

# Hillsborough County Health Care Plan



Hillsborough  
County Florida

SM

# Table of Contents

|  | Page |
|--|------|
| Welcome .....  | .3   |
| Who Qualifies? .....   | .3   |
| How Do I Apply? .....  | .3   |
| Membership Cards .....   | .4   |
| Reasons for Disenrollment .....                                  | .4   |
| Maintaining Enrollment? .....                                    | .4   |
| How Do I Choose a Clinic and Primary Care Physician (PCP)? ..... | .4   |
| How Do I Change My Clinic or Primary Care Physician (PCP)? ..... | .5   |
| What Kinds of Health Care are Covered? .....                     | 5-6  |
| A. Hospital Care   |      |
| B. Specialty Physician Care                                      |      |
| C. Outpatient Clinic Visits                                      |      |
| D. Laboratory and X-ray Services                                 |      |
| E. Dental Services   |      |
| F. Medications   |      |
| G. Physical Therapy, Speech Therapy, and Occupational Therapy    |      |
| H. Durable Medical Equipment, Oxygen, and Medical Supplies       |      |
| I. Orthotics and Prosthetics                                     |      |
| J. Home Health Care  |      |
| K. Skilled Nursing Services                                      |      |
| L. Emergency Medical Care  |      |
| M. Mental Health Care  |      |
| N. Routine Vision Care   |      |
| O. Healthy Living Program  |      |
| What Kinds of Health Care are Not Covered? .....                 | .6   |
| When Do I Need a Referral? .....                                 | .6   |
| Where are the Hillsborough Health Care Networks & Clinics? ..... | .6   |
| Rights and Responsibilities of Our Clients .....                 | .7   |





## Welcome

Hillsborough County Health Care Services would like to welcome you as a new member of Hillsborough County Health Care Plan. The Member Guide provides information on the health care services available to you through Hillsborough County Health Care Plan, how you should choose your clinic, and the rules you must follow when using the clinic. It also describes other services that may be available to you depending upon your situation, and where you can find out more information about Hillsborough County Health Care Plan.

## Who Qualifies?

All Hillsborough County residents may apply for Hillsborough County Health Care Plan. Health Care Services personnel determine who qualifies for Hillsborough County Health Care Plan.

To qualify, **you must:**

- Be a legal resident of the United States.
- Be a Hillsborough County resident.
- Have income at or below 175% of poverty level.
- Have assets within established departmental guidelines.
- Not be eligible for any other coverage through another state, federal or private insurance program.

## How Do I Apply?

In order to qualify as a member of Hillsborough County Health Care Plan, you must first enroll in the program by completing an on-line enrollment application at:

[Insight.HillsboroughCounty.org](https://Insight.HillsboroughCounty.org)

You can also enroll at certain Hillsborough County Health Care Plan Network location, or you can call our Health Care Services Department at **(813) 272-5040** for more information.

## Membership Cards

Once you are enrolled, you will receive a Membership Card that shows you are a qualifying member of Hillsborough County Health Care Plan. The Card will look like the following sample:

### Sample Membership Card

| HILLSBOROUGH HEALTHCARE   |  |
|---|--|
| <b>Valid only for participating Hillsborough County Providers</b>                             | <b>Eligibility Check -- (813) 272-5555</b><br><b>Member Services -- (813) 272-5040</b>                         |
| <b>Name:</b> Test2 Case<br><b>Member #:</b> 0002597258 <b>Effective:</b> 09/27/2018           | <ul style="list-style-type: none"> <li>• <b>Questions/Concerns</b></li> <li>• <b>Address Change</b></li> </ul> |
| <b>Clinic Name:</b> Tampa Care<br><b>Clinic Address:</b> 4600 N Habana Ave<br>Tampa, FL 33614 | <b>Network:</b> A <b>Plan:</b> A <b>Except Code:</b> MN  |
| <b>Clinic Phone:</b> (813) 870-4460   |  |

Front

Back

**Please make sure you bring this Card with you each time you go to your doctor for care.**

### Reasons for Disenrollment

You may be disenrolled from Hillsborough County Health Care Plan for any of the following reasons:

- You are no longer a resident of Hillsborough County.
- You become eligible for coverage by other local, state, or federal program.
- You reach 65 years of age and become eligible for Medicare.
- You obtain employment and are enrolled for health care coverage through your employer.
- Your income exceeds the maximum poverty limit guidelines.
- You fail to comply with or no longer meet eligibility requirements.
- You have not participated in programs mandated by your doctor.
- Your behavior is inappropriate.

### Maintaining Enrollment

Enrollment in the Hillsborough County Health Care Plan is offered for a 12-month period that must be reestablished every 12 months. To maintain membership in the Health Care Plan you must provide updated residency, income and asset information at the end of your enrollment period to reestablish your eligibility for the Health Care plan.

You can submit the information by mail, fax or you can bring the information to any Hillsborough County Community Resource Center. You can also call Member Services at (813) 272-5040 for assistance.

If you allow your eligibility to end and later wish to re-enroll in the Hillsborough County Health Care Plan, you can contact Member Services at (813) 272-5040 to begin the re-enrollment process.

### How Do I Choose a Clinic and a Primary Care Physician (PCP)?

Once you qualify for Hillsborough County Health Care Plan, you will select a clinic within the Hillsborough County Health Care Plan network. You can choose whichever clinic is most convenient for you. This clinic will serve as your medical home, the place where you will receive your primary health care services. A Primary Care Physician (PCP) will be assigned to you. Your PCP will coordinate and assist you with all your medical care including preventive care, treatment when you are sick and for ongoing health issues, access to specialty care, lab work, x-rays, etc.



## How Do I Change My Clinic or Primary Care Physician (PCP)?

If you wish to change your Network and/or Clinic, you may contact Member Services at (813) 272-5040. Provide the reason for your request, such as relocation to another part of Hillsborough County. Your request must be approved by Health Care Services staff. If approved by Health Care Services staff, the change becomes effective the day after approval. You may need to request and sign a release of medical information to have your medical records forwarded to your new Clinic and PCP.



## What Kinds of Health Care are Covered?

### A. Inpatient Hospital Admission

When you are admitted to a hospital, the care you receive while you are in the hospital is covered by the Hillsborough County Health Care Plan. For scheduled admissions arranged by a specialist, you must have a referral from your PCP.

### B. Outpatient Clinic Visits

Outpatient clinic visits are generally covered by Hillsborough County Health Care Plan. These may include doctor visits for:

- Preventive care and routine checkups.
- Treatment when you are sick.
- To arrange for you to see a specialist when necessary.

### C. Specialty Physician Care

Specialty physician care, for example if your doctor wants you to see a cardiologist, is covered by Hillsborough County Health Care Plan. **You must have a referral** from your assigned PCP to receive care from a specialty physician.

### D. Telehealth/Telemedicine

Providers may utilize Telehealth/Telemedicine when medically appropriate and is in accordance with CMS guidelines.

### E. Laboratory and X-ray Services

Laboratory and x-ray services ordered by your doctor as part of your outpatient care are covered by the Hillsborough County Health Care Plan. You must use the laboratory and x-ray facilities assigned to your network.

### F. Dental Services

Dental services with no copays will include preventive care (cleanings, x-rays, etc.), full service dental care such as fillings, caps, and even dentures. Dental services shall not exceed \$2,500 per member per year. Orthodontia services are not covered.

### G. Medications

Most Medications are covered. You can obtain your medications from all contracted pharmacies in Hillsborough County.

### H. Physical Therapy, Speech Therapy, and Occupational Therapy

Therapy Services ordered by your doctor as part of your outpatient clinic visits are covered by Hillsborough County Health Care Plan. Your PCP must refer you to the appropriate facility.

### I. Medical Equipment and Medical Supplies

Medical equipment such as a wheelchair or crutches, oxygen or other medical supplies ordered by your doctor as part of your outpatient clinic visit are covered by Hillsborough County Health Care Plan.

### J. Orthotics and Prosthetics

Specific medical support such as special shoes, artificial legs and arms ordered by your doctor as part of your outpatient visit are covered by Hillsborough County Health Care Plan. Once you are approved for this special support, you will be contacted for a fitting.

### K. Home Health Care

Your PCP or specialist may feel you need some assistance at home after a hospital stay. In this case, a nurse will call you to schedule the first home visit.

### L. Skilled Nursing/Rehabilitation Services

Your PCP or specialist may feel you need continued care before you can return home after a hospitalization and refer you to a skilled nursing or rehabilitation facility. Hillsborough County Health Care Plan will cover up to 45 days from the effective date you are admitted to the facility.

### M. Emergency Medical Care

Emergency Medical Care is covered by the Hillsborough County Health Care Plan when utilized for real emergency situations. You should always let your PCP know when you have gone to an Emergency Room.

### N. Mental Health Care

Psychotherapy (excluding drug or alcohol diagnosis) is available through primary care clinics that have a behavioral health specialist. Up to 24 psychotherapy visits per year are covered.

### O. Routine Vision Care

Routine vision care services include one eye exam per year and glasses every other year. The limited benefit for services is:

- Annual vision exam \$100
- Frames \$150
- Single vision lenses \$50
- Bifocal lenses \$75
- Trifocal lenses \$100
- Contact lenses \$175

Eye prosthetics are also covered.

### P. Healthy Living Program

The Healthy Living Program provides guidance and resources for a healthy lifestyle to Hillsborough County Health Care Plan



members through local, on-site services. The Healthy Living Program offers an exercise room, educational activities, group exercise sessions, nutritional counseling and health screenings at Healthy Living Centers located throughout Hillsborough County. Free classes and other health management services are also available.

#### Healthy Living Center Locations

- Lee Davis Community Resource Center  
4302 N 22nd St Tampa
- Plant City Community Resource Center  
307 N Michigan Ave Plant City
- SouthShore Community Resource Center  
201 14th Ave SE Ruskin

## What Kinds of Health Care are Not Covered?

Some examples of services that are not covered include, but are not limited to cosmetic procedures, organ transplants, maternity care. Please contact Member Services at (813) 272-5040 for any questions regarding service coverage.



## When Do I Need a Referral?

It is important that you always go to your assigned PCP for your health care needs. You must have a referral from your assigned PCP before you can be seen by a specialist such as a cardiologist. If you do not have a referral, Hillsborough County Health Care Plan will not cover your services.

## Where are the Hillsborough Health Care Networks & Clinics?

Hillsborough County Health Care Plan medical services are available at Hillsborough County Health Care Network Clinic locations. For clinic locations, contact Member Services at (813) 272-5040 or refer to the following websites:

TampaFamilyHC.com  
TGMG.org  
Suncoast-chc.org



## Summary of the Florida Patient's Bill of Rights and Responsibilities

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

- A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- A patient has the right to a prompt and reasonable response to questions and requests.
- A patient has the right to know who is providing medical services and who is responsible for his or her care.
- A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- A patient has the right to know what rules and regulations apply to his or her conduct.
- A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- A patient has the right to refuse any treatment, except as otherwise provided by law.
- A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- A patient has the right to know if medical treatment is for purposes of experimental research



**Hillsborough**  
**County** Florida

SM

