Practice/Provider Office Manual
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Background</td>
<td>A. Introduction</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>B. Practice/Provider Commitment Form</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>C. Frequently Asked Questions</td>
<td>6</td>
</tr>
<tr>
<td>2 Eligibility and</td>
<td>A. Eligibility Criteria</td>
<td>11</td>
</tr>
<tr>
<td>Enrollment</td>
<td>B. Federal Poverty Level Annual and Monthly Guidelines Charts</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>C. Patient Responsibilities</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>D. Patient Contract</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>E. Identification Card</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>F. Enrollment Process and Locations</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>G. Disenrollment</td>
<td>17</td>
</tr>
<tr>
<td>3 Services</td>
<td>A. New Member Orientation</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>B. Health at Home</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>C. Case Management</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>D. Medication Assistance Program</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>E. Most Frequently Requested Medications</td>
<td>23</td>
</tr>
<tr>
<td>4 Billing and Claims</td>
<td>A. Filing Claims</td>
<td>25</td>
</tr>
<tr>
<td>5 Referrals</td>
<td>A. Referral Process</td>
<td>27</td>
</tr>
<tr>
<td></td>
<td>B. Referral Form</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>C. Referral For Lab Services</td>
<td>29</td>
</tr>
<tr>
<td>6 Contact Information</td>
<td>A. HealthNet Gaston Contact Information</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>B. HealthNet Gaston Participating Providers</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>C. HealthNet Gaston Staff Contact Information</td>
<td>33</td>
</tr>
</tbody>
</table>
Background

- Introduction
- Practice/Provider Commitment Form
- Frequently Asked Questions
January 1, 2011

Dear Provider:

HealthNet Gaston (HNG) is a new initiative in Gaston County that is being designed in collaboration with healthcare partners and community services to provide a care network for uninsured individuals who cannot afford access to medical care. The purpose of HealthNet Gaston is to link uninsured Gaston County residents with a medical home so that health services can be received on a regular basis. HealthNet Gaston is a way for Gaston physicians and other healthcare providers to demonstrate their commitment to the ideals of the profession in an organized, efficient, and rewarding way that is properly recognized and clearly defined. Creating a healthy community is good for everyone.

HNG aims to serve uninsured, low income (below 200% of poverty, $37,060 for a family of three in 2011) individuals of Gaston County who are not eligible for Medicaid or other programs, and who do not have a doctor because they cannot afford one. An estimated 33,000 (18.2%) of the Gaston population lives below poverty.

HNG will have a systematic eligibility screening system that assures that each enrollee is a Gaston County resident and meets financial eligibility criteria. Through this program uninsured individuals will have access to Case Managers who will enroll eligible patients into HNG, provide them an identification card, assign eligible persons to a medical home, assist patients with an understanding of the patient responsibilities and guidelines, inform patients of the medication assistance program, and make appropriate referrals to physicians and specialist in the community. Screenings will be conducted annually to determine ongoing eligibility.

HNG will work closely with community Physicians and Specialists to do their part to make HNG a success. Primary Care Providers will be asked to pledge to care for at least 12 patients annually, per provider. Specialists will be asked to pledge to care for at least two patients per month per provider. HNG success will depend on the pledge and support of our community healthcare partners and services provided.

We thank you for participating in this exciting program. We hope you will find it a rewarding experience. The HNG office is ready to assist you as you make this program a success.

Best regards,

Costa Andreou, MD
Board President

Donna Grissom
Executive Director
YES! Our practice will do its part to make HealthNet Gaston a success. Here’s our pledge:

**Primary Care Provider** *(Pledge suggestion = 12 patients annually, per provider)*
We pledge to accept ________ HealthNet Gaston referrals per quarter for a total of ___ referrals per year. We reserve the right to withdraw, adjust or delay this commitment at anytime.

**Specialist** *(Pledge suggestion = 2 new consults per month, per provider)*
We pledge to accept ________ HealthNet Gaston referrals per quarter for a total of ___ referrals per year. We reserve the right to withdraw, adjust or delay this commitment at anytime.

Please complete this form and **fax to 704-867-6410**. If you have any questions, please contact Robert Weeks, Outreach Coordinator, at 704-874-7002.

---

(Name of Practice Manager/Administrator or Lead Physician – Please Print)

(Signature of Practice Manager/Administrator or Lead Physician)  Date

**Provider Name** *(Please print all participating provider names and their pledge amount)*

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>referrals per month</th>
<th>Provider Name</th>
<th>referrals per month</th>
<th>Provider Name</th>
<th>referrals per month</th>
<th>Provider Name</th>
<th>referrals per month</th>
<th>Provider Name</th>
<th>referrals per month</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The success of HealthNet Gaston depends on your pledge and support.
1. **What is HealthNet Gaston?**

HealthNet Gaston (HNG) is a new initiative in Gaston County to develop an organized system of charitable healthcare covering the spectrum from prevention through acute and chronic treatment, provided at no charge to low income, uninsured people, on a voluntary basis, by physicians and other health care practitioners, the hospital, laboratories, and other health service providers. This system, implemented in many communities around the US, is based on the original Project Access model developed in Buncombe County, NC in 1985. This is being designed in collaboration with healthcare partners and community services to provide a care network for uninsured individuals who cannot afford access to medical care.

2. **Why is HealthNet Gaston needed in our community?**

There are an estimated 33,000 (18.2%) low income, uninsured residents in Gaston County. Healthcare needs of this uninsured population outstrips the limited resources currently available in our community. HNG’s focus is on providing timely, coordinated, and appropriate care.

Thus, by establishing a medical home and connecting uninsured individuals to a primary care provider, educating them about their chronic conditions, the importance of following treatment plans, taking medicines as recommended, following up with specialists as needed, and using health care services appropriately, will reduce unnecessary Emergency Department utilization and other inefficiencies, allow earlier application of appropriate interventions, and lead to improved health outcomes.

3. **I already donate “charity care” through accepting reduced fees, etc. Why should I do more?**

HealthNet Gaston is NOT intended to discourage any individual or entity from continuing the charitable work they are already doing. It is hoped that HNG will build upon existing services; address unmet needs; enhance coordination, timeliness, continuity, efficiency, and comprehensiveness of care; and will provide a system to track and to recognize donated care.

4. **Who will the program serve?**

Gaston County residents who lack health insurance, and are not eligible for Medicaid, NC Health Choice, or Medicare, whose household income is at or below 200% of federal poverty guidelines.
5. **How will eligibility be determined?**

Patients are identified by the HNG Case Managers located at the hospital or providers participating in the HNG network. Patients will be screened for eligibility by HNG staff. Eligibility will be reviewed every 12 months.

6. **How will patients be enrolled?**

HealthNet Gaston staff will be responsible for enrolling patients, educating them regarding their responsibilities under HNG (for instance, keeping appointments or canceling them with sufficient notice, following medical advice), and presenting them with membership cards which are good for 12 months. At enrollment each patient signs a “Patient Contract” accepting the guidelines of the HNG program. If the patient does not comply with the program guidelines, the patient may be dismissed from the program.

7. **How much service am I being asked to commit?**

It will be the practitioner's choice how much care to donate. However, we are suggesting that primary care providers accept 12 patients annually and specialists accept 2 consults per month.

8. **How easily can I change my level of commitment or even drop out if I don’t wish to participate?**

Since this is a volunteer service, providers may change their level of commitment at any time. However, we of course request that providers work with HNG staff to assure that patients currently under care are not compromised.

9. **How will service commitments and utilization be tracked?**

Volunteer commitments and utilization will be tracked and managed using a special software program provided by the state.

Providers will be asked to enter HNG in their patient management system as a payor class (non-paying) and complete a standard HCFA 1500 claim form, indicating diagnoses and CPT code. While no actual charges will be generated or paid, this form will be used to track the amount of care donated and its “value along with reporting the utilization of all donated services.
10. How do we submit claims?

Practices will submit claims to one central location to reduce the amount of administrative time used at the physicians’ offices and to track services provided to accurately report the value of charity care provided. **Claims will not be submitted for reimbursement purposes.**

For informational purposes all claims are to be submitted to:
Kristie Herndon
Claims/Data Analyst
HealthNet Gaston
703 South Marietta Street
Gastonia, NC 28052

11. Who is contributing services?

Physicians, physician assistants, and nurse practitioners from across the community are all being recruited to volunteer their time. Those donating time will be publicly recognized for their contributions.

Gaston Memorial Hospital will donate hospital services, including inpatient, diagnostic, laboratory, and ancillary services; Gaston Family Health Services is providing primary care services and the availability of evening appointments; Community Health Partners is providing case management services; and Gaston Together has supplied the program with Health at Home, self-care handbooks to distribute to HNG members. If everyone does their part, no one has to do too much. In Buncombe County, more than 90% of physicians participate in their indigent program.

12. How much paperwork will be involved in my seeing these patients?

Every effort will be made to keep the paperwork from being burdensome. As always, accurate medical records will need to be maintained. A standard HCFA 1500 claim form will need to be completed to assist with utilization tracking. Consultation reports will be sent to referring providers, as usual.

13. Can I file for a tax deduction for services provided to uninsured patients served through the HealthNet Gaston program?

No. Current IRS rules do not allow for a tax deduction for charity care.

14. Where do patients get their benefits and education information?

HealthNet Gaston patients can secure their initial benefit information from an HNG Nurse Case Manager or Enrollment Specialist. Patients are educated through written materials as well as one-on-one consultations.
15. What benefits are HNG patients entitled to receive?

Primary care, specialists referral, medication assistance, and case management services are provided at no cost to the patient unless there is a pre-determined co-payment.

16. Will referrals be balanced equally to pledge Providers?

Yes. There will be one central referral system that will monitor referrals to ensure they are distributed equally among the pledged providers and specialists.

By having your pledge, we are able to respect your self-determined level of commitment. Once you have completed your pledged commitment we will rotate patients to other community partners based on their level of commitment.

17. Are there liability concerns for providers?

Most medical liability carriers cover their subscribers for this charitable activity. In addition, NC General Statute 90-21.16 protects from liability health care professionals who render services at no charge to patients referred by nonprofit community health centers or nonprofit free clinics.

18. If physicians have problems or concerns, who will address them?

The Outreach Coordinator for HealthNet Gaston, the Executive Director of HealthNet Gaston, the HealthNet Gaston governing board, and a physician advisory panel of health care practitioners will be available to address concerns.

19. This sounds like a good program, but the number of uninsured people HealthNet Gaston will have the capacity to serve will be only represent a small portion of those in need – is it really worthwhile?

HealthNet Gaston will only be a partial solution. But, we believe it will provide important help to a significant number of those in greatest need. In addition, the detailed information gained from tracking of utilization and costs will be very helpful as we look to others beyond health care providers – to businesses, insurance companies, state government, etc. - to step up and help contribute to the resolution of this pervasive societal problem.
Eligibility and Enrollment

- Eligibility Requirements
- Federal Poverty Level and Monthly Guidelines Chart
- Patient Responsibilities
- Patient Contract
- Identification Card
- Enrollment Process and Locations
- Disenrollment
Eligibility Requirements

- All potential patients are screened for eligibility prior to enrollment by HealthNet Gaston staff.

Eligibility Criteria
  - Reside within Gaston County and be 18 years of age or older
  - Have no current health insurance; Not eligible for Medicaid or Medicare
  - Have a household income no greater than 200% of the Federal Poverty Level (FPL)
  - Not have a medical home
  - Have chronic medical condition
### 2011 Federal Poverty Level Annual Guidelines

All States (Except Alaska and Hawaii) and DC

<table>
<thead>
<tr>
<th>Family Size</th>
<th>100% Poverty</th>
<th>101% to 125%</th>
<th>126% to 150%</th>
<th>151% to 175%</th>
<th>176% to 200%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$10,890</td>
<td>$13,613</td>
<td>$16,335</td>
<td>$19,058</td>
<td>$21,780</td>
</tr>
<tr>
<td>2</td>
<td>$14,710</td>
<td>$18,388</td>
<td>$22,065</td>
<td>$25,743</td>
<td>$29,420</td>
</tr>
<tr>
<td>3</td>
<td>$18,530</td>
<td>$23,163</td>
<td>$27,795</td>
<td>$32,428</td>
<td>$37,060</td>
</tr>
<tr>
<td>4</td>
<td>$22,350</td>
<td>$27,938</td>
<td>$33,525</td>
<td>$39,113</td>
<td>$44,700</td>
</tr>
<tr>
<td>5</td>
<td>$26,170</td>
<td>$32,713</td>
<td>$39,255</td>
<td>$45,798</td>
<td>$52,340</td>
</tr>
<tr>
<td>6</td>
<td>$29,990</td>
<td>$37,488</td>
<td>$44,985</td>
<td>$52,483</td>
<td>$59,980</td>
</tr>
<tr>
<td>7</td>
<td>$33,810</td>
<td>$42,263</td>
<td>$50,719</td>
<td>$59,168</td>
<td>$67,620</td>
</tr>
<tr>
<td>8</td>
<td>$37,630</td>
<td>$47,038</td>
<td>$56,445</td>
<td>$65,853</td>
<td>$75,260</td>
</tr>
</tbody>
</table>

*For family units of more than 8 members, add $3,820

### 2011 Federal Monthly Guidelines

All States (Except Alaska and Hawaii) and DC

<table>
<thead>
<tr>
<th>Family Size</th>
<th>100% Poverty</th>
<th>101% to 120%</th>
<th>121% to 150%</th>
<th>151% to 175%</th>
<th>176% to 200%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$908</td>
<td>$1,134</td>
<td>$1,361</td>
<td>$1,588</td>
<td>$1,815</td>
</tr>
<tr>
<td>2</td>
<td>$1,226</td>
<td>$1,532</td>
<td>$1,839</td>
<td>$2,145</td>
<td>$2,452</td>
</tr>
<tr>
<td>3</td>
<td>$1,5244</td>
<td>$1,930</td>
<td>$2,316</td>
<td>$2,702</td>
<td>$3,088</td>
</tr>
<tr>
<td>4</td>
<td>$1,863</td>
<td>$2,328</td>
<td>$2,794</td>
<td>$3,259</td>
<td>$3,725</td>
</tr>
<tr>
<td>5</td>
<td>$2,180</td>
<td>$2,726</td>
<td>$3,271</td>
<td>$3,817</td>
<td>$4,362</td>
</tr>
<tr>
<td>6</td>
<td>$2,499</td>
<td>$3,124</td>
<td>$3,749</td>
<td>$4,374</td>
<td>$4,998</td>
</tr>
<tr>
<td>7</td>
<td>$2,818</td>
<td>$3,522</td>
<td>$4,627</td>
<td>$4,931</td>
<td>$5,635</td>
</tr>
<tr>
<td>8</td>
<td>$3,136</td>
<td>$3,920</td>
<td>$4,704</td>
<td>$5,488</td>
<td>$6,272</td>
</tr>
</tbody>
</table>
Patient Responsibilities

- At enrollment each patient signs a “Patient Contract”. A sample of the Patient Contract signed at the time enrollment is on the next page.

- Patients are advised of the program guidelines and their responsibilities to comply. They are also advised of criteria for dismissal, such as not following provider instructions or recommended treatment plans, missing healthcare appointments without cancellation, and using the Emergency Department for non-urgent reasons.

- If a patient does not comply with the program guidelines, the patient may be dismissed from the program (See Disenrollment Process).
Program Overview
Area physicians and Gaston Memorial Hospital are volunteering their services to help you get well and stay well. This is not a government program or an ‘entitlement’. HealthNet Gaston seeks to link Gaston County residents with a medical home/regular doctor so that health services can be received on a regular basis. HealthNet Gaston does not cover non-emergent care in the emergency room or ambulance services. By signing this form, you authorize HealthNet Gaston to verify your financial and residency information realizing that this program may be stopped should funding not be available. We reserve the right to require that you pay for any assistance you may have received based on inaccurate information provided by you.

Program Benefits
When enrolled in HealthNet Gaston you will be provided a medical home or regular doctor. Other benefits include:

- Access to a regular doctor or medical home who knows you and will provide well and sick care.
- Access to Case Managers who will help you manage chronic medical conditions and help you gain an understanding of basic preventive care, resulting in better health outcomes. The Case Manager will also work with you to plan and receive individualized healthcare and access to other community resources.
- Access to a medication assistance program (for long-term, chronic medicines).
- Access to lab and diagnostic services arranged by your regular doctor/medical home.
- Limited access to appropriate specialist referrals arranged by your regular doctor/medical home.

Patient Responsibilities
You understand/agree that:
1. Your HealthNet Gaston card will only be honored by the physician practice shown on your card. Specialty referrals will be arranged by your regular doctor/medical home as needed for your care. Limited specialty care is available.
2. You will show your HealthNet Gaston card each time you see a doctor, other health care provider or go to the Gaston Memorial Hospital emergency room.
3. You will keep every medical appointment or give at least 24 hours notice to cancel. You will be on time for your appointment and show your appreciation by saying thank you to the provider.
4. You will follow your treatment plan. For example, get prescribed medicines and take as directed.
5. You will promptly supply any information that may be requested by the program.
6. You will remain aware of the expiration date of your eligibility in this program and not seek care as a HealthNet Gaston patient if you are no longer eligible for the program.
7. You will immediately contact HealthNet Gaston if your income changes or if you become covered by Medicare, Medicaid, private insurance or other health insurance or medical benefits.
8. You will contact HealthNet Gaston immediately with any change in address and/or telephone number.
9. You will allow all information obtained in determining your participation in this program to be shared with other individuals, organizations and agencies solely at the discretion of HealthNet Gaston.
10. You will allow your primary care physician and specialists, and agencies and organization providing services to share your medical information to best coordinate your health care.

By signing below, I confirm that I understand and agree to the above conditions. I also understand that if I do not follow the Patient Responsibilities listed, then I will be disenrolled from the program. Questions, please call 704-867-6408.

Patient Signature: ________________________________  Date: ___________________________
Identification Card

(front of card)

HealthNet Gaston

Patient Name: ________________ ID#: AA1234
DOB: ________
Practice: Gaston Family Health Services
County: Gaston PRG: 200%
Enrolled: ___________ End Date: ____________

(back of card)

HealthNet Gaston

Agency Completing Eligibility: HealthNet Gaston
HNG is not an insurance program and enrollment does not guarantee
services from any Health Care Provider. HNG does not replace any fee
schedule or requirements that the practice/facility currently utilizes.
Changes in your current address, phone number, or income must be
reported to the HNG office to ensure continued participation in the
program. Please refer to Patient Contract for an explanation of major
services provided within your community.

For referral or benefit information call 704-867-6408.
For nurse case manager call: 704-834-2077.

I agree to provide accurate information and understand that this
card is not transferable.

_______________________     _________________
Patient Signature     Date
Enrollment Process and Locations

- HealthNet Gaston staff will be responsible for enrolling patients, educating them regarding their responsibilities under HNG and presenting them with membership cards which are good for 12 months.

- At enrollment each patient signs a “Patient Contract” accepting the guidelines of the HNG program.

- If the patient does not comply with the program guidelines, the patient may be dismissed from the program.

- Patients maybe enrolled into HNG through the Gaston Memorial Hospital Emergency Department or a central HNG location.
Disenrollment

Patients who do not comply with the responsibilities identified in the patient contract may be disenrolled from the HealthNet Gaston program. Some reasons for disenrollment include:

- Failure to keep medical appointment or give a 24 hour notice.
- Failure to follow treatment plan
- Failure to provide information in a timely manner to remain eligible in program

Please refer any non-compliant patients to the HNG Office at 704-867-6408.
Services

- New Member Orientation
- Health at Home
- Case Management
- Medication Assistance Program
New Member Orientation

A new patient orientation is provided to each new member by a HealthNet Gaston staff person at the time of enrollment in the program.

Information provided to new members includes:

- Program overview of benefits and guidelines
- Patient responsibilities such as:
  - The importance of having a medical home
  - The importance of bringing the HNG identification card to all doctor visits
  - Keeping all medical appointments or providing at least 24 hour notice for cancellation
  - Following treatment plans
- Use of case management and medication assistance programs
- Use of the Health at Home, self-care book

For additional information about the new member orientation contact HNG staff at 704-867-6408.
The *Health at Home* book is a medical reference guide provided to HNG patients to assist with making health care decisions about appropriate self care skills, when to call a doctor, or go to an emergency department. This resource is provided to HNG members at no cost. An overview on the use of the resource guide is provided at the new member orientation.
Case Management

Case Management is a program or way to help patients develop a plan to stay well, monitor a patient’s health, educate patients and refer patients to helpful resources.

HNG has a Nurse Case Management program to assist with assigning new patients to a medical home and provide follow up case management as needed.

Case Managers provide services such as:

• New member orientation
• Chronic condition education
• Referrals to community resources
• Collaboration with patient’s medical home or primary care provider to promote optimal outcomes
• Monitoring and evaluation of patient progress
• Discussion of compliance requirements
• Counseling of inappropriate emergency department use

There are four chronic disease priorities our Case Managers will focus on to assist patients. They are:

• Asthma
• Diabetes
• Congestive heart failure
• Chronic obstructive pulmonary disease

For more information HNG Nurse Case Managers can be contacted at 704-834-2077.
Medication Assistance Program

The Medication Assistance Program (MAP) helps individuals complete applications for free medicines from participating pharmaceutical companies. HealthNet Gaston (HNG) members accepted into MAP will have a $6.00 per prescription dispensing fee, for a 90 day supply of medicine.

HealthNet Gaston members in need of help with the high cost of medicines who are referred by the health care provider or HNG Case Manager will be given an appointment for an interview with the HNG Medication Assistance Coordinator to determine eligibility.

Patients must bring all items listed below which applies to that patient and anyone living with the patient who has some source of income:

- Latest tax return and W-2s
- Pay stubs with year to date income from the last three months
- Social Security current monthly statement
- Current disability income statement
- Pension/Retirement 1099R
- Unemployment benefit statement
- Medicaid denial letter

Once the patient completes their MAP interview and provides all necessary paperwork the patients will be enrolled into the MAP program. Patients can expect the first shipment of medication to arrive in 12-14 weeks. After the first initial receipt of medications, medicines will be ordered on a regular basis.

1. Patients will receive a letter stating that their medication is ready for pickup.
2. Patients must bring the letter with them in order to receive their medicines.
3. Patients are obligated to provide proof of income annually by May 2\textsuperscript{nd} and to inform MAP of any changes made to medication, household income, address or phone number and insurance status.

Failure to comply with program guidelines could cause the patient to be discharged from the program.

To Make a Referral to the HNG Medication Assistance Program:

- Complete the HNG Referral Form (see Referral Process in this guide).
- Email or fax the Referral Form to tmguffie@gfhs.info or 704-874-7001.
Most Frequently Requested Medications

Below are examples of medicines that can be obtained through the HealthNet Gaston MAP program. Please note that medicines may change based upon availability from the pharmaceutical companies. For more information about MAP call 704-874-7001.

Nexium Capsules
Proventi HFA Aerosol Inhaler
Toprol XL 24 hr Tab
Diovan HCT Tab
Protnix Tab
Lipitor Tab
Advair Diskus for inhalation
Plavix Tab
Actos Tab
Effexor XR 24 hr Cap
NovoFine Needle
Lexapro Tab
Prevacid Cap
Seroquel Tab
Glucophage Tab
Combivent Aerosol Inhaler
Prozac Cap
Crestor Tab
Lantus Sub-Q
Novolog Flexpen Sub-Q
Zetia Tab
Diovan Tab
Singulair Tab
Coreg Tab
Vistaril Tab
Cymbalta Tab
Lamictal Tab
K-Dur Tab
Tricor Tab
Benicar HCT Tab
Billing and Claims

- Filing Claims
Filing Claims

Practices will submit claims to one central location to reduce the amount of administrative time used at the physicians’ offices and to track services provided to accurately report the value of charity care provided. **Claims will not be submitted for reimbursement purposes.**

Each patient ID card contains information specific to the individual patient. The entire six digit patient identification number needs to be included on all claim forms. (ex: AA1234)

For informational purposes only HCFA claims are to be submitted to:
Kristie Herndon
Claims/Data Analyst
HealthNet Gaston
703 South Marietta Street
Gastonia, N.C. 28052

HNG ID cards have an expiration date. If the patient does not have his/her ID card, eligibility may be verified by calling the HNG office at 704-867-6408.
Referrals

• Referral Process
• Referral Form
• Referral for Lab Services
Referral Process

HNG provides primary care, specialist, and ancillary services (i.e. program enrollment and new member orientation, case management, and medication assistance) to its uninsured members. To refer an HNG member to these integrated health care services, the following process will apply:

Provider Practice
- Complete the Referral Form (see next page).
- Email Referral Form to rweeks@gfhs.info or fax to 704-867-6410.

HNG staff will
- Attempt to make an appointment for the patient as described on the Referral Form.
- For specialist services:
  - If the requested specialty service is not available, HNG staff will notify the referring PCP and patient as soon as possible.
  - Appointments for specialist services are limited and based on the pledges committed by the participating providers and practices.
- Contact the referring provider when an appointment is made for a patient to have them inform the patient of their referral date/time/location.
- Remind the patient of the appointment prior to the appointment date to encourage compliance.

For additional referral information, contact HNG staff at 704-874-7002.
HealthNet Gaston
Referral Form

FAX Completed Form To: (704) 867-6410

Patient’s Name: ______________________   DOB: ___________________

Address: __________________________________________________________

Telephone Number: ________________________________________________

☐   Specialty Services   Type of Services ______________________________

☐   Medication Assistance Program

☐   Program Enrollment

☐   Case Management Services

Diagnosis & Supporting Clinical Information (if applicable):

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

Referring Primary Care Physician (please print): _______________________

Name of Practice: __________________________________________________

(For HNG Office Use Only)

<table>
<thead>
<tr>
<th>APPOINTMENT DATE</th>
<th>APPOINTMENT TIME</th>
<th>PHYSICIAN</th>
</tr>
</thead>
</table>

HNG ID#:__________  HNG Enrollment Date:___________  HNG Expiration Date:___________

Date Appointment Confirmed with Patient: ________________  By Phone Call: ___  By Mail: ________

Date Appointment Entered Into HNG System: _______________

HealthNet Gaston
703 South Marietta Street • Gastonia, NC  28052 • Telephone (704) 874-7002 • FAX (704) 867-6410
Referral For Lab Services

HNG Patients may have their lab work performed at one of two Gaston Memorial Hospital locations:

1. PSS - Pre-Surgical Services
   Gaston Professional Building
   2555 Court Drive
   Gastonia, NC 28054
   Sheila Weathers (704-834-4535)

   This is the outpatient lab for GMH hospital.

2. DXC - Diagnostic Center
   655 Cox Rd
   Gastonia, NC 28054
   Peggy Mullen (704-834-2063)

Primary Care Provider offices requesting lab work should notify the point of contact listed above of your lab referral request.

HNG patients should present their HNG identification card and a lab request order from their Primary Care Provider.
Contact Information

- HealthNet Gaston Contact Information
- HealthNet Gaston Participating Providers
**HNG Contact Information**

Outreach Coordinator/General Administration  
704-874-7002

Eligibility Specialist  
704-867-6408

Claims/Data Analyst  
704-874-7009

Medication Assistance Program  
704-874-7001

Case Management Office  
704-834-2077

Care Navigator  
704-874-7019

Financial Officer  
704-874-7003

Executive Director  
704-874-7011
Primary Care Providers:
- Bessemer City Health Care Center
- CaroMont Family Medicine – Belmont
- CaroMont Family Medicine – Cherryville
- CaroMont Family Medicine – Gastonia
- CaroMont Family Medicine – Kings Mountain
- CaroMont Family Medicine – Lowell-McAdenville
- CaroMont Family Medicine – South Gaston
- CaroMont Family Medicine – Stanley
- CaroMont Internal Medicine
- Cherryville Health Center
- Gaston Family Health Services
- Gaston Family Medical Center
- Gaston Medical Associates
- Highland Health Center
- Mount Holly Family Practice
- Piedmont Adult and Pediatric Medicine Associates
- Ranjit Weerakoon, MD, Internal Medicine
- Rapha Medical Center
- South Point Family Practice – Belmont
- South Point Family Practice – Mt. Holly
- South Point Family Practice – Stanley

Specialists:

Cardiology
- Carolina Heart Specialists
- Mid Carolina Cardiology – Gaston

Cardiovascular Surgery
- Carolina Cardiovascular & Thoracic Surgery Associates

Endocrinology
- Endocrinology Associates

Gastroenterology
- The Carolina Clinic for Digestive & Liver Diseases
- Gaston Medical Associates, PA – Gastroenterology

Gynecology
- Ashley Women’s Center – GYN Only
- Gaston Perinatal Center
- Gaston Women’s Healthcare - GYN Only

Hematology/Oncology
- Gaston Hematology & Oncology

Infectious Disease
- Infectious Disease Associates - CaroMont Medical Group

Nephrology
- Metrolina Nephrology Associates, PA

Neurology
- Gaston Neurological

Neurosurgery
- Neurosurgery & Spine Center of the Carolinas

Orthopaedic
- Carolina Orthopaedic & Sports Medicine Center
- OrthoCarolina Scotland

Plastic Surgery and Dermatology
- Piedmont Plastic Surgery and Dermatology
- Carolinas Plastic Surgery Center

Psychiatry
- CaroMont Psychiatric Associates

Pulmonary
- Pulmonary Clinic of the Carolinas

Radiation Oncology
- Southeast Radiation Oncology Group

Rheumatology
- Arthritis Associates
- CaroMont Rheumatology

Urology

General and Vascular Surgery
- CaroMont Surgical Associates
- Gastonia Surgical Associates
- CaroMont Vascular Center

*Availability varies based on the number of pledges donated by primary care and specialist providers. Note: Specialists appointments made through HNG office by referrals from PCP’s or ED Case Managers.
**HNG Staff Contact Information**

Outreach Coordinator/General Administration  
Robert Weeks  
704-874-7002

Eligibility Specialist  
Debbie Whitesides  
704-867-6408

Data Systems Administrator  
Kristie Herndon  
704-874-7009

Medication Assistance Program  
Tracie Guffie  
704-874-7001

Case Management Office  
April Jenkins  
704-834-2077

Carmen Lingle  
TBA

Care Navigator  
Rena Huffstetler  
704-874-7019

Financial Officer  
Cindy Weaver  
704-874-7003

Executive Director  
Donna Grissom  
704-874-7011