

# **MATCH**

## **Client**

# **Handbook**



***McDowell Access to Care and Health***

*An Initiative of the McDowell County Health Coalition*



**828-659-5289**

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## MATCH Welcome

Welcome to the MATCH program! MATCH is designed to help uninsured residents of McDowell County have access to quality health care and other services. As a MATCH client, your team is here to assist you in navigating resources to meet your physical, social, and emotional needs.

We hope you find this handbook helpful in answering questions regarding your MATCH enrollment as well as other services you may qualify for. Due to a high number of calls and appointments, MATCH staff may not be immediately available to answer your calls. We encourage you to check your handbook for answers to commonly asked questions. If need additional assistance please feel free to call us at **828-659-5289**. Your call will be returned within three business days.

## MATCH Overview

*MATCH is a program which consists of donated care and referral based services designed to meet your health needs. MATCH is **NOT** Health Insurance.*

- The MATCH program will cover the cost of your office visits to participating primary care providers for **while you are actively enrolled in the program. Unless your eligibility changes, enrollment lasts for one year.**

The following PCP offices participate in the MATCH Program: Family Medicine Nebo, Family Medicine Glenwood, Community Medicine Old Fort, McDowell Internal Medicine (est. patients only), McDowell Medical Associates Sugar Hill, McDowell Medical Associates Nebo.

- Remember to take your Enrollment Letter to every appointment at your primary care office. If you need additional copies of your enrollment letter please contact your MATCH team.
- Only services billed as office visits are covered by MATCH. Additional services such as blood work, x-rays, or other diagnostic testing are not covered by the program but may be covered by a charity care program.
- Enrollees may schedule appointments with providers as needed throughout the year. If you cannot make a scheduled appt, you must cancel within 24 hours.
- If you receive a bill for an office visit, contact a MATCH staff member.

- At your enrollment appointment, your MATCH team will assist you with other services you may need such as dental care, eye exams, prescription assistance, and more.

- As a MATCH client, McDowell DSS will provide transportation to and from your PCP appts. If you need transportation to your PCP appt, contact Kathy McKinney with DSS at 828-659-0734 at least 24 hours in advance. You must specify you are a MATCH client.

**Please contact MATCH if you have changes in your income, health insurance status, you move, or change your contact information.**

## **Charity Care Programs**

Your MATCH enrollment only covers office visits to your primary care office. Many hospitals offer financial assistance programs to cover additional services. These programs are separate from your MATCH enrollment. Your MATCH team can provide additional information on these programs.

### **Mission Charity Care**

Mission Hospital System is a non-profit organization that offers financial assistance to those who qualify. Mission Charity Care can assist with expenses not covered by MATCH enrollment such as lab work, imaging, and some specialty care.

-Mission Charity Care applies to health care services provided throughout Mission Health locations, including hospitals, physician offices and clinics. (Some of the providers and offices covered by charity care is provided in this handbook)

-A Mission Charity Care application is completed during the MATCH enrollment appointment. This application is sent to the mission billing office for approval.

-The Mission Billing Office will NOT approve your application unless all income verification is submitted

-It can take up to three weeks for your application to be approved by the billing office. If you have NOT received an approval letter within three weeks, contact your MATCH team so that we can inquire about the status of your application. If you do not contact us, we assume your charity care was approved.

-If you are applying for disability and Medicaid, the Mission Billing Office will not process your application until your Medicaid application has been denied.

-Mission Charity Care will be approved for one of three levels depending on your income:

Percentage of HHS FPG	Uninsured Patients:		
	Financial Assistance Discount Amount		
	Inpatient, Observation, OP Surgery, OP Cath	ER & Other Outpatient	Physician Services
Less than or equal to 100%	100%, \$50 Visit Fee	100%, \$25 Visit Fee	100%, \$10 Visit Fee
101% to 200%	100%, \$500 Visit Fee	100%, \$75 Visit Fee	100%, \$20 Visit Fee
201% - 300%	70%	70%	70%

PLEASE NOTE: You should not be asked to pay a co-pay for office visits to your assigned PCP office.

-Mission Charity Care is approved for 6 months at a time. Once it has expired you can contact the Mission Billing Office at 828-213-1500 to re-apply.

-Mission Charity Care can help with outstanding bills with the Mission Health System if the bills are not in collections.

-Once you receive your charity care approval letter, take it to all appointments at Mission affiliated offices.

-Many services in the emergency room are contracted out to providers who do not accept Mission Charity Care. **You will be responsible for payment of these bills.**

Mission Charity Care is accepted at the following specialty offices\*:

McDowell OBGYN, McDowell Surgical and Wound Care, McDowell Women's Care, McDowell Urology, McDowell Pain Management, Blue Ridge Surgery, Asheville Cardiology, Carolina Spine, Fullerton Genetics, Mission Neurology, Western Carolina Women's Care, Mission Children's, Olson Huff Center, Asheville Orthopedics, McDowell Rehab and Physical Therapy, Carolina Vascular, Asheville Radiology Associates, Asheville Anesthesia, AllCare, Mission Medical Associates, All Mission Primary Care practices.

(last updated: March 2017)

**\*NOTE: You must present your letter in order for services to be covered. This list may change. If you are unsure if a doctor's office accepts Mission Charity care, contact Mission's Billing Office at (828) 213-1500 to confirm. MATCH is not responsible for any bills received from a non-MATCH covered office or service.**

## **Carolina Health Care System Blue Ridge Charity Care**

Carolina's Health Care System offers a financial assistance program (charity care) which can assist with expenses not covered by MATCH enrollment. This may also cover specialty care with Blue Ridge affiliate offices. If you are a patient at McDowell Medical Associates you may apply at the office or contact MATCH staff for assistance.

-Blue Ridge Charity Care is approved for a 6 month period.

-An approval letter will be mailed to you with your term dates.

-Take your approval letter to all appointments at CHS Blue Ridge Offices.

## Case Management

Case Management provides MATCH clients with support and assistance with locating resources in the community that can help improve their health and wellness. Case Managers can help connect clients with community organizations for dental services, eye exams, eyeglasses, nutritional services, medication assistance, housing resources, emergency assistance and various other services.

The Case Manager's role includes working with MATCH clients and their healthcare team to set goals and overcome barriers to achieve those goals.

### **Who receives Case Management?**

A MATCH client should have one of the following qualifications in order to receive active case management:

- Diagnosed with diabetes or hypertension
- High ER utilizer
- Need for assistance with several community resources

### **How often will my Case Manager follow up with me?**

Depending on your need, your case manager will follow up with you weekly, monthly, or quarterly.

### **Am I required to follow up with my Case Manager?**

Yes, if your Case Manager is not able to reach you after 3 attempts, you may be disenrolled from the MATCH program. If you

do not want case management services, please contact the case manager to discuss these concerns.

**Can my Case Manager help me with completing paperwork for resources such as medication assistance?**

Yes, please contact your case manager if you are in need of assistance. We do not see walk-ins, appointments are required.

## **Medication Assistance**

A MATCH staff member may be able to help clients receive assistance with their medications.



### **NC MedAssist**

A MATCH staff member can assist a client with applying for NC MedAssist. This program can provide clients with some of their essential medications for free.



### **Patient Assistance Programs**

If your medication is not covered by NC MedAssist, a different organization may have a program to assist with the cost. Please contact a MATCH staff member for more information.



### **Good RX Card**

A GoodRX Discount Card may also be provided to help lower the cost of your medication if an assistance program is not available. Please contact MATCH staff for a Good RX card.

## **NC MedAssist**

NC MedAssist is a nonprofit pharmacy program providing access to lifesaving prescription medications, patient support, advocacy and related services to low-income, vulnerable, and uninsured North Carolina residents.

### **Eligibility**

You must meet the following qualifications to be eligible for NC MedAssist:

- Income below 200% federal poverty level
- No health insurance
- NC resident

### **How to Enroll**

Please contact a MATCH case manager for assistance with a NC MedAssist application. You can also visit NC MedAssist's website at <http://medassist.org/> to find out more information.

### **Medications Covered**

NC MedAssist's list of covered medications changes often. For an updated list, please visit their website at <http://medassist.org/available-meds/>. You can also contact MATCH staff to find out if your medication is covered.

## **After You Are Enrolled in NC MedAssist**

**General Information:** You are **required** to notify the NC MedAssist program and the MATCH program immediately if your residency, income, or insurance status changes. You should receive your first round of medications 7-10 business days **after** NC MedAssist receives your prescriptions. Your first round of medications will be a 30-day supply. After your first round of medications, you will start receiving 90-day supplies.

### **Enrollment:**

- 1) Temporary Status- If you are approved for NC MedAssist, you are placed on temporary status until the NC MedAssist Pharmacy receives a prescription from your doctor. If no prescription is received from your doctor within 60 days, you are disenrolled from the program.
- 2) One Year Status- Once you are approved for NC MedAssist and the pharmacy has received your prescription(s), your status is automatically updated and your enrollment will last 1 year.

**Refills:** To process your refills, please call (704) 943-9639. To prevent any delay, call in your refills before you run out of medications to allow for

shipping and processing. You may request a refill up to 14 days before prescription(s) runs out.

**New and Existing Prescriptions:** Please have your existing and new prescriptions that are covered by NC MedAssist faxed/ escribed to NC MedAssist pharmacy once you are approved by the program. You can simply call your doctor's office and notify them that you are approved for NC MedAssist and to send your covered medications to the NC MedAssist pharmacy.

**NC MedAssist Pharmacy Fax Number: (704) 536-9812**

**NC MedAssist Phone Number: 1-866-331-1348.**

If you need help with this process or have any questions, feel free to contact a MATCH Case Manager or NC MedAssist.

**ACA Health Insurance Marketplace AKA:**  
**ObamaCare**

Your MATCH enrollment specialists are certified navigators in the Health Insurance Marketplace and can assist you with ACA enrollment, penalty exemptions, and insurance related tax questions.

Certain income levels may qualify you for tax credits which could significantly reduce the cost of health insurance. Please contact MATCH for more information on open enrollment and special enrollment periods for the Health Insurance Marketplace. **828-659-5289**

## **Dental Services**

There are several dental clinics who will provide services on a sliding fee scale.

### **MAHEC Dental Clinic**

**828-252-4290**

The MAHEC dental clinic office is located in the Family Medicine Glenwood Office. If your application is approved the average cost for BASIC services is approximately \$40 a visit. The cost of services may vary. The clinic offers the following services:

- **Cleanings**
- **X-Rays**
- **Cosmetic fillings, crowns, and bridges**
- **Routine Dental Extractions**
- **Dentures and partials**
- **Treatment for gum disease**
- **Root canal therapy**
- **Implant services**

**How to apply:** Your MATCH team can provide the MAHEC application. In order for your application to be processed all required documentation must be attached. MAHEC requires proof you are not eligible for Medicaid. If you do not have a Medicaid denial letter you can be seen as a walk in at DSS to complete a Medicaid Inquiry.

Once your application is complete you may return it to your MATCH team to be faxed or mail the application to: **MAHEC Dental Health Center 123 Hendersonville Rd Asheville, NC 28803.** Once **your** application is processed their office will call to schedule your appointment.

### **Rutherford Health Center Dental Clinic**

The Rutherford Health Center Dental Clinic is located in Spindale NC. If your application is approved the average cost of basic services is approximately \$35 a visit. ***McDowell DSS will provided transit to the RHC dental clinic on the first Tuesday of every month. If you are interested in transportation to RHC, please notify your MATCH team to be added to the list.*** The clinic offers the following services:

- Cleanings and X-rays
- Routine Extractions
- Cosmetic Fillings

**How to apply:** Your MATCH team can provided a RHC application. Complete the application and return to MATCH to be faxed or you can mail your application to: **RHC Dental Center 187 w Main St Spindale NC 28160**

## **Collins Dental Center**

Throughout the year Collins Dental Center will provide emergency dental clinics at various locations throughout the county. This service is for those with emergent dental needs and generally only covers extractions. The extractions are free. If you would like to be notified of the next Collins Dental clinic, notify a MATCH Staff member.

## **Eye Exams and Eye Glasses**

America's Best Eyeglasses, located in Asheville, will provide an exam for \$45. Your MATCH staff will provide you with a voucher for a free pair of glasses at Sears Optical located inside the Asheville Mall.

**How to schedule an appointment:** Contact a MATCH staff member to schedule your exam. We will make your appointment and mail your appointment information, voucher for eye glasses, contact numbers for both offices, and directions.

**How to I cancel my eye exam:** If you have a scheduled eye exam and are unable to make the appointment, you must call the office at the number provided below and cancel your appointment. You may reschedule at a time that better suits your needs.

**America's Best Eyeglasses:** *148 Tunnel Rd #100  
Asheville, NC 28805 Phone: 828-317-0190*

**Sears Optical:** *1 S Tunnel Rd Asheville, NC 28805  
Phone: 828-299-2256*

## **Services for the Blind**

If you have additional vision needs beyond an eye exam, such as treatment for cataracts or a need for ophthalmology care, please contact Sandy Freeman with Services for the Blind. 828-652-3355

## **Women's Health and McDowell Health Department** **Services**

The McDowell Health Dept offers a wide variety of free services to address your health needs. We encourage you to take advantage of the many resources.

### **BCCCP**

The North Carolina Breast and Cervical Cancer Control Program (BCCCP) provides free or low-cost breast and cervical cancer screening and follow-up services to eligible women in North Carolina.

#### **Criteria:**

- are aged 40-64 for breast services and 18-64 for cervical;
- have a household income at or below 250% of the federal poverty level;
- are uninsured or underinsured; and
- are without Medicare Part B or Medicaid

**How to Schedule:** Call 828-652-6811 to schedule your appointment

### **Family Planning**

Their professional and caring staff provides counseling and education regarding family planning and reproductive health to women of reproductive age. All services are confidential

**Services Include:** Physical Exams, Pap Smear, STD Testing, Various Birth Control options, Pregnancy Testing, Immunizations, and more.

**Cost:** If uninsured or self pay these services are provided on a sliding scale based on income and family size.

Call 828-652-6811 to schedule an appointment

## Counseling Resources

There are several resources within the county to assist with behavioral and mental health needs.

### **CareNet Counseling**

CareNet is a professional, community-based counseling organization affiliated with Wake Forest Baptist Health.

**Who are your counselors?** Care Net's counselor is a licensed counselor and licensed, clinical addictions specialist in NC. He is qualified to serve individuals (14-90+), couples, and families coping with issues like anxiety, depression, trauma, addiction, and other mental, emotional, or developmental struggles.

**What if I don't have insurance?** If you don't have coverage for behavioral health services the office will work to find a sliding fee scale that you can afford. In some cases there are client aid funds that can be used to ease the cost of care.

**How to schedule an appointment?** CareNet reserves a monthly appointment slot for MATCH participants. If you are interested in an appointment with CareNet, please contact your MATCH team.

**Where is the office located?** The office is located in the First Presbyterian Church's administration building adjacent to the fellow ship hall at 79

Academy St, Marion, NC 28752. Office phone: 828-559-0125. Office hours are from 9-5pm.

### **RHA Behavioral Health**

RHA can provide behavioral health services to both insured and uninsured individuals.

Walk-in hours: Monday-Friday from 8:00am-1:00pm (no appointment needed)

#### **Services include:**

- **Clinical Intake/Diagnostic Assessment:** Licensed clinicians perform an evaluation that is professional, informative, and discrete. Upon referral, RHA will coordinate the date and time for evaluation and upon completion, fully explain your results and provide any treatment/service recommendations.

- **Assertive Community Treatment Team (ACTT):** This team promotes rehabilitation and independence by teaching people the coping skills needed to live in their own communities safely and productively, engaging them in normal daily routines and healthy social interactions. People receiving these services often experience reductions in crisis situations such as homelessness, incarceration, or repeated hospitalizations.

• **Community Support Team Services (CST):** The goal of CST is to empower individuals to realize their strengths, integrate into their communities, and build the confidence to become their own best advocates. Services include intensive community-based mental health and/or substance abuse rehabilitative services. These services not only provide treatment but also help improve a person's quality of living through increased coping skills, better social supports, improved symptom and medication management, finding employment, and reduced occurrence of crisis situations such as hospitalization and incarceration.

- Parenting classes
- Substance Abuse Support Groups and Prevention Services
- In Home Therapy
- Domestic Violence Services

### **McDowell County RHA Office & Mobile Crisis Services**

486 Spaulding Road, Suite B  
Marion, NC 28752

Phone: (828) 652-2919

Mobile Crisis Line: 1-888-573-1006

Mobile Crisis Services Available 24/7/365

## **Community Resources**

### **MATCH**

Enrollment Specialists: 828-659-5289  
Case Manager: 828-652-6811  
Ext. 304

### **Vision Resources**

Services for the Blind: 828-659-0855  
America's Best Eyeglasses: 828-318-0190

### **Dental Resources**

Rutherford Health Center: 828-288-2881  
MAHEC Dental at Glenwood: 828-398-5910

### **Employment**

NC Works Career Center: 828-659-6001

### **Housing**

HUD (Section 8): 828-652-8098

DSS- McDowell Housing Coalition for assistance  
with USDA-RD Program: 828-659-0606

Please contact MATCH staff for a list of low-cost  
housing in McDowell County.

## **Transportation**

McDowell County DSS: 828-659-0634

## **Behavioral Health**

RHA 828-652-2919

CareNet 828-559-0125

## **Miscellaneous**

Corpening Foundation\*: 828-659-9622  
*Offers small grant for deposits, overdue utilities, auto repairs, heating assistance and more*

McDowell County Senior Center\*: 828-659-0221  
*Offers classes, meals, Medicare assistance, and more*

Independent Living: 1-877-832-3832  
*Offers accessibility options such as bath remodels, ramps, safety bars, wheel chairs, hearing aids, and more*

McDowell County DSS: 828-652-3355  
*Offers emergency assistance, heating assistance, transportation, and more*

Contact MATCH staff for a list of local food pantries.

Freedom Life Ministries: 828-559-2224  
*Offers assistance to current and former offenders in  
getting re-established in society*

Social Security Administration: 1-866-572-8361

## **MATCH Enrollment/Disenrollment Policy**

**PURPOSE:** The following policy outlines and defines requirements MATCH clients must meet in order to re-enroll into the MATCH Program following each enrollment period. This document also clarifies the expectations MATCH clients are asked to adhere to in order to avoid disenrollment as well as the processes and procedures that must be followed in order to re-qualify for the program following a disenrollment.

**Re-Enrollment:** *In order to qualify for re-enrollment into MATCH, clients must meet the following requirements:*

- a. Continue to meet basic program requirements: Household Income <200% of the FPL, Age 18-64, Uninsured, & a resident of McDowell County for at least 30 days  
Appropriate use of emergency department services (no more than 2 visits for reasons not defined as a “medical emergency” during their previous enrollment period.  
Appropriately utilized donated primary care services to the following extent:
  1. For clients without a chronic disease(s): At least (1) visit to their assigned primary care provider during the previous enrollment period.

2. For clients with a chronic disease(s): At least (2) visits to their assigned primary care provider during the previous enrollment period.

Adherence to the expectations outlined in the MATCH Patient Expectations Agreement during the previous enrollment period.

If applicable, connection to MATCH case management staff within 2 attempted contacts during the previous enrollment period.

**Reasons for Disenrollment:** *The following outlines probable cause for disenrollment from the MATCH Program at any point during a client's enrollment\*:*

- a. No longer meeting basic program requirements: Household Income <200% of the FPL, Age 18-64, Uninsured, & a resident of McDowell County for at least

Continued inappropriate use of emergency department services without engaging with case management staff following (2) attempted contacts and a (2) week waiting period.

Failure to appropriately utilize and establish assigned primary care services within 6 months of MATCH Enrollment Start Date.

Failure to adhere to the expectations outlined in the MATCH Patient Expectations Agreement.

Failure to engage with MATCH case management staff within (2) weeks of second attempted contact.

*\*This list is not extensive, other reasons for disenrollment will be judged fairly and enacted as needed in order to preserve the integrity of the MATCH Program.*

- a. **Disenrollment/Failure to Qualify for Re-Enrollment:** If clients do not meet any of the above stated requirements, they will be unable to re-enroll in the MATCH Program for (1) calendar year from the date of their attempted re-enrollment.

Clients who are disenrolled during an active enrollment will be ineligible to re-enroll in the program until (1) calendar year after their disenrollment date.

## **DEFINITION of Medical Emergencies**

*This list is not extensive, determination of what constitutes a medical emergency will be made via fair discussion and consensus among client, MATCH staff, and appropriate medical providers if necessary. According to the American College of Emergency Physicians, the following are warning signs of a medical emergency:*

Bleeding that will not stop

Breathing problems (difficulty breathing, shortness of breath)

Change in mental status (such as unusual behavior, confusion, difficulty arousing)

Chest pain

Choking

Coughing up or vomiting blood

Fainting or loss of consciousness

Feeling of committing suicide or murder

Head or spine injury

Severe or persistent vomiting

Sudden injury due to a motor vehicle accident, burns or smoke inhalation, near drowning, deep or large wound, etc.

Sudden, severe pain anywhere in the body

Sudden dizziness, weakness, or change in vision

Swallowing a poisonous substance

## **Frequently Asked Questions**

### **1. How long does my MATCH enrollment last?**

Your MATCH enrollment is for one year, unless there is a change in your residency, income, insurance status, or if you've been dis-enrolled. It's important to always update MATCH if your situation changes.

### **2. Can I re-enroll after my MATCH enrollment expires?**

You may be able to re-enroll in MATCH. Please contact an enrollment specialist to see if you qualify for re-enrollment.

### **3. I need assistance with the cost of my medications, who should I call?**

A MATCH staff member may be able to connect you with resources to help cover the cost of medications. You can contact a MATCH enrollment specialist or case manager.

### **4. What should I do if I receive a bill?**

If you receive a bill for an office visit with your PCP, contact your MATCH team. This visits are covered by your MATCH enrollment. If you receive a bill for other services, such as lab work or x-rays. The services may be covered by the Mission Charity Care program. If you have active charity care you may contact the billing office at 828-213-1500. If your charity care has expired you will need to complete a new application.

### **5. How do I renew my charity care?**

The best way to renew charity care is over the phone with the billing office. Contact 828-213-1500

and press 3 to speak to a rep. NOTE: Charity care will not be approved unless all necessary documents are submitted to the billing office. MATCH staff is available to fax necessary documents to the billing office.

**5. What if I need to see a specialist?**

There are many specialty offices who participate in the Mission Charity Care program. A list of some specialists can be found under Charity Care in the handbook. There are also specialty offices covered by the Blue Ridge Charity Care program. Contact your MATCH team for additional assistance.

**6. Can I have blood work or other tests before my charity care is approved?**

Once Charity Care is approved it can cover past visits and charges. It is the client's decision whether to proceed with these services or wait until Mission CC has been approved.

**7. Should I take my MATCH Enrollment Letter to my primary care appointments?**

Yes, you are required to take your MATCH Enrollment Letter to ALL primary care appointments to avoid receiving a bill.

**8. What if I get sick during a time my assigned primary care office is closed or I can't get an appointment for a sick visit?**

Health Plus or Urgent Care at The McDowell hospital is open from 7am-10pm 7 days a week. Mission Charity Care is accepted at this clinic. If you are a McDowell Medical Associates patient,

their office also has a clinic for weekend sick visits and those visits are covered by your MATCH enrollment.

**9. I received an approval letter for charity care. Who should I contact?**

If you applied for charity care and did not receive an approval letter, you may contact a MATCH staff member who can check on your status or you may contact the billing office at 828-213-1500. If you did not submit necessary income verification your application WILL NOT be approved.