



PROJECT ACCESS DALLAS PHYSICIAN PACKET

WELCOME LETTER

2

ABOUT PAD

3

PAD OVERVIEW

4

PARTICIPANT ROLES AND RESPONSIBILITIES

8

PHYSICIAN REMINDERS

9



**PROJECT
ACCESS DALLAS**
Compassionate Care for Our Community's Uninsured



To Whom It May Concern:

Thank you for agreeing to partner with Project Access Dallas (PAD).

In 2001, the Dallas County Medical Society, along with several community partners, created a community service program called Project Access Dallas (PAD). It was formed to assist Dallas County residents who struggle daily with the hardships of poverty and are unable to afford medical insurance, while providing physicians the resources they need in caring for uninsured patients.

Through Project Access Dallas, each patient is provided with a primary care physician, \$750 annual pharmacy benefits, and access to free specialty care, labs, diagnostic procedures, care coordination, and inpatient hospital care. More than 2000 physicians, 17 hospitals, 11 charity and medical clinics, 12 ancillary service support organizations, two laboratory service organizations, and a pharmacy program combine to make this program successful.

By volunteering for PAD, a physician agrees to see a certain number of patients per year. You are also able to refer patients from your office who could benefit from this program. This is a great asset for you. We provide a network of services for your patients without insurance. PAD physicians tell us their volunteer work is very rewarding and that they appreciate contributing to improving the health of Dallas County residents.

As we move ahead, we do so with grateful hearts for having partners like you. We know that without our physician volunteers, Project Access Dallas would not be possible. The stories of people who live in our community compel us to continue with this ambitious project. Thank you for your support in helping their stories reach happy endings.

The following material will help you with your introduction to Project Access Dallas. Do not hesitate to call me at any time with any questions. My phone number is 214.413.1455. I am here to help!

Sincerely,

Marilyn Haspany
PAD Physician Network Director





ABOUT PAD

- This Physician-led initiative has provided compassionate care and medical homes for the working poor of our community since 2002. Much thought and time went into developing this program.
- Uncompensated care is provided by 2000 volunteer physicians, 17 hospitals, nine charity medical clinics, 12 diagnostic service organizations, and 2 national laboratory services.
- PAD currently serves approximately 3,000 patients with goals to expand to 5,000 patients over the next 3-5 years. This is a small fraction of the 750,000 uninsured residents in Dallas County.
- Patients must be residents of Dallas County, earn below 200% of the federal poverty guideline, and be uninsured.
- Patients see volunteer physicians at charity clinics or in their private practices. Patients receive \$750 in pharmacy benefits each year. All labs, imaging services and specialty care are without charge; however we ask for a \$5 donation.

PAD SAVES MONEY

- PAD saves taxpayers money by offering preventive care and decreasing emergency room visits and hospital admissions.
- Analysis by the Centers for Disease Control and Prevention has shown that \$1 of services provided by a community access program saves \$3 in hospital costs.

PAD GETS FUNDING TO EXPAND

- Federal dollars given to hospitals for uncompensated care were granted to PAD via the DCMS Foundation to support patients' needs for pharmacy benefits, diagnostic testing, care coordination, and outcomes measurement.

UNINSURED RESIDENTS

- Approximately 750,000 residents in Dallas County do not have health insurance. Since its inception PAD has provided care for more than 10,000 of these, but we need to do more.

PAD NOT THE ANSWER TO HEALTH CARE CRISIS

- A community access program is not the answer to this problem; rather, it is one part of the comprehensive approach that a problem of this scope and size requires. Charity care, community health clinics and publicly funded hospitals cannot solve the problem alone, yet often they provide the only health care available to those who are in desperate need of treatment.





PROJECT ACCESS DALLAS OVERVIEW

1. The PAD Physician Network Director will provide an orientation for you and your staff before any patients are assigned to the physician. You may want to designate a person in your office for us to contact when we schedule appointments for a PAD patient.
2. When a patient is enrolled in the program, an Enrollment Coordinator will call to schedule the patient's initial appointment with your office (unless your office already is the patient's medical home). After the initial appointment, the patient, rather than the Enrollment Coordinator, can make all PCP appointments.
3. A PAD patient should have the same experience in your office as does an insured patient. Schedule a PAD patient as you would any other patient.
4. A PAD patient must show a current PAD identification card at each office visit (see front of card for expiration date). If the patient does not have a current PAD ID card, you can call a PAD staff member from 9 a.m. and 5 p.m. Monday through Friday at DCMS to verify enrollment (214.413.1439).
5. **Submitting Claims** - Do not bill a PAD patient for services—your physician has agreed to provide these services as a donation. Instead, submit a standard 1500 Claim Form each time your physician provides services to a PAD patient. We use the claim form to validate the physician's uncompensated charity care provided to the program throughout the year. Each year, we provide your physician documentation listing the total value of donated care and public recognition for the generous care provided *based on the claims submitted*. Mail the standard 1500 Claim Form for services provided to:

Project Access Dallas Claims
6119 Greenville Ave. #326
Dallas, TX 75206

6. If your practice is required to pay a business tax, your physician may qualify to deduct as an allowable business expense the total value of charity services provided as a PAD volunteer. You must be able to validate that the care you provided to Project Access Dallas truly was charity care and not bad debt. To validate your physician's uncompensated charity care deductions, we suggest:
 - a. When a patient is scheduled for an appointment, he should be identified in the system upfront as charity care. To do this, physicians may need to revise their record-keeping processes.
 - b. Physicians cannot receive payment of any kind from the patient for the charity services they provide.



7. At checkout give the patient a PAD Patient Donation Form (see Section 8 Forms) instead of requesting a co-pay, and tell him to mail the payment to the address on the form. For each office visit, a PAD patient is asked to contribute \$5, which goes directly to the pharmacy program. Your office is not responsible for collecting this money. For additional PAD Donation Forms, you can make your own copies (see Section 8, Forms) or call 214.413.1455.

8. To report NO SHOWS or patient noncompliance, contact Melissa Castillo, Project Access Dallas Referral Services Director at 214.413.1439 or via e-mail at billy@dallas-cms.org.

MEDICATION

PAD patients are given a PAD Caremark pharmacy card, which is honored at any of the 40,000 U.S. retail pharmacies that accepts Caremark. The card is valid as long as enrollment in PAD has not expired (expiration date is shown on the PAD ID card). ***The physician must complete the PAD DEA/NPI form in order for his name to be recognized in the PAD Caremark system (see Section 8 Forms).***

To maximize the patient's pharmacy benefits, Project Access Dallas has an all-generic formulary. Although most medical PAD services are donated, the pharmacy portion of the program is not. This facet of the program is tremendously expensive. The formulary rejects all brand single/multisource medications and allows only generics to be processed. The exception to the generic-only formulary is for brand insulin (which includes brand insulin/insulin cartridges used in pen-devices/insulin prefilled syringes). ***If a brand-name drug medication does not have a generic alternative or the physician believes the brand-name medication is therapeutically necessary, he must complete a Brand Over Generic Request (see Section 8 Forms) and fax it to 214.941.3351.***

PRESCRIPTION INFORMATION

- \$750 maximum pharmacy benefit per year, per patient.
- Co-pay is \$10 per prescription. PAD pays the remaining amount of the pharmacy charge.
- When possible, please provide the patient with medication samples.
- Patients are encouraged to fill their prescriptions at Wal-Mart, Target, Kroger, & Tom Thumb because of their \$4 drug program. Doing so will maximize the patient's \$750 pharmacy benefit.

PHARMACY BENEFITS MAXIMUM

So we can serve as many Project Access Dallas patients as possible, we have a \$750 per year maximum pharmacy benefit, per enrollee. PAD pharmacy benefits are managed on a calendar basis—from Jan. 1, 2011, through Dec. 31, 2011. That means that if the patient goes over the \$750 maximum pharmacy benefit before Dec. 31, 2011, those benefits will not be reinstated until Jan. 1, 2012, and only if the patient's enrollment in the program is still active. When the patient has exceeded the \$750 per year maximum, he is sent a letter and given 30 days to fill and refill his prescriptions.



The patient will remain enrolled in PAD until his one year enrollment cycle ends. For the remainder of the one year cycle, he will have access to the entire PAD network.

When a patient exceeds the limit, PAD sends him a letter advising him to seek alternate resources for prescription medication:

- Contact his neighborhood Parkland Health & Hospital System, Community Oriented Primary Care (COPC) health center, for help in caring for his medical needs, or
- Request sample drugs from his physician, or
- Contact the PAD Help Line at 214.563.2541 for assistance in contacting a pharmaceutical company's patient assistance program.

HOSPITALIZATION

For hospitalization, prior approval from the hospital access services and authorization from the PAD medical director are required. To schedule hospitalization, complete a Referral Request Form (see Section 8 Forms) and fax it to 214.941.3351.

LABS

Although physicians can donate lab services provided in their office to PAD patients, PAD has an agreement with both LabCorp and CPL (Clinical Pathology Labs) to provide lab services for PAD patients. To order labs through LabCorp, PAD physicians must already have an Indigent Contract Agreement in effect. To order labs through CPL, you must be part of the Health Texas Provider Network. If neither of these apply to you, send PAD a Referral Request and we will arrange the lab draw for the patient. Contact PAD at 214.413.1439 for more information.

DIAGNOSTIC SERVICES/ANCILLARY SERVICES/SPECIALTY REFERRALS

Physicians may donate diagnostic services provided in their office to PAD patients; however, PAD has relationships with various imaging centers and hospitals to provide services. To schedule services, the provider has two options: The physician can complete a Referral Request Form and fax it to the hospital scheduling department where the physician has privileges, or the PAD staff can schedule the appointment upon receipt of the Referral Request Form that should be faxed to 214.941.3351. If the physician chooses to schedule appointments directly with the hospital, he will be notified directly by the scheduling department of the appointment date and time, and the physicians' office staff will be responsible for notifying the patient. If PAD staff schedules the appointment(s), your office will be notified by fax. The patient will be notified via telephone or mail.

COMMUNITY HEALTH NAVIGATION

During the patient enrollment process, an enrollment coordinator conducts a Patient Needs Assessment to determine whether the patient should have his care navigated (if the patient needs individual assistance with accessing services). A patient assigned to the PAD Community Health Navigation program is assigned a Community Health Navigator who, under direction of a



social worker, has been trained to assist the patient in navigating health care systems and other community resources independently, and will help the patient manage his chronic and acute illnesses. Community Health Navigation is also available to all PAD patients as needed to ensure access to medical care. **Contact PAD at 214.413.1435 or 214.413.1439 for more information.**

ENROLLING PATIENTS FROM YOUR PRACTICE

By signing up in the program as a volunteer, a Project Access Dallas physician can enroll a limited number of his practice's patients who qualify for the program. These can be patients the physician already is treating for free, and the physician can get "credit" for seeing them. ***To refer a patient for enrollment, complete a PAD Patient Enrollment Request Form (see Section 8 Forms) and fax it to 214.941.3351.***

PROGRAM CONCERNS OR QUESTIONS

Because your physician's volunteer experience in Project Access Dallas is important to us, we send your office a PAD Physician/Staff Satisfaction Survey each quarter. Your physician's comments and suggestions, along with yours, give us the chance to improve their volunteer experience to be as easy and stress-free as possible. ***At any time, feel free to contact Cheryl Prelow, VP Project Access Dallas, at 214.413.1435 or cheryl@dallas-cms.org.***



PARTICIPANT ROLES AND RESPONSIBILITIES

DALLAS COUNTY MEDICAL SOCIETY

- Recruits and retains volunteer physicians into network
- Coordinates diagnostic and specialty referrals requests from PAD physicians
- Provides Community Health Navigation (case management)
- Administrates web-based technology
- Manages relationships with hospitals, community clinics, ancillary service providers and community partners
- Pays prescription charges

VOLUNTEER PHYSICIANS

- Provides no-cost care to patients at private office or charitable clinics
- Completes the appropriate paperwork for lab requests
- Refers within PAD physician, hospital & ancillary service network
- Schedules procedures with hospital partners (optional)
- Prescribes medications from generic formulary provided by Caremark

PATIENTS

- Attends appointments (PCP, SCP, diagnostic)
- Pays \$10 prescription co-pay (as appropriate)
- Donates \$5 per visit (voluntary)
- Re-enrolls every twelve months
- Notifies PAD staff if eligibility status changes

COMMUNITY CHARITABLE CLINICS

- Screens and enrolls patients via web-based system (follows PAD guidelines)
- Reenrolls PAD patients
- Serves as Medical Home
- Offers specialty clinics
- Schedules procedures with hospital partners
- Serves as lab draw station

HOSPITAL

- Provides diagnostic services
- Refers uninsured eligible patients to PAD
- Admits as appropriate
- Sees patients in ER as appropriate

DIAGNOSTIC SERVICE PROVIDERS

- Provides donated diagnostic services, such as MRI, ultrasound, CT scan, mammogram, X-ray



PRIMARY CARE PHYSICIAN REMINDERS

If you provide a Primary Care Home to a Project Access Dallas patient, please follow these guidelines:

- See the patient for wellness and chronic needs.
- Verify the patient's enrollment in Project Access Dallas by requesting to see their Project Access Dallas ID card at each visit. The card will show the patient's enrollment termination date (patients must re-enroll every twelve months).
- Send in a standard 1500 claim form to Project Access Dallas so we can track and validate the services you donate to the program.
- When requesting a diagnostic procedure, specialty consultation or hospitalization, complete the Referral Request Form (see Section 8 Forms) and fax it to 214.941.3351.
- To request a brand over generic medication, complete the PAD Medication Override Request Form (see Section 8 Forms) and fax to 214.941.3351.
- To request labs, fill out the Referral Request Form and fax it to 214.941.3351 or if applicable, use the requisition form provided by the lab company assigned to you.
- To refer a patient for enrollment, complete a PAD Patient Enrollment Request Form (see Section 8 Forms) and fax it to 214.941.3351.
- Report noncompliance or no shows to PAD at 214.413.1439.

SPECIALTY PHYSICIAN REMINDERS

If you are a Specialist, please follow these guidelines:

- See the patient for the consultation/procedure requested by the referring Project Access Dallas physician. Once you've completed your consultation, send any reports to the referring PCP, who will be listed on the Referral Request Form faxed to you after PAD staff has received an appointment date from you for the patient.
- Verify the patient's enrollment in Project Access Dallas, by requesting to see his Project Access ID card at each visit. The card will show the patient's enrollment termination date. (patient's have to re-enroll every twelve months).
- Send in a standard 1500 claim form to Project Access Dallas so we can track and validate the services you donate to the program.
- When requesting a diagnostic procedure, specialty consultation or hospitalization, complete the Referral Request Form (see Section 8 Forms) and fax it to 214.941.3351.
- To request a brand over generic medication, complete the PAD Medication Override Request Form (see Section 8 Forms) and fax to 214.941.3351.
- To request labs, use the requisition form provided by the lab company assigned to you.
- To refer a patient for enrollment, complete a PAD Patient Enrollment Request Form (see Section 8 Forms) and fax it to 214.941.3351.
- Report noncompliance or no shows to PAD at 214.413.1439.