

Medical Provider's Procedures & Information Handbook



Doctors Care · 609 W. Littleton Blvd. · Ste. 100 · Littleton, CO 80120
Phone (303) 730-1313 · Fax (720) 458-6177 · www.DoctorsCare.org

Compassion • Social Responsibility • Inclusiveness • Collaboration

Mission

Doctors Care provides access to affordable health care, through a coalition of health care providers, to the medically underserved in South Metro Denver.

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I. General Information

A. Office Information

609 W. Littleton Blvd., Ste. 100, Littleton, CO 80120

Phone: 303.730.1313 Fax: 720.458.6177 DoctorsCare.org

Monday - Thursday 9:00 a.m. to 5:00 p.m.

Friday 9:00 a.m. to 4:00 p.m.

B. Key Staff Members

Bebe Kleinman, MNM - Executive Director,

bkleinman@DoctorsCare.org

Michelle Johnston, MA - Program Director,

mjohnston@DoctorsCare.org

Char Patton – Patient Care Coordinator,

cpatton@DoctorsCare.org

Bernadette Loya - Office Manager/Spanish-Speaking

Eligibility Counselor, bloya@DoctorsCare.org

C. Board Members

Officers

Gary VanderArk, MD (Board President and Founder) - UCHSC Dept. of Neurosurgery

Stephen Conner, MD (Vice President) – Kaiser Permanente

Kathy Ashenfelter, CFO (Treasurer) - Swedish Medical Center

Brad Winslow, MD (Medical Director) - Swedish Family Medicine Residency

Designated Positions

Swedish Medical Center

Mary White, CEO

Porter Adventist Hospital

Dianne McCallister, MD, CMO

Littleton Adventist Hospital

Larry Wood, MD

Sky Ridge Medical Center

Maureen Tarrant, CEO

Craig Sammons, CFO

Parker Adventist Hospital

Morre Dean, CEO

Arapahoe Douglas Elbert Medical Society:

Andrea Chase, Executive Director

Members at Large

Ellen M. Burkett, MD - SouthPark Internal Medicine

Carol Clark - Community Volunteer

Dean Coddington - McManis Consulting

Kathleen Conti – Representative, Colorado State Capitol

Mary Hewett - Community Volunteer

Mary Newell, RPh - King Soopers Pharmacy

Richard Schaler, MD - Lone Tree Facial Plastic & Cosmetic Surgery

Katie Spong Lozano – Radiology Imaging

Associates, Past-President of ADE Medical Society

Kenton Voorhees, MD- UCHSC, Department of Family Medicine

D. Brief History of the Organization

In 1987, the Arapahoe Medical Society created Doctors Care, a nonprofit organization, to provide health care services to the uninsured and underinsured in South Metro Denver. Through a network of volunteer physicians, Doctors Care began providing care on a sliding-fee scale, targeting the working poor whose earnings were above the criteria to qualify for Medicaid and other public assistance, but below the level necessary to pay for health care or private health insurance.

Today, more than 900 providers participate in the Doctors Care network serving nearly 1,100 patients. In 2011, our partner hospitals and their pharmacies (Swedish Medical Center, Porter Adventist Hospital, Littleton Adventist Hospital, Sky Ridge Medical Center and Parker Adventist Hospital) donated more than \$13 million in care, with another \$1 million in services donated by our network providers. This generosity embodies the organization's mission of allowing all people access to affordable care in a system that makes being poor not only difficult, but life-threatening.

In the nearly 25 years since its founding, Doctors Care has served more than 20,000 low-income residents of South Metro Denver and provided more than \$65 million in medical services to individuals who often have had nowhere else to turn for medical help.

Health insurance for a family averages \$12,000 or more per year and is expected to reach \$24,000 by 2016. For families whose breadwinners earn less than \$13 an hour, it is not always possible to pay for health insurance out of their paycheck.

Doctors Care addresses the health care needs of medically-underserved patients in five unique ways:

1. The **Doctors Care Clinic** operates five days a week providing sick- and well-care visits to children and young adults age 30 and under who need to be seen onsite by a mid-level provider or volunteer physician.
2. Adults over age 30 are assigned to see physicians who have agreed to volunteer their medical expertise. Over 900 primary and specialty care physicians in nearly 100 different specialties comprise the **volunteer network**. Approximately 31 percent of physicians practicing in South Metro area participate. Last year, more than 1,000 individuals utilized services from 231 local practices.
3. Five major inpatient **medical centers** in South Metro Denver (Swedish Medical Center, Porter Adventist Hospital, Littleton Adventist Hospital, Sky Ridge Medical Center and Parker Adventist Hospital) and their respective laboratories and pharmacies participate by making services available and affordable to Doctors Care patients.
4. **Mental health** services are available through an integrated care program. A staff psychiatric mid-level provider works with physical health providers to provide medication management for patients. In addition to medication maintenance and referrals, a licensed therapist offers a variety of services for family, parenting, marriage, grief, anxiety, depression, and behavioral issues.
5. A **Case Management Team**, including staff and volunteer physicians, reviews complex patient cases and creates plans for patients to access comprehensive care. The team improves collaboration between hospitals, physicians and the community to provide high quality care to the uninsured. Case managers boost operational efficiency and cut health care costs while enhancing accountability on the part of patients and the organization.

II. Programs

A. **Adults Over 30 Years Old**

Adult patients (31 years and older) may use Doctors Care for acute and chronic medical conditions only. Many community resources exist for physicals or preventive care, and unless our volunteer providers choose to provide this care in their offices, patients are encouraged to utilize other community resources. The program staff will share a list of these resources with anyone in need. Patients may qualify for the Sliding-Fee-Scale Program by living in Arapahoe, Douglas or Elbert County (excluding the city of Aurora), being uninsured with no affordable insurance option available to them, and having limited income.

Once a patient completes a group informational session and individual financial review, s/he receives a Doctors Care card and is assigned to a primary care provider (physician, physician assistant or nurse practitioner). The patient will visit the provider at his or her office. If a referral to a specialist is necessary, the primary care provider may contact Doctors Care, who will then assign the patient to a specialist within the network.

Doctors Care is a two-year program. Patients qualify for six-month periods (following an initial three-month probationary period) after which new financial information is required for recertification. The program uses a sliding-fee scale based on a patient's income. Each participant is responsible for a percentage payment at the time of his or her visit. The payment percentage rate assigned depends on the patient's financial situation and usually represents five to 30 percent of the bill. Physicians, hospitals and pharmacies absorb the remainder of the expense. Lab work, radiology and prescriptions are also available on the same sliding-fee scale.

If hospital services are necessary, medical providers must utilize:

- Swedish Medical Center
- Porter Adventist Hospital
- Littleton Adventist Hospital
- Sky Ridge Medical Center
- Parker Adventist Hospital

Both inpatient and outpatient care are covered from these hospitals under the Doctors Care program.

Our staff continuously recruits additional network providers to ensure that no one person or practice is overburdened. If you need to change the number of Doctors Care patients you can manage at one time, please call the office. We are happy to accommodate your needs. In addition, a participation form is included on the last page of this handbook to add physicians, nurse practitioners or physician assistants that join your practice.

B. **Children and Young Adults**

Located at 609 W. Littleton Blvd. in Littleton, the Doctors Care Clinic is available to newborns, children and young adults up to 30 years of age with Medicaid, CHP+ (Child Health Plan Plus), Doctors Care Sliding-Fee-Scale Program or no insurance. Clinic services include both well and sick care treatment, including:

- Immunizations
- Treatment of acute illnesses
- Physicals
- Screenings for early childhood development, ADHD, hearing, language and vision
- Gynecological care

Physician assistants and volunteer physicians provide the exams.

III. Procedures

A. Patient Identification Card

Patients will identify themselves as Doctor Care participants when they call your office for an appointment. In addition, they should present their Doctors Care ID card each time they visit your office. Please be sure to check the effective and expiration dates listed on the card. If you have any questions, don't hesitate to call us.

The Patient ID Card provides the following information:

- Patient's name
- Date of Birth
- Effective and Expiration dates
- Payment percentage rate
- Prescription co-payment amount
- Assigned hospital
- Primary Care Provider assigned

(See Page 10 for a sample card.)

B. Payment

Payment in full or a payment arrangement is required at the time of service. The patient is responsible to pay the payment percentage rate (as shown on the card) of the regular billed charges or \$10, whichever is greater. Patients are informed that arriving without payment will result in their being turned away and not seen.

Please contact Doctors Care if a patient is not making his or her payment or a patient is not adhering to the program guidelines. We believe it is our responsibility to follow up on your behalf and keep patients accountable.

C. Services Absorbed by the Medical Provider

We ask that a copy of Doctors Care patients' actual charges be sent to us to track donated services by our providers. This also helps us secure grant funding and assign patients in an equitable manner. The standard HCFA 1500 or the same information on plain paper is acceptable and appreciated for every patient visit.

Please send a copy to: Doctors Care
609 W. Littleton Blvd., Ste. 100
Littleton, CO 80120

Or fax a copy to: (720) 458-6177
Attention: Program Director

If you are only able to send claim forms electronically, please contact our office to arrange for another tracking method. We hope to be able to accept electronic forms in the near future.

D. Primary Care Management & Mental Health Services

Doctors Care adult patients are to use the program for disease evaluation and management only. Many community resources exist for physicals and preventive care. However, you may choose to provide preventative care at your office if you wish. Management and coordination of services for all patient health care needs is the responsibility of the primary care provider in conjunction with the Patient Care Coordinator at Doctors Care.

Doctors Care utilizes a model of integrated medical and mental health care. Therefore, a mental health team is available onsite for your Doctor Care patients. Our therapist can assist with a variety of issues including marital problems, financial stress, parenting issues and more. In addition a psychiatric mid-level practitioner has prescriptive authority and specializes in managing mental health medications.

E. Specialty Referrals

Medical providers make specialty referrals through the Doctors Care administrative office by phone, fax or email. Please provide the diagnosis and type of specialist needed, as well as a recommendation if you want the patient to see a specific provider. After the Patient Care Coordinator completes the referral, the referring provider and patient will be advised of the appropriate referral to a participating specialist. The specialist will be notified by fax or secure email of a new patient referral. We maintain information on the number of patients referred to each specialist in order to distribute patients equitably among our volunteer medical experts. Patients who see specialists without consent of the Doctors Care administrative office will be responsible for the full charges of that provider.

IV. Ancillary Services

A. Hospitalization

Inpatient services through Swedish Medical Center, Porter Adventist Hospital, Littleton Adventist Hospital, Sky Ridge Medical Center and Parker Adventist Hospital are discounted to the patient's payment percentage rate. Each patient is assigned to *one* of these hospitals and must use only that medical center for hospital care. Preauthorization is not necessary for either inpatient or outpatient services, including surgeries at the patient's assigned hospital. If you are in need of services at a facility to which the patient is not assigned, please call our office for authorization to an alternative site.

B. Prescriptions

Doctors Care patients must take their prescriptions with their Doctors Care card to the hospital pharmacy to which they are assigned.

- Walgreens at Swedish Medical Center, 499 E. Hampden Ave., Englewood, 303.788.8776
- ApotheCare Pharmacy at Porter, 2535 S. Downing St., Denver, 303.778.2427
- ApotheCare Pharmacy at Littleton Hospital, 7780 S. Broadway #190, Littleton, 303.797.7377
- Sky Ridge Pharmacy, 10103 RidgeGate Pkwy. Ste. 117, Lone Tree, 303.468.0300
- Crown Point Pharmacy, at Parker Adventist, 9397 Crown Crest Blvd. 101, Parker, 303.339.5333

Only generic prescriptions are covered. Please contact us if you need to prescribe a name brand drug for a patient and we will assist the patient in obtaining the paperwork required to receive the medication directly from the drug manufacturer.

Prescriptions are covered in intervals of 30 days or less. Patients will pay the co-pay amount listed on their card for each generic prescription.

C. Lab Work & Pathology

Lab work is only covered through the patient's assigned hospital lab. Please do not send patient lab work to Quest or LabCorp, as patients will have to pay the entire bill. All program patients are instructed to take lab orders to the hospital Outpatient Registration to be directed to the outpatient lab.

For any pathology needs, please send specimens through Unipath or Ameripath. Please note on the requisition form that the patient has Doctors Care and the payment percentage rate assigned.

D. X-rays & Radiology

X-rays and other radiological services may be performed at the patient's assigned hospital as indicated on his/her card. Patients are billed their payment percentage rate for radiology services. Since preauthorization is not needed, the physician's office staff will make the necessary arrangements.

If the radiology tests are not available at the patient's assigned hospital, please contact the Program Director for instructions on where to send the patient.

Any CT or MRI procedure may be coordinated through the Patient Care Coordinator to be done at Invision Sally Jobe as they generally have lower costs for our patients. These appointments must be scheduled by the Patient Care Coordinator. While it is still acceptable for the patient to use the hospital services, these two procedures are being offered for a fraction of the hospital's price.

E. Women's Care

Doctors Care does not cover birth control because low-cost family planning is available through Tri-County Health Department. At your discretion, women may be referred to Tri-County at (303) 220-9200 for pap smears, birth control and pregnancy testing. We also assist pregnant women in applying for Medicaid or CHP+. If denied, they may qualify for Doctors Care.

V. Other Information

A. Difficult Patients

We strive to have polite patients who are appreciative of the services provided by our physicians, physician assistants, nurse practitioners, hospitals, labs and pharmacies. However, in the rare circumstance that a Doctors Care patient becomes difficult or abusive, please notify us as soon as possible. Procedures to deal with difficult patients are clearly defined and discussed with applicants during the information session and again when they are approved for the program. These are behaviors we do not tolerate in our patients and are grounds for dismissal from the program. We are very appreciative of your participation in our program, and we will assist you with any difficult patients. Please also contact us immediately if you dismiss a patient from your practice.

B. Patient Application

A copy of the patient application form is available for your information from the Doctors Care office. You may also find a downloadable version on our website, www.DoctorsCare.org.

C. Respect

The majority of Doctors Care patients have fallen on difficult times. Many are apprehensive about requesting assistance or help. Thank you for paying them the same respect and dignity as any other office patient.

Doctors Care Map - How it Works

Medicaid or CHP+ patient under the age of 30 in the Denver metro area needs health care



Patient (or guardian) completes application and calls to schedule an appointment for enrollment.



Doctors Care assigns the patient a small percentage payment for appointments, hospital services, lab work, and prescriptions.

An uninsured patient in Douglas, Elbert, or Arapahoe county (excluding Aurora) needs health care



Is patient 0-30 years old?

YES

NO

Patient is assigned to the Doctors Care Clinic (191 E. Orchard Rd.) for sick and well care.

Patient is assigned to a Primary Care Provider who has agreed to see Doctors Care patients.

Patient calls the Doctors Care Clinic to schedule an appointment.

Does patient need a specialist?

NO

If necessary, patient continues to receive care from the Primary Care Provider.

Patient receives much needed health care services from a medical provider.

Primary Care Provider calls Doctors Care to find a participating specialist.

Doctors Care notifies patient, who calls specialist to schedule an appointment.

Specialist provides medical care to patient at his/her office.



Main (303) 730-1313
Fax (303) 257-7804
Web www.DoctorsCare.org
Location 191 E. Orchard Rd.
Suite 102NE, Littleton, CO 80121

Sample Card

Doctors Care		<u>Hospital Assignment:</u>	
<u>Member Name:</u> aaaTEST aaaTEST		Porter Adventist Hospital	
Member DOB: 10/22/09		<i>Must use this hospital for labs, pharmacy and radiology.</i>	
<hr/>		<u>Patient Payment Responsibilities:</u>	
Plan Name:	Plan C	Private Physician:	20%
Effective Date:	1/1/10	Private Radiology:	20%
Expiration Date:	6/1/10	Inpatient Hospital:	5%
<hr/>		Outpatient Hospital:	10%
Physician Name:		Pharmacy (generic only):	\$10
Dr. J. Steven Geraghty MD		Always \$10 minimum	
(303)632-3640			
<hr/>			
Doctors Care is NOT insurance.			

Front

		www.DoctorsCare.org (720) 458-6200 program@DoctorsCare.org	
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Members: Be sure to bring your current card and percentage payment to every appointment. You will be turned away if you do not bring payment. Possession of this card does not guarantee eligibility for benefits.		Providers: Please submit HCFA 1500 for all services rendered with the original billing price to: 609 W. Littleton Blvd., Ste. 100, Littleton, CO 80120. For specialty referrals, please contact (720) 458-6200, program@doctorscare.org or fax to (720) 458-6177.	
<hr/>		<hr/>	
Doctors Care is NOT insurance.		Thank you for your donated time!	

Back

Thank You

As Program Director of the Sliding-Fee-Scale Program for the past five years, I want to extend my heartfelt thanks for your willingness to serve those in need from our community. I have seen lives changed and saved because of the work of our partner medical providers, and have received countless Thank You notes and calls from patients who have a new lease on life. Each of these should have been forwarded to our medical providers, as you are the ones doing the real life-saving work.

Regardless of whether you are willing to take just one patient at a time or whether you are able to manage 20 or more, your service makes a difference. The South Metro Denver area has a special gift in that our medical community is committed to ensuring that all patients have access to affordable, quality health care. Hospitals and physicians who are usually in competition with one another come together under the umbrella of Doctors Care with a united goal of creating a healthier community.

Please know that if you ever have questions, concerns, suggestions or any other observations, I am available for you and open to your feedback. Concerns about patients, whether medically or behaviorally can also be directed to me. We hold our patients to a high standard of behavior, and I will address any problems with them directly. I'm also willing to come to your practice at any time for a refresher course, Q & A session or in-service training. The ease of your practice being able to seamlessly see our patients is my priority, and I will do whatever I can to accommodate that.

Thank you will never sound like enough for me to express my gratitude to you and your entire office staff.

Sincerely,

A handwritten signature in black ink that reads "Michelle Johnston, MA". The signature is written in a cursive style.

Michelle Johnston, MA
Program Director
mjohnston@DoctorsCare.org
Direct Phone: (720) 458-6170
Fax: (720) 458-6177