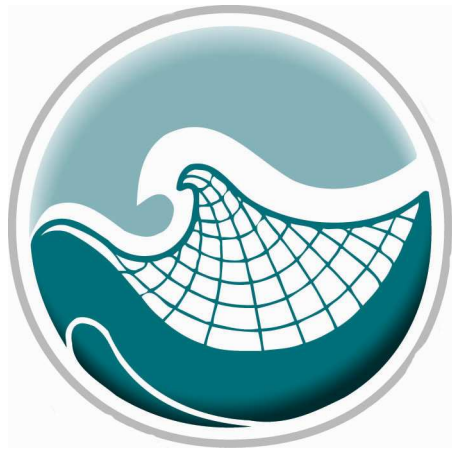


# **SeaCare Health Services Participant Guide**



**11 Downing Court  
Exeter, NH 03833**

**Exeter (603) 772-8119**

**Portsmouth (603) 430-4910**

**Seabrook (603) 474-3040**

**[www.SeaCareHealthServices.org](http://www.SeaCareHealthServices.org)**

*Updated: January 2010*

# **Welcome to SeaCare Health Services!**

Dear SeaCare Health Services Participant:

This Participant Guide has been prepared to tell you about the SeaCare Health Services program -- its benefits, policies and your responsibilities as a participant. This guide is a basic outline of SeaCare Health Services and is intended as a reference for you.

We look forward to creating a partnership with you as you participate in SeaCare Health Services. For any specific questions, please contact any of the SeaCare Health Services offices.

Sincerely,

SeaCare Health Services Staff



## Care Coordination

**Your Primary Care Coordinator is:** \_\_\_\_\_

You can always reach any Care Coordinator at the Exeter Office:

**(603) 772-8119**

**Your Care Coordinator will:**

- Work directly with you to answer any questions or resolve any problems you may have.
- Provide referrals to many resources available.
- Help you to recognize your strengths and maximize your use of health and support services in the community.

**Your Primary Care Provider (PCP)**

**Your Primary Care Provider is:** \_\_\_\_\_

**Your PCP's Phone Number is:** \_\_\_\_\_

- Primary Care Provider (PCP) is another way of saying your doctor
- If you have any medical need, call your PCP for an appointment
- Changing to a different PCP can only be done through a Care Coordinator.
- **For all non-life threatening emergencies, always call your PCP. For calls on nights, weekends and holidays, the doctor's answering service will tell you what to do next.**
- When necessary, your PCP may refer you to specialty care. Please call SeaCare Health Services at 772-8119 for pre-approval for **ALL** specialist appointments.

## Program Fees

### **PCP and Medical Specialist Visits**

- Present your SeaCare Health Services card with payment at the front desk of your doctor's office.

<b>Office Visit – General</b>	<b>\$10.00 – Brief</b> <b>\$15.00 – Complex</b>
<b>Office Visit – With Procedure*</b>	<b>Up to \$75.00</b>

- For procedures performed in the provider's office (for example: a biopsy, sigmoidoscopy, mole removal, allergy testing, etc.) you will be asked to pay a reduced rate, no more than \$75.00, per procedure.

### **Other Medical Access Services\***

- **Mental Health**      \$10.00 per visit, limit of 8 visits
- **Yoga**                 \$15.00 per month, 6 visits a month
- **Chiropractor**      \$10.00 registration / \$10.00 per x-ray / \$10.00 per adjustment / \$10.00 per workshop
- **Nutritionist**        \$15.00 per appointment (average of 3 visits)
- **Holistic Care**        \$10.00 / \$15.00 per visit

\*The above services are available through placement by a Care Coordinator

### **You are responsible for all medical bills you receive**

- Please don't ignore your bills or allow them to go to collections
- If you believe you have been billed in error, please contact a Care Coordinator at our Exeter Office immediately
- Your Care Coordinator will work with you to address your billing needs



# Using Medical Services

## Using Your SeaCare Card

- Your SeaCare Card is good for one year from the date of your enrollment.
- One month before your card expires you will receive a recertification form in the mail
- Please complete the form, return it to us with proof of income and we will mail you a new card after re-qualifying you for the program.

## Primary Care Physician (PCP)

- Call to establish yourself with your assigned doctor as soon as possible.
- Use your PCP for all your healthcare needs and to obtain a referral for specialized care.
- Please contact your PCP office directly to arrange for any visits
- Changing to a different PCP can only be done through a Care Coordinator; self reassignments will not be accepted by the program.

## Specialist Visits

If you need to see a specialist, please take the following steps:

1. First always call or visit your PCP about the problem
2. Receive a referral from your PCP to the necessary specialist
3. Call SeaCare Health Services to get the specialist visit approved

**NOTE:** You must always call SeaCare Health Services for an approval of Specialty Visits in order for the visit to be covered by this program.

## Emergencies

- The Emergency Room is for life threatening illness only
- Call your PCP for non-life threatening illness
- On nights, weekends and holidays your PCP will have an answering service that will direct you where to call.

## Canceling an Appointment

For all provider appointments: If you are unable to keep an appointment, you must give the provider's office at least 24 hours notice. If an emergency makes you unable to follow this, give as much advanced notice as possible.

## Lab Services for SeaCare Participants



Use **only** the labs listed below:

(Labs located inside of Hospitals are not covered and become **YOUR** responsibility)

### Core Lab:

- Core Lab has agreed to work with SeaCare Health Services to run **many (but not all)** lab tests for free. Below is a list of approved sites:

**Exeter Family Care**  
9 Buzell Ave.  
Exeter, NH

**Exeter Health**  
21 Hampton Road, 3-B  
Exeter, NH

**Exeter Internal Med.**  
21 Hampton Road, 3-A  
Exeter, NH

**Hampton Health**  
879 Lafayette Road  
Hampton, NH

**Kingston Health**  
51 Church St.  
Kingston, NH

**Plaistow Health**  
160 Plaistow Rd.  
Plaistow, NH

### LabCorp:

- Formerly known as PathLab, LabCorp has agreed to continue to work with SeaCare Health Services to run **many (but not all)** lab tests for free.
- LabCorp cannot give free services to SeaCare Participants if they have **any** type of health insurance, (including catastrophic).
- Below is a list of approved LabCorp Sites:

**Lafayette Prof. Pk. Bldg D**  
230 Lafayette Road  
Portsmouth, NH  
436-5311

**Exeter Exec. Pk.**  
19 Hampton Road  
Exeter, NH  
772-9603

**Piscataqua Family**  
155 Griffin Road  
Portsmouth, NH  
430-8374

### Specialized Labs:

- There will be times when a more in-depth diagnostic reading will be necessary. Samples originally collected by LabCorp, Core Lab or your physician may have to be completed by a specialty lab.
- You will be required to pay the reimbursement rate for these in-depth tests:
- **Seacoast Pathology:** Offers a discount to SeaCare participants however they are not 100% covered and the bill you receive from them should be the discounted rate.
- **UMASS Lab:** Services are donated with no cost to SeaCare clients.
- **Nordx Lab:** For Martin's Point patients only. SeaCare clients are responsible for 10% of the bill.

## Other SeaCare Services

### Mental Health

- Limited Counseling (8 visits) is available for qualified participants.
- Referrals are made after an intake interview with our Mental Health Coordinator.
- You will then be matched with a therapist based on the availability of providers.
- **SeaCare Health Services does not provide emergency Mental Health Services.**

### Medication Bridge

- Assists in applying for discount medications through pharmaceutical companies
- SeaCare Health Services Medication Bridge program works with prescriptions written by Exeter Hospital affiliated doctors or Families First, call SeaCare at (603) 772-8119
- For Portsmouth Hospital affiliated doctors you may call InfoLink at (603) 422-8220.

### Children's Connection

A home visiting and in-office program for families with children offering:

- Health Education in:
  - Parenting
  - Asthma Management
  - Stress Management
  - ADHD Education and Support
- Family Support:
  - Healthy Kids Applications
  - Referral and Resources Services
  - Working together as a team to assist your family to meet it's needs



## Services Not Covered



### 1. **Out-of-Network Office Visits**

SeaCare Health Services provides Medical Office Visits for In-Network Doctors Only.

### 2. **Prescriptions**

There is no prescription coverage for available short-term medication. For long-term maintenance medications, you may qualify for our Medication Bridge Program.

### 3. **In Hospital Physician Fees**

SeaCare Health Services is for office visits only, it does not cover physician fees for services provided while in the hospital or at the Emergency Room\*.

### 4. **Hospitalization and X-Ray/Radiology Services**

SeaCare Health Services is unable to cover any services provided in the hospital including:

- Procedures
- Surgical fees
- Services provided by physicians while in the hospital

Local hospitals do offer their own Financial Assistance Programs:

- **Exeter Hospital:** If you require hospitalization or other hospital services at Exeter Hospital, SeaCare Health Services can assist you with that application in the Exeter office, 772-8119.
- **Portsmouth Hospital:** If you require hospitalization or other services at Portsmouth Hospital, please call their credit office regarding their "Free Care/Financial Assistance Program" at 433-4817.

\*SeaCare Health Services does have **anesthesiologists** participating in the program. Call your Care Coordinator for pre-approval if you need surgery.

### 5. **Emergency Room**

SeaCare Health Services does not cover emergency room charges. If you have an emergency that is not life threatening, contact your primary care physician.