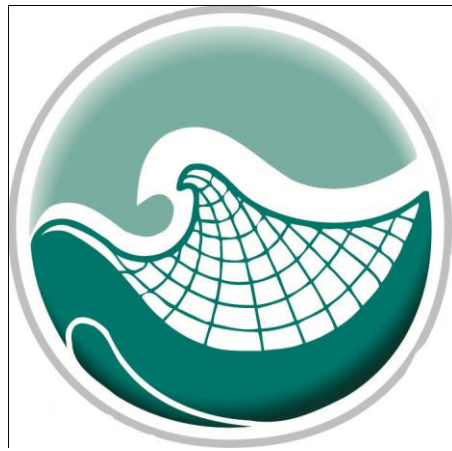


SeaCare Health Services Participant Guide



**11 Downing Court
Exeter, NH 03833**

(603) 772-8119

www.SeaCareHealthServices.org

Updated: December 2011

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: _____

- Please do not change your PCP without first discussing it with your Care Coordinator. Self reassignments will not be accepted by the program.

Program Fees

Enrollment and Renewal

- Zero cost for enrollment
- \$25.00 Administrative Fee at Renewal – (Card expires every six months)

PCP and Medical Specialist Visits

To ensure proper co-pays are being charged, remember to show your card to the front desk person at every office visit.

| | |
|--------------------------------|--------------------------------------|
| Office Visit – General | \$10.00 – Brief \$15.00 – Complex |
| Office Visit – With Procedure* | Up to \$75.00 |

- 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* - Available through your Care Coordinator

- 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 \$15.00 per visit

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 our Billing Coordinator in the Exeter Office immediately.



Using Medical Services

Specialist Visits

When you receive a specialist referral from your PCP

You must **always** call SeaCare Health Services for an approval of specialty visits in order for the service to be covered by this program.

Emergencies

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

Lab Services for SeaCare Participants Use **only** the labs listed below:



Core Lab:

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
53 Church St, Unit 14
Carriage Town Plaza
Kingston, N.H. 03848

Plaistow Health
160 Plaistow Rd.
Plaistow, NH

LabCorp:

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

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

Orchard Park
875 Orchard Park B-2
Portsmouth, NH
436-1760

Specialized Labs:

- 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.

Other SeaCare Services

Mental Health

- This service usually has a long waitlist
- 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 - call SeaCare at (603) 772-8119
- For Portsmouth Hospital affiliated doctors you may call Families First at (603) 422-8208.

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



Reminder 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, Emergency Room, X-Ray/Radiology Services**

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

- **Exeter Hospital:** If you require hospitalization or other hospital services at Exeter Hospital, Please contact us so we can activate your Exeter Hospital Financial Assistance.
- **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.