we also have a wide range of support services to assure that your care is holistic in nature. Our nutritionists, health educators, and social service workers work together with your provider to assure that you receive all that you need to stay healthy and well. We are committed to serving you in a pleasant and comfortable environment and are committed to service excellence.

Thank you for choosing us as your primary source of health care and we welcome you to the Urban Health Plan family!

Sincerely,

Paloma Izquierdo-Hernandez
President & Chief Executive Officer
**MISSION STATEMENT**

Urban Health Plan’s mission is to continuously improve the health of communities and the quality of life of the people we serve by providing affordable, comprehensive, quality, primary and specialty health care and by assuring the performance and advancement of innovative best practices.

**OUR VISION**

Urban Health Plan will remain nationally acclaimed through its transformative and innovative approaches to fostering healthy and vibrant communities.

**OUR VALUES**

**Excellence**

Excellence drives everything we do. We strive for superior performance to assure health equity and to improve the quality of life of the communities we serve. We enjoy what we do, we have fun.

**Diversity**

We non-judgmentally embrace our differences and accept all cultures. We are a welcoming and family-centered organization characterized by respect and empathy.

**Trust**

Trust characterizes our every interaction. Our culture is one of integrity, transparency, credibility and open communication. We are responsible and accountable for all of our actions.

**Patient-Focused Holistic Care**

Healthy, happy people are our goal. Our focus is on timely, safe, efficient and effective services. We strive to heal the mind, body and spirit by delivering care that is individualized, confidential and coordinated.

**Continuous Improvement & Innovation**

We are process improvement experts. The quest for continuous improvement and innovation drives our work. Continuous learning and optimization of technology allows us to adapt evidence-based guidelines and develop best practices. We transform health care.

**Community**

Community is at the heart of everything we do. We are a warm and nurturing family that puts people first. We value and invest in ourselves and our communities in order to make a positive impact on social conditions.
## CONTACT US

<table>
<thead>
<tr>
<th>General Information: (718) 589-2440</th>
<th>Website: <a href="http://www.urbanhealthplan.org">www.urbanhealthplan.org</a></th>
<th>Administration: (718) 589-2440 ext. 4221</th>
<th>Referral Center: (718) 589-2440 ext. 3123</th>
</tr>
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<tr>
<td>Appointments: (718) 589-4755</td>
<td>External Affairs: (718) 589-2440 ext. 4411</td>
<td>Billing: (718) 589-2440 ext. 2401</td>
<td>Communications: (718) 589-2440 ext. 2835</td>
</tr>
</tbody>
</table>

## PROGRAMS

### Women, Infants, and Children Program (WIC)
- **1070 Southern Boulevard**
  - Bronx, NY 10459
- **Phone**: (718) 589-4776

### Club TIA (Teens in Action)
- **960 Southern Blvd.**
  - Bronx, NY 10459
- **Phone**: (718) 860-5555

### Club TIA (Teens in Action)
- **960 Southern Blvd.**
  - Bronx, NY 10459
- **Phone**: (718) 860-5555

### Women, Infants, and Children Program (WIC)
- **37-16 108th Street**
  - Corona, NY 11368
- **Phone**: (347) 686-3700

### Project HOPE Workforce Development
- **854 Hunts Point Ave.**
  - Bronx, NY 10474
- **Phone**: (347) 271-3755

### Health Information Place
- **1075 Southern Boulevard**
  - Bronx, NY 10459
- **Phone**: (718) 860-5555

### Maternal Infant Community Health Collaborative (Bronx SHINES)
- **1070 Southern Blvd.**
  - Bronx, NY 10459
- **Phone**: (718) 860-5555

## SOCIAL MEDIA

Follow us on Facebook, Twitter and Instagram!
- [Facebook](www.facebook.com/urbanhealth)
- [Twitter](www.twitter.com@urbanhealthplan)
- Instagram: [@urbanhealthplan](Instagram: @urbanhealthplan)
OUR CENTERS

El Nuevo San Juan
Health Center
1065 Southern Boulevard
Bronx, NY 10459
Phone: (718) 589-2440

Hours:
Mon-Fri: 7:00 a.m. – 7:00 p.m.
Sat: 8:00 a.m. – 5:00 p.m.
Sun: 11:00 a.m. – 3:00 p.m.

St. Lawrence Community
Health Center
1764 Westchester Avenue
Bronx, NY 10472
Phone: (347) 407-7166
Fax: (718) 684-4351

Hours:
Mon-Fri: 9:00 a.m. – 6:00 p.m.
Sat: 9:00 a.m. – 1:00 p.m.

Plaza Del Castillo Health Center
1515 Southern Boulevard
Bronx, NY 10460
Phone: (718) 589-1600
Fax: (718) 589-1717

Hours:
Mon-Fri: 8:00 a.m. – 6:00 p.m.
Sat: 9:00 a.m. – 1:00 p.m.

El Viejo San Juan
1070 Southern Boulevard
Bronx, NY 10459
Phone: (718) 542-5555

Hours:
Mon-Fri: 8:00 a.m. – 6:00 p.m.
Sat: 9:00 a.m. – 1:00 p.m.

Bella Vista Health Center
890 Hunts Point Avenue
Bronx, NY 10474
Phone: (718) 589-2141
Fax: (718) 589-3573

Hours:
Mon-Wed-Fri: 8:00 a.m. – 6:00 p.m.
Tues-Thurs: 7:00 a.m. – 7:00 p.m.
Sat: 9:00 a.m. – 1:00 p.m.

Peninsula Community Health Center
1967 Turnbull Avenue
2nd floor, Unit 17
Bronx, NY 10472
Phone: (718) 684-1320
Fax: (718) 684-3384

Hours:
Mon-Fri: 9:00 a.m. – 6:00 p.m.
Sat: 9:00 a.m. – 1:00 p.m.

Adolescent Health and
Wellness Center
960 Southern Boulevard
Bronx, NY 10459
Phone: (347) 503-7910

Hours:
Mon-Fri: 9:00 a.m. – 6:00 p.m.
Sat: 9:00 a.m. – 1:00 p.m.

Boricua Community Health Center
3209 Third Avenue
Bronx, NY 10451
Phone: (347) 284-0203

Hours:
Mon – Fri: 9:00 a.m. – 6:00 p.m.
Sat: 9:00 a.m. – 1:00 p.m.

Bella Vista Community Health Center
882-886 Hunts Point Avenue
Bronx, NY 10474
Phone: (347) 503-7935
Fax: (917) 645-4403

Hours:
Mon-Fri: 9:00 a.m. – 6:00 p.m.

Plaza del Sol Family
Health Center
37-16 108th Street
Corona, NY 11368
Phone: (718) 651-4000
Fax: (718) 424-7776

Hours:
Mon-Thurs: 8:00 a.m. – 7:00 p.m.
Fri-Sat: 8:00 a.m. – 5:00 p.m.

SCHOOL BASED
HEALTH CENTERS

P.S. 48 – Room 116
1290 Spofford Avenue
Bronx, NY 10474
Phone: (718) 860-1786

P.S. 333 / 335 - Room 316
888 Rev. James A. Polite Avenue
Bronx, NY 10459
Phone: (718) 620-4352

Jane Addams H.S. – Room 439
900 Tinton Avenue
Bronx, NY 10456
Phone: (917) 792-7980

P.S. 75 – Room 302
984 Faile Street
Bronx, NY 10459
Phone: (718) 860-6475

M.S. 424 - Room 249
730 Bryant Avenue
Bronx, NY 10474
Phone: (917) 792-6488

Monroe Academy for Business Law
1300 Boynton Avenue
Bronx, NY 10472
Phone: (917) 962-4713

P.S. 161- Room 124
628 Tinton Avenue
Bronx, New York 10455
Phone: (917) 737-8813

M.S. 424 - Room 249
730 Bryant Avenue
Bronx, NY 10474
Phone: (917) 792-6488

Dr. Richard Izquierdo
Health & Science Charter School
I.S. 158 Campus
800 Home Street
Bronx, New York 10475
Phone: (917) 962-9336

Monroe Annex
1551 East 172nd Street
Bronx, NY 10472
Phone: (718) 620-5314 ext. 5314
OUR COMMITMENT TO YOU

Urban Health Plan’s clinical staff includes well-trained primary care and specialty doctors, dentists, physician assistants, nurses, nurse practitioners, social services professionals and other medical staff. Over 90% of our associates are bilingual in English and Spanish. They work hard to provide you with the most complete and up-to-date medical care, using modern equipment. They are highly qualified and committed to providing the best quality medical care in an individualized, culturally sensitive and confidential manner.

PATIENT ADVOCACY

Urban Health Plan has a comprehensive patient advocacy program that is designed to assist you in obtaining the best care possible. While each of our associates is responsible for assuring the care of our patients, there are centers with patient advocates who are exclusively responsible to help you and are available during regular clinic hours to answer any questions you may have about the services you have received.

Each patient advocate and all associates at UHP:

- Ensure that patient rights are protected
- Ensure patient satisfaction
- Promote an understanding of UHP’s services
- Escort or properly direct patients to designated areas in the building
- Assist patients with changing their primary care provider
- Investigate, document and resolve patient complaints
- Document and report suggestions for improving our services

Urban Health Plan also has dedicated administrative associates who are committed to making sure that our patients receive quality care in a friendly and professional environment.

You have made the right decision in choosing Urban Health Plan as your health care provider.

We look forward to serving you, and hope you value your experience with us.
PATIENT-CENTERED MEDICAL HOME

Urban Health Plan is a Patient-Centered Medical Home!
Find out what that means for you.

What is a Patient-Centered Medical Home?
A patient-centered medical home (PCMH) is a health center or doctor’s office that can give you more than just medical care. We understand that things like your job, home, and family life can all affect your health. We can help you with those things, too.

How does a Patient-Centered Medical Home help me?
You can choose the main doctor or medical provider you want to see. Your main medical provider is called your primary care provider (PCP).

• You have a care team that works with your doctor to keep you healthy
  You can get care from many people at the health center, not just your doctor. Your care team’s job is to focus just on you! Your care team will include your primary care provider and might also include a social worker, nurse, health educator, nutritionist, case manager or other team member. Everyone works together to make sure you get the services you need.

• Your care team works with other health centers or doctors’ offices that you visit
  If you go to another doctor or get a test at a different health center, your care team here will work with the staff there to make sure you get the services that you need.

• We strive to meet all of your health care needs, including behavioral health
  We have full time adult and child psychiatrists, psychotherapists, psychologists, and social workers that work with your medical provider and care team.

• You can see your medical provider when you need to
  Your PCMH works hard to make sure that you can see your medical provider when you are sick. We offer:
  - same-day appointments
  - evening and weekend appointments
  - emailing with the health center or a member of your health care team
  - providers on call from our health center when the office is closed
  See page 11 for a list of all the services we offer.

• Your visit is about you
  Your time with your medical provider should help you get more involved in your own health. You can play an active role in your care. Be ready for your visit and make a list of questions. This way you can be sure that you and your medical provider focus on your most important needs at your visit. See page 7 for a list of things you should bring to each appointment!

• You get great care
  Your medical provider and care team give you the best possible care. Using evidence-based guidelines, as a PCMH, we make sure we give you the most up-to-date care to keep you healthy and treat you when you are sick. You and your care team can talk about long-term and prevention care needs, like shots, screenings, and knowing how to manage diseases like diabetes and high blood pressure. They can give you education and self-management support.
PATIENT PORTAL

The Patient Portal enables our patients to communicate with our doctors, nurses and associates easily, safely and securely through the Internet. New patients can gain access to the Patient Portal by signing up with the intake associate. Current patients can sign up for the portal with their patient service representative (PSR) or medical assistant (MA).

Participating patients are given secure User IDs and passwords, enabling them to access the Portal to view their personal and private documents, including lab and diagnostic test results, and other health information.

Through the Patient Portal, you are able to:
• ask questions
• request prescription refills and referrals
• send a request for an appointment
• view lab results
• view your personal health record
• update demographics (address, phone number, insurance information, etc)
• email your personal health record to other providers

All from the comfort of your home, whenever it is convenient for you!

WALK-IN CLINIC

Urban Health Plan health centers have same day appointments available to you with your provider or walk-in visits with another provider on your care team. These visits are meant for patients who have either missed their appointment or have a medical condition that came about quickly. Examples: flu, severe sore throat, uncontrollable asthma.

APPOINTMENTS

To schedule, cancel or reschedule an appointment, please call the appointment line at (718) 589-4755 from Monday through Friday 8:00 a.m. – 6:00 p.m. & Saturday 8:00 a.m. – 1:00 p.m.

Urban Health Plan will follow up and remind you of your appointment. If you prefer not to be reminded, call the appointment line to let someone know.

Appointments are scheduled based on your needs and what is available.

Suggested documents to bring to each appointment.

✓ Picture ID
✓ UHP Appointment Notice
✓ Co-payment (if applicable)
✓ Proof of income (annually, or in the event your income changes)
✓ Insurance cards (medical, pharmacy and dental)
✓ Medications
  • Bring all the medicines you are taking, including vitamins, herbal supplements and over-the-counter medicines
✓ Information or documents that you may have been given about visits to other providers outside of Urban Health Plan

Questions about suggested documents, contact the intake coordinator or site director.

What should I go over at my appointment?

✓ Be ready to tell your doctor:
  • How you are feeling today
  • If you have new pain, symptoms, or health conditions and when they began
  • If you began any medications or treatments for these symptoms, or for other reasons

✓ Discuss the following questions with your doctor:
  • Any screening tests that I should have?
  • Anything I should try to change?
  • My goals? Examples: to exercise more, eat better, quit smoking
  • What do I need to do and why is it important for me to do this?
HOLIDAY SCHEDULE

All Urban Health Plan health centers are closed on:

- New Year’s Day
- Thanksgiving Day
- Christmas Day

El Nuevo San Juan’s Adult and Pediatric Walk-In clinics are open from **8:00 a.m. – 3:00 p.m.** on most major holidays including:

- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Day after Thanksgiving

All Urban Health Plan health centers (except El Nuevo San Juan) are closed on Sundays. El Nuevo San Juan is closed on the following Sundays:

- Easter
- Mother’s Day
- Father’s Day
- The last Sunday in July - subject to change
- The first Sunday in August - subject to change
- The third Sunday in December - subject to change

If your Urban Health Plan clinic is closed, you can visit Urban Health Plan’s main site - El Nuevo San Juan, located at 1065 Southern Blvd. Bronx, NY 10459. El Nuevo San Juan is open 7 days a week and offers extended hours. See the schedule of clinic hours on page 4.

EMERGENCY AND URGENT CARE

If you need medical care after hours, UHP provides 24-hour, on-call service on weekdays, weekends and holidays. To reach a provider, please refer to page 4 for a list of phone numbers to all UHP sites. Give the operator your name and tell them that you are a patient at Urban Health Plan. The operator will contact the provider on call who will return your call as soon as possible. If the line is busy, please call (212) 517-1891. If you have a life-threatening emergency, call 911 for an ambulance.
VISITS TO YOUR PRIMARY CARE PROVIDER

At your first visit, you will:

1. Receive the following:
   • **Notice of Privacy** - a notice that tells you how UHP may use and share your health information and how you can exercise your health privacy rights
   • **Patient’s Bill of Rights** - a general statement adopted by most healthcare professionals, covering such matters as access to care, patient dignity, confidentiality and consent to treatment
   • **Health Care Proxy** - a document with which you appoint an agent to legally make healthcare decisions on your behalf, when you are incapable of making and executing healthcare decisions
   • **Advance Directive** – this is a legal document, a written statement of your wishes regarding medical treatment, often including a living will, made to ensure those wishes are carried out should you be unable to communicate them to a doctor

2. Be asked to sign a patient consent form

3. Be informed about Urban Health Plan in general

4. Have an associate help you to:
   • Complete a psychosocial, nutritional, and learning-needs assessment
   • Choose a primary care provider (PCP) who will be responsible for your primary care
   • Schedule an appointment, for the same day or later, with your PCP and with a health educator, nutritionist or behavioral health specialist

At later visits:

1. Go directly to the department where your appointment is located

2. Show your photo identification and insurance card at the reception desk to be registered

3. You will be asked to be seated until you are called

4. After you have been seen by your PCP, an associate will ensure that you receive all your prescriptions, referrals and follow-up appointments
ADVANCE DIRECTIVE

Policy:

Urban Health Plan’s policy is to give each adult patient (age 18 or over) information on Advance Directive. This includes Planning in Advance for Your Medical Care, Appointing a Health Care Agent, and New York State’s Health Proxy Law. UHP will help patients who want to fill out an Advance Directive.

What is an Advance Directive?

What kind of medical care would you want if you were too sick or hurt to communicate your wishes? Advance directives are legal documents that let you state your decisions about end-of-life care ahead of time. You are able to give instructions on what medical procedures you would or would not want done. You can plan ahead by completing a health care proxy and picking a health care agent.

HEALTH CARE PROXY

What is a Health Care Proxy and how do I choose a Health Care Agent?

A health care agent is someone who is 18 years of age or older, and someone who you can trust. Your health care agent is someone who knows your medical history and what medications you are on. He or she is someone who can speak to doctors in the event that you cannot speak for yourself and who would be aware of your wishes in a life or death situation.

A health care proxy is a document you complete listing the name of your health care agent and your medical treatment preferences.

Completing a health care proxy and choosing a health care agent is completely voluntary. If you wish to do so, you should discuss it with your loved ones. You should keep your health care proxy with you at all times and give a copy to your health care agent.

A case manager or a social services representative will be happy to answer any questions and assist you with completing the health care proxy. You can reach the Social Services Department by calling (718) 589-2440 ext. 3412.
OUR SERVICES

Primary Care
- Adolescent Medicine
- Adult Medicine
- Dentistry
- Family Medicine
- Family Planning
- Internal Medicine
- OB/GYN
- Pediatrics
- Prenatal Services
- Primary Care for Developmentally Disabled
- Walk-In Clinics

Support Services
- Asthma Management
- Case Management
- Diabetes Management
- Enuresis Management
- Health Education
- Health Insurance Enrollment
- Maternal Infant Community Health Collaborative (MICHC)
- School Health Programs
- Women Infants & Children Services (WIC)

Specialty Care
- Allergy
- Behavioral Health
- Cardiology
- Endocrinology
- Geriatrics
- Immunology
- Infectious Diseases
- Nephrology
- Neurology
- Psychiatry
- Pulmonary
- Ophthalmology
- Surgery
- Urology

Ancillary Services
- Audiology
- HIV Testing
- Immunizations
- Nutrition
- Optometry
- Physical Therapy
- Podiatry
- Social Services

Ordered Services
- Durable Medical Equipment
- Home Health Care
- Medication Access Assistance
- Transportation

Diagnostic Services
- Body-Fat Measurement
- Bone-Mineral Densitometry
- Cardiac Testing
- Digital Radiology
- Electrocardiograms (EKG)
- Laboratory
- Pulmonary-Function Testing
- Sonography
- Spirometry
- TB Testing

COMMUNICATION SERVICES

Primary Care
UHP believes that everyone deserves quality care, no matter what the communication obstacle may be. Every department in Urban Health Plan is dedicated to providing care in the language that our patients are most comfortable speaking. We have many ways to support your language. You can access interpretation help when you need it.

These are the ways we can help:

Medical Interpreters:
Our associates can provide language interpretation services.

Language Line:
This service is available by telephone. The language telephone services provide interpretation for over 150 languages. If you need assistance, please inform any of our associates.

TTY services:
TTY services are available for our speech and hearing-impaired patients. If you need assistance, please inform any of our associates.

Multi-lingual Printed Materials:
Signs and printed materials are displayed in English and Spanish throughout UHP. Health education materials are also available in many other languages.
SLIDING FEE SCALE & INSURANCES:

Patients will not be denied services based on their inability to pay. A Sliding Fee Scale, based on the Federal Poverty Income Guidelines and family size, is available for patients without health insurance coverage. More information about the Sliding Fee Scale is located on page 20.

UHP accepts the following insurance plans:

<table>
<thead>
<tr>
<th>Government Programs:</th>
<th>Dental Plans:</th>
<th>Behavioral Health Plans:</th>
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<tbody>
<tr>
<td>Medicaid</td>
<td>Managed Care Plans</td>
<td>Managed Care Plans</td>
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<tr>
<td>Medicaid Choice</td>
<td>DentaQuest:</td>
<td>Affinity</td>
</tr>
<tr>
<td>Medicaid Choice</td>
<td>Fidelis Care</td>
<td>HealthFirst</td>
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<tr>
<td>Medicaid Choice</td>
<td>HealthFirst (including QHP)</td>
<td>Fidelis Care</td>
</tr>
<tr>
<td>Medicaid Choice</td>
<td>Affinity</td>
<td>HealthFirst (including QHP)</td>
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<tr>
<td>Medicaid Choice</td>
<td>Health Plex:</td>
<td>Affinity</td>
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<tr>
<td>Medicaid Choice</td>
<td>HealthPlus/Amerigroup</td>
<td>HealthFirst</td>
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<td>Medicaid Choice</td>
<td>Metro Plus</td>
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<td>Medicaid Choice</td>
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<td>Medicaid Choice</td>
<td>Aetna (PPO/DMO)</td>
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<tr>
<td>Medicaid Choice</td>
<td>Cigna</td>
<td>Oxford (Freedom Only)</td>
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</tbody>
</table>

Vision Plans:

- Block Vision
- Davis Vision
- March Vision

Medicaid Choice 1-800-505-5678 (to change your plan)
MEDICAID MANAGED CARE

What is Managed Care?

Managed care is an effective way to provide health care while also managing the cost of services. The purpose of managed care is to give patients coordinated and consistent care. There are many kinds of managed care plans, but they all basically work the same way.

Almost all Medicaid beneficiaries have to join a Medicaid managed care plan. Health providers receive a monthly payment from Medicaid Managed Care Organizations to provide all the care that an individual Medicaid patient needs.

Individuals in managed care plans choose a primary care doctor to coordinate their care.

- Most managed care plans require you to get permission from your plan before you go to the hospital, have surgery, or receive other kinds of special treatment, except in the case of an emergency
- Many managed care plans have a network of providers which include a select number of doctors, hospitals, laboratories, clinics, drugstores, and other sources of health care.

QUALIFIED HEALTH PLANS (ObamaCare)

What is a qualified health plan?

Under the Affordable Care Act, a qualified health plan is an insurance plan that is certified by the Health Insurance Marketplace. A Qualified Health Plan provides essential health benefits, follows established limits on cost-sharing (like deductibles, co-payments and out-of-pocket maximum amounts) and meets other requirements.

Essential Health Benefits

1. Outpatient care—the kind you get without being admitted to a hospital
2. Visits to the emergency room
3. Treatment in the hospital for inpatient care
4. Care before and after your baby is born
5. Mental health and substance use disorder services: This includes behavioral health treatment, counseling, and psychotherapy
6. Your prescription drugs
7. Services and devices to help you recover if you are injured, or have a disability or chronic condition. This includes physical and occupational therapy, speech-language pathology, psychiatric rehabilitation, and more
8. Your lab tests
9. Preventive services including counseling, screenings and vaccines to keep you healthy and care for managing a chronic disease
10. Pediatric services: This includes dental care and vision care for kids
What is the Health Plan Marketplace?

In New York State, the New York State of Health: the Official Health Plan Marketplace, also known as the individual marketplace, is a new way for people to shop, compare and enroll in health coverage. It is available online (https://nystateofhealth.ny.gov/). It is also the only place to get a new kind of financial assistance provided by the federal government to lower the cost of your health coverage.

To shop in the Marketplace, you:

- Must live in New York
- Must be a U.S. citizen, national or lawfully present immigrant (different immigration rules may apply if you are eligible for Child Health Plus or NYS Medicaid based on your income)
- Cannot be currently incarcerated

What is available through the individual marketplace?

The Marketplace gives you an easy way to compare health insurance plans so you can choose the one that’s right for your health needs and your budget. Health insurance offered through the Marketplace will include a comprehensive set of benefits and coverage.

What kind of assistance is available?

In the Marketplace, you can apply for help to lower the cost of your health coverage.

You may qualify for new tax credits to help pay for your monthly health insurance premiums. You may also be eligible for assistance to help pay for co-pays, deductibles and other out-of-pocket costs.

The Marketplace will also see if you qualify for free or low-cost coverage from Medicaid or Child Health Plus.

What are Insurance Affordability Programs?

Insurance Affordability Programs include Medicaid, Child Health Plus, Advance Premium Tax Credits, and Cost-Sharing Reductions. The Marketplace will determine if you qualify for any of these programs, which can lower the cost of your coverage.

You may qualify right now for Medicaid or Child Health Plus. If you have questions or need more information, please visit the Health Information Place at 1075 Southern Blvd. Bronx, NY 10459.

What is an exemption?

Most people will be required to have health insurance if they don’t already have it. Most people who do not have health insurance will have to pay a penalty to the Internal Revenue Service (IRS) when they file their taxes. Some people will not have to pay this penalty if they qualify for a special circumstance. These special circumstances are called exemptions. If you have been notified that your health insurance policy will be or has been cancelled, and you believe that health plan options available through NY State of Health are unaffordable, visit the Health Information Place to learn more about types of exemptions and how to apply for them.
1. The patient has the right to receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor.

2. The patient has the right to have his/her cultural, psychosocial, spiritual and personal values, and beliefs respected.

3. The patient has the right to be treated with consideration, respect and dignity, including privacy in treatment.

4. The patient has the right to be informed of the services available at the center.

5. The patient has the right to be informed of the provision for off-hour emergency coverage.

6. The patient has the right to be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced-cost care.

7. The patient has the right to receive an itemized copy of his/her account statement, upon request.

8. The patient has the right to obtain from his/her health care practitioner, or the health care practitioner’s delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand.

9. The patient has the right to receive from his/her physician the information necessary to give informed consent prior to the start of any non-emergency procedure or treatment — or both. An informed consent shall include, at a minimum, the provision of information concerning the specific procedure or treatment (or both), the reasonably-foreseeable risks involved and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision.

10. The patient has the right to refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action.

11. The patient has the right to refuse to participate in experimental research.

12. The patient has the right to voice grievances and to recommend changes in policies and services to the center’s staff, the operator and the New York State Department of Health — without fear of reprisal.

13. The patient has the right to express complaints about the care and services provided, and to have the center investigate such complaints. The center is responsible for providing the patient, or his/her designee, with a written response within 30 days if requested by the patient, indicating the findings of the investigation. The center is also responsible for notifying the patient, or his/her designee, that if the patient is not satisfied by the center response, the patient may complain to the New York State Department of Health’s Office of Health System Management.

14. The patient has the right to privacy and to confidentiality of all information and records pertaining to the patient’s treatment.

15. The patient has the right to approve or refuse the release or disclosure of the contents of his/her medical record to any health care practitioner and/or health care facility, except as required by law or third-party payment contract.

16. The patient has the right to access his/her medical record pursuant to the provisions of Section 18 of the Public Health Law and Subpart 50-3 of this title.
Patients are responsible for working with medical staff to get the best care possible.
We expect that our patients assume the following responsibilities:

1. **Provision of Information**
   The patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations/ER visits, medication and other matters relating to his/her health, including visits to specialists, recent test results and self-care information.

2. **Compliance with Instructions**
   The patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. The patient is responsible for keeping appointments. The patient is also responsible for expressing any concerns about his/her ability to follow and comply with care of treatment, including understanding his/her medications, treatment or care plans.

3. **Refusal of Treatment**
   The patient assumes responsibility if he/she refuses treatment or does not follow the practitioner’s instructions, as long as he/she is made aware of the consequences.

4. **Asking Questions**
   The patient is responsible for asking questions when he/she does not understand what he/she has been told about his/her care or what he/she is expected to do.

5. **Problems**
   The patient is responsible for telling the doctor, nurse or patient advocate if there are problems with the care given or that his/her needs are not being met.

6. **Community Health Center Charges**
   The patient is responsible for either providing the health center with all documentation that will help assure that the financial obligations of his/her health care are fulfilled as promptly as possible or his/her financial obligations are being met as promptly as possible.

7. **Community Health Center Rules and Regulations**
   The patient is responsible for following health center rules and regulations affecting patient care and conduct.

8. **Respect and Consideration**
   The patient is responsible for being considerate of the rights of other patients and health center associates, for assisting in the control of noise and for being respectful of the property of other persons and of the health center. He/she is responsible for treating associates and other patients in a respectful manner.

9. **No Smoking Policy**
   The patient has the responsibility to abide by the health center’s policy of no smoking.
PAIN MANAGEMENT

Urban Health Plan, Inc. respects patients’ rights for relief of pain and suffering, and guarantees the patient’s right to an effective pain-management plan based on clinical status, needs, cultural and ethnic preferences and age. The organization believes that effective pain management is a physical, psychosocial and social process. It should be managed proactively in partnership with the patient, family, professional staff, physician and social workers.

VICTIM’S RIGHTS NOTICE

If you are the victim of domestic violence (including physical, emotional, physiological and financial abuse), the police and courts can help you.

The Police Can Help You:
- Get to a safe place, away from the violence
- Get information on how the court can help protect you against the violence
- Get medical care for injuries you and/or your children may have
- Get necessary things from your home for you and your children
- Get copies of police reports
- File a complaint in criminal court and tell you where your local criminal and family courts are located

The Courts Can Help:
- If the person who harmed or threatened you is a family member, spouse or someone you have had a child with, you have the right to take them to the criminal court, family court or both
- If you and the abuser are not related, are not married and do not have children, your case can only be heard in the criminal court
- You can get an order of protection from the family court and the local criminal court
- The court can also give a temporary order of protection for you, your children and any individual involved in your case while you wait for the court trial
- If you cannot afford a lawyer, the family court can give you one at no cost
- The family court may order temporary child support and custody of your children
According to New York State Law, “If you are the victim of domestic violence, you may request that the officer assist in providing for your safety and that of your children, including providing information on how to obtain a temporary order of protection. You may also request that the officer assist you in obtaining your essential personal effects and locating and taking you, or assist in making arrangements to take you and your children, to a safe place within such officer’s jurisdiction, including but not limited to a domestic violence program, a family member’s or a friend’s residence or a similar place of safety. When the officer’s jurisdiction is more than a single county, you may ask the officer to take you or make arrangements to take you and your children to a place of safety in the county where the incident occurred. If you or your children are in need of medical treatment, you have the right to request that the officer assist you in obtaining such medical treatment. You may request a copy of any incident report at no cost from the law enforcement agency.”

“You have the right to seek legal counsel of your own choosing, and if you proceed in family court, and if it is determined that you cannot afford an attorney, one must be appointed to represent you without cost to you. You may ask the district attorney or a law enforcement officer to file a petition in the family court when a family offense has been committed against you. You have the right to have your petition and request for an order of protection filed on the same day you appear in court, and such request must be heard that same day or the next day court is in session. Either court may issue an order of protection from conduct constituting a family offense, which could include, among other provisions, an order for the respondent or defendant to stay away from you and your children. The family court may also order the payment of temporary child support and award temporary custody of your children. If the family court is not in session, you may seek immediate assistance from the criminal court in obtaining an order of protection. The forms you need to obtain an order of protection are available from the family court and the local criminal court.”

The resources available in this community for information relating to domestic violence, treatment of injuries and places of safety and shelters can be accessed by calling the following 800 numbers. Filing a criminal complaint or a family court petition containing allegations that are knowingly false is a crime.

**New York State 24-Hour Domestic Violence Hotlines:**

1-800-942-6906 (English)  1-800-942-6908 (Español)

**Local Domestic Violence Hotlines**

Violence Intervention Program, Inc.  1-800-664-5880

24-Hour NYC Domestic Violence  1-800-621-HOPE (4673)

**Prevent Child Abuse in New York**

Prevention information  1-800-342-7472

Parent helpline  1-800-342-7472

Office of Children & Family Services  1-800-342-3720

To report child abuse
FREQUENTLY ASKED QUESTIONS

General Information

Are UHP’s health centers easily accessible for patients with disabilities?
Yes! All of UHP’s health centers are easily accessible for patients with disabilities.

Do you offer transportation?
Yes. A courtesy van can transport patients between our health centers at no charge. Ambulette/limousine services are available to eligible patients who are enrolled in a Medicaid Managed Care Plan. These services are based only on medical need as determined by your primary care provider. For more information, contact our Ordered Services Department at (718) 589-2440 ext. 4317.

Appointments

How long does it take to get an appointment?
Urban Health Plan works hard to give you the first available appointment to ensure you receive timely care. Appointments range in wait time. We have same day appointments for both routine and urgent care. During office hours if you have a medical question, please contact our call center at 718-589-4755 and speak with one of our nurses.

<table>
<thead>
<tr>
<th>SERVICE:</th>
<th>APPOINTMENT TIME:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Care</td>
<td>Immediately</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>Same day</td>
</tr>
<tr>
<td>Non-Urgent Sick Visit</td>
<td>Within 48 to 72 hours of request or as medically necessary</td>
</tr>
<tr>
<td>Routine Care (e.g., follow-up visit)</td>
<td>Within 4 weeks of request</td>
</tr>
<tr>
<td>Ancillary Services</td>
<td>Immediately (if medically necessary)</td>
</tr>
<tr>
<td>Initial Prenatal Visit</td>
<td>Within 1 week of enrollment</td>
</tr>
<tr>
<td>Adult Baseline Routine Physical Exam</td>
<td>Within 12 weeks of enrollment</td>
</tr>
<tr>
<td>Well-Child Care</td>
<td>Within 4 weeks of request</td>
</tr>
<tr>
<td>Initial Family Planning Visit</td>
<td>Within 2 weeks of request</td>
</tr>
<tr>
<td>Initial Primary Care Provider (PCP)</td>
<td>Within 2 weeks of hospital discharge</td>
</tr>
<tr>
<td>Office Visits for Newborns</td>
<td></td>
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<tr>
<td>Specialty Initial Visit</td>
<td>Within 2 weeks of request</td>
</tr>
<tr>
<td>Specialty Follow-Up Visits</td>
<td>Within 4 weeks of request</td>
</tr>
</tbody>
</table>

For more information, please call the appointment hotline at (718) 589-4755.
How do I get a referral to a specialist outside of Urban Health Plan?

Your primary care provider (PCP) will write a referral and send it to our Referral Center. The Referral Center will schedule your appointment and then notify you by mail or telephone. This is why it is very important for you to always tell a UHP associate when you have changed your address or telephone number. If you do not receive your appointment information after two weeks, please call the Referral Center at (718) 589-2440 ext. 3123.

Fees and Insurances

What type of insurances and managed-care plans does UHP accept?
The managed care plans and insurances accepted at UHP are listed on page 12 of this handbook.

Can I receive services if I don't have health insurance coverage?
Yes! It is our policy at UHP that patients will not be denied services based on their inability to pay. A sliding-fee scale is available based on income and family size.

You will also speak to one of our health insurance enrollers to find out if you qualify for any insurance plan.

How do I apply for health insurance?
Health Insurance Enrollers are available to help. They will find out if you are eligible for Medicaid, Child Health Plus and other insurances. For more information, please ask for an enroller or visit The Health Information Place at 1075 Southern Blvd., Bronx, NY 10459.

What paperwork or documents do I need to turn in to get a discount? How often do I need to turn them in?
In order to qualify for UHP’s Sliding Fee Scale Program, you must fill out the Sliding Fee Scale Application and give proof of income. Acceptable proof of income includes any one of the following:

- Pay stubs (from the past 60 days)
- W-2 forms
- Unemployment statements
- Disability or Social Security papers
- Letter of support
- Letter from your employer (job)

Remember, you have to be a patient of UHP to qualify. Please bring the proof of income with you when you sign up to be a patient.
FREQUENTLY ASKED QUESTIONS (cont.)

Once you have turned in the documents, you will receive services at a discount for one year from the date you applied. The discount is based upon your income and family size. Every year you must reapply for the Sliding Fee Scale Program by filling out a new application and bringing updated documents to the patient service representative or cashiers.

Medical Records

How do I send my medical records to another medical provider?
Each Urban Health Plan (UHP) health center has a social service representative who can help you with this. They will help you fill out a form that lets UHP send your information, along with who to contact for this information.
The Medical Records Department will process your request once they receive the completed form.

How do I have my medical records from another medical provider sent to UHP?
Each Urban Health Plan (UHP) health center has a social service representative who can help you with this. They will help you fill out a form that lets us (UHP) receive your information, along with who to contact for this information.
The Medical Records Department will process your request once they receive the completed form.

How can I afford my medications if I have no insurance?
UHP offers options through a drug discount program to help people who need medications but have no insurance. For more information, call our Ordered Services Department at (718) 589-2440 ext. 4317.

EMERGENCY CONTACT LIST

Poison Control Center
1-800-222-1222
(212) P-O-I-S-O-N-S/(212) 764-7667

Call 311
For General Information: Window Guards, Smoke Alarms, Smoking Cessation, Medicaid Offices, Human Resources Administration (HRA), Housing, Lead Hotline and other services

Mental Health Crisis, Support & Referral Hotline
LIFENET/AYUDASE Hotline
24 hours, Confidential, Referrals to Mental Health Treatment, Supportive Counseling, Connection to Mobile Crisis when needed
1-800-L-I-F-E-N-E-T/1-800-543-3638

NYC Department for the Aging Hotline
Elder abuse, Resources and Referrals
1-800-342-9871

Parent Helpline – New York Founding
24 Hour hotline for parents & families in crisis, do not have to provide name, referrals provided, crisis nursery available in Manhattan.
1-888-435-7553

Food Stamps
To find the nearest SNAP/Food Stamp office, call 1-800-342-3009

Social Security Administration
To find the closest Social Security office, call 1-800-772-1213
www.ssa.gov

ID NYC
IDNYC is the new, free government issued photo identification card for all New York City residents.
www.nyc.gov/idnyc
Thank you for being a part of the UHP Family!