Welcome to the Virginia Coordinated Care (VCC) Program!

Your participation in the VCC Program provides you with a wide range of affordable health care services. We highly recommend that you read this handbook to become familiar with how the program works.

What is The VCC Program?
Virginia Coordinated Care for the Uninsured (VCC Program) is a program created by the Virginia Commonwealth University Medical Center (VCU Medical Center).

The goal of the VCC Program is to provide affordable health care for uninsured people living in the Greater Richmond Metro and the Tri Cities areas. With access to affordable health care, you will have the ability to better manage your health care needs.

The VCC Program is not an insurance company or insurance plan. The VCC Program is a partnership between participating community doctors and the VCU Medical Center to provide affordable health care for individuals approved for the VCC Program.

Your Primary Care Physician
Once approved for the VCC Program, you are given access to a doctor who will get to know you and coordinate all of your health care needs. This doctor is referred to as your Primary Care Physician or PCP. Your PCP performs an important role in your health care. Your PCP will provide all routine health care, sick care and arrange for any specialty or hospital care you may need.

Can I see a Specialist?
The VCC Program will only cover specialty services when:

- Your PCP has arranged the appointment, and
- The specialty doctor is participating with the VCC Program.

Specialists participating with the VCC Program are associated with the VCU Medical Center or are community specialists who have contracted with the VCU Medical Center to provide specialty care for VCC Patients.
How Does VCC Work For Me?

- You will have access to a community Primary Care Physician (PCP) who will provide all routine health care, sick care and arrange for any specialty or hospital care you may need.
- Instead of going to the Emergency Department (ED) for routine health care, common illnesses or medication refills, you can contact your PCP for an appointment.
- You will receive a reduced rate for prescription medications, by having them written by a doctor at the VCU Medical Center or a doctor participating with the VCC Program and filled by the VCU Medical Center Pharmacy.
- Your eligibility for the VCC Program is valid for 12 months.

Your VCC ID Card

Once approved for the VCC Program, you will receive a VCC ID Card. Carry your VCC ID Card with you at all times. Do not let anyone else use your VCC ID Card. If it is lost, stolen or includes any wrong information, call a Member Services Representative to receive a new card.

A new VCC ID Card will be issued when you:
- are approved for the VCC Program,
- re-apply and are approved for another 12 month period,
- change to a different PCP, or
- change to a different VCC Plan.

If you have not received your VCC ID Card before your first appointment with your PCP, your PCP can call a Member Services Representative to confirm that you have been approved for the program. Only doctors participating with the VCC Program will recognize your VCC ID Card. If you go to a doctor or hospital that is not participating with the VCC Program, you will be responsible for the total bill. Here is an example of what the front and back of a VCC card looks like:

Virginia Coordinated Care (VCC)
A program for uninsured patients of the VCU Medical Center
*The VCC Program is NOT medical insurance*

PCP/MEDICAL PRACTICE
SMITH, MD, JOHN (VCC)
1111 CENTRAL AVE
804-444-44444

EFFECTIVE 03/15/13
TERM 03/14/14

0005551234
07/05/1960
Doe, John

PLAN VCC-NC PLAN A $0/$0

See reverse for maximum allowable charges

To Our VCC Patients:
- If medical assistance is needed, always call your primary care physician (PCP) identified on the front of this card.
- Do not visit the emergency room for routine or non-emergent care.
- Your reduced rate only applies to visits with your PCP, or doctor and hospital visits at the VCU Medical Center.
- If you have questions, call Member Services Monday-Friday 8:00am-5:00pm at 804-819-5151 (option 1) or 1-800-289-4970.

<table>
<thead>
<tr>
<th>PLAN</th>
<th>PCP</th>
<th>SPEC</th>
<th>RX*</th>
<th>TOTAL%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$0</td>
<td>$0</td>
<td>$4</td>
<td>$4</td>
</tr>
<tr>
<td>B</td>
<td>$5</td>
<td>$10</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>C</td>
<td>$5</td>
<td>$10</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>D</td>
<td>$5</td>
<td>$10</td>
<td>45%</td>
<td>45%</td>
</tr>
<tr>
<td>E</td>
<td>$5</td>
<td>$10</td>
<td>70%</td>
<td>70%</td>
</tr>
</tbody>
</table>

Questions about your card?
Call member Services at 804-819-5151 (option 1)
What is a Co-payment?
Depending on your VCC Plan, you may be expected to pay a co-payment. A co-payment is a fee you are expected to pay when you arrive for each visit or service. If you are approved for VCC Plan A, you will not be expected to pay a co-payment. If you are approved for VCC Plan B, C, D or E, you will be expected to pay a co-payment and may be billed for any balance not covered by the VCC Program. The front of your VCC ID Card will remind you about your co-pay amount.

Changing your PCP
You may change your PCP at any time. To change your PCP, call a Member Services Representative. Keep seeing your previous PCP until the change to your new PCP is complete. You will receive a new ID Card identifying the name, location and phone number of your new PCP.

WHAT SERVICES ARE INCLUDED?

The VCC Program will only cover services that are:
- medically necessary,
- provided by your PCP,
- provided by a doctor, or facility participating with the VCC Program, and
- received during your eligibility period

Specific examples include:

Hospital Services
- Inpatient, outpatient and emergency hospital care, including general nursing care, specialty care and consultations, operating room, intensive care, anesthesia, room, etc.
- Laboratory services, radiology services and other diagnostic testing
- Inpatient and outpatient surgery
- Physical, occupational, speech or other medically necessary therapy or rehab

Medical Services
- Doctor office visits including medical exam, treatment and follow up care as provided by your PCP
- Specialty care, consultation and treatment as referred by your PCP
- Preventative care, including annual exams, immunizations, screenings
- Care and treatment of a chronic medical condition

Vision Services
- Medically necessary vision services; does not include routine eye exams, eyeglasses or contact lenses

Behavioral/Mental Health
- Behavioral health services, includes inpatient and outpatient psychiatric services (limited access to services)

Have questions about covered services? Ask your provider or call member Services at 804-819-5151 (option 1)
(Covered Services Continued from page 3)

Dental Services
- Medically necessary dental services resulting from a dental accident or for medically necessary procedures; does not include routine dental care such as x-rays and cleaning

Pharmacy Services
- Only prescriptions written by a VCU Medical Center doctor, or doctor participating with the VCC Program, that are filled by a VCU Medical Center Pharmacy

Women's Health Services
- Annual GYN exam, pap smear
- One mammogram every year (365 days) for women 40 years of age or older
- Medically approved family planning (birth control) services, to include medically approved methods, procedures, drugs, and devices to prevent an unplanned pregnancy
- Sterilization (vasectomy or tubal ligation) only when medically necessary.
- Treatment for sexually transmitted diseases
- Abortion in cases where the life or health of the mother is endangered

Other Services
- Home IV therapy (limited)
- Allergy testing and treatment
- Foot care, when medically necessary

Is Hospital Care Included?
The VCC Program will only cover hospital care when provided by the VCUHS. Your doctor will know your health care needs and can best decide when you need hospital care. If you receive hospital care from a hospital that does not participate with the VCC Program, you will be required to pay the total charge for the hospital care.

Is Emergency Care Included?
The VCC Program will only cover emergency care when received from a hospital participating with VCC Program. A medical emergency is an unexpected illness, injury or condition that could endanger your health if not treated immediately. Below are a few examples of a medical emergency:
- Chest pain
- Stroke
- Choking
- Poisoning
- Severe bleeding
- Broken bones
- Fainting, seizures

If you think you have an emergency, call 911 or go to the nearest emergency room. Emergency care is available from most hospitals, 24 hours a day, 7 days a week. If you are not sure you need emergency care, call your PCP’s office. Your PCP can help you make the best choice for care. You do not need a referral from your PCP before going to the emergency room for emergency care.
Are prescriptions included?

The VCC Program will only cover prescription medications when:

- Prescriptions are written by a doctor at the VCU Medical Center or a community doctor participating with the VCC Program and
- Prescriptions are filled by the VCU Medical Center Pharmacy.

The VCC Program does not cover medications received from a pharmacy other than the VCU Medical Center Pharmacy. The VCU Medical Center Pharmacy cannot fill a prescription written by a doctor that does not participate with the VCC Program.

If you receive a prescription from a doctor not participating with the program, you must see your PCP to obtain a new prescription. There is no guarantee that you will remain on the same medication. Your PCP will determine the best medication for your care. Not all prescription medications are available from the VCU Medical Center Pharmacy. Your doctor can call the pharmacy to ask if a prescription medication is available.

When discharged from a hospital stay, you may be given a thirty-day supply of your medication. It is important to visit your PCP immediately after your discharge to obtain a new prescription to continue your medication. The VCU Medical Center Pharmacy will dispense only one month of prescription medication at a time. The pharmacy can dispense up to a three-month quantity if your doctor writes the prescription for this amount.

How do I apply or Re-apply?

To apply for the VCC Program, you must complete a financial application by calling VCUHS Financial Counseling Call Center at 804-828-0966 Monday through Friday from 8:30 a.m. to 4:00 p.m. You will be required to provide proof of your income. The Financial Counselor will determine if you are eligible to receive indigent care benefits for services provided by the VCU Medical Center. Indigent care benefits allow you to receive health care services at a reduced rate.

To qualify for the VCC Program, you must:

- Be eligible to receive indigent care benefits from the VCU Medical Center,
- Have no health insurance coverage, and
- Live in the Greater Richmond Metro or the Tri Cities areas.
- Meet Medical Criteria

Your indigent care benefits are effective for twelve months. In order to keep your eligibility for indigent care benefits and remain in the VCC Program, you must complete a new financial application with a Financial Counselor at least two months before the end date of your eligibility period.

What if I no longer qualify?

Certain situations may cause you to no longer qualify for the VCC Program. You may no longer qualify for the VCC Program if you:

- Become eligible for health insurance (Medicare, Medicaid, etc),
- Move to a new address, or
- Have a change in income or expenses
- No longer meet the medical criteria

If any of these changes occur, it is very important that you contact VCUHS Financial Counseling. You may still be eligible to receive indigent care benefits from the VCU Medical Center even if you no longer qualify for the VCC Program.

All VCC patients (Plans A, B, C, D and E) are required to pay a minimum fee of $4.00 per prescription, per month. If you are approved for VCC Plans B, C, D or E, you will also pay a percent of the total charge for the medication. This may require you to pay a higher fee when you pick up your medications.
### What services are not included?

The following are services are **not covered** by the VCC Program. If you receive services that are not covered by the VCC Program, you will be responsible for the total bill.

- Services received from doctors or hospitals not participating with the VCC Program
- Services received before or after the eligibility period of your VCC plan
- Services that are experimental or investigatory
- Services not routinely available from the VCU Medical Center
- Cosmetic surgery mainly to improve appearance
- Routine dental care, including routine professional cleanings and oral exams
- Dentures, including exams or supplies for fitting of dentures
- Orthognathic surgery (correct the jaw)
- Routine eye exams
- Eyeglasses, contact lenses, or eye exams for fitting glasses or contacts
- Hearing aids or exam for fitting of hearing aids
- Job-related illness/injury or services covered by workers’ comp insurance
- Personal convenience items during hospital stay, such as TV, telephone, beauty/barber services, etc.
- Non-prescription drugs or supplies
- Foot care only to improve comfort or appearance such as care of flat feet, corns, calluses or toenails
- Sterilization (vasectomy or tubal ligation), except as medically necessary
- Infertility treatment or services intended to create a pregnancy
- Reversal of sterilization procedure
- Treatment of impotence
- Transsexual surgery or any treatment leading to or in connection with transsexual surgery
- Weight reduction programs, intestinal by-pass surgery or gastric stapling
- Radial keratotomy or any other surgical procedures for the correction of a refractive error of the eye
- Any prescription written by a physician not associated with the VCC Program or medication obtained from a pharmacy other than the VCU Medical Center Pharmacy
- Drugs when prescribed for smoking cessation, hair growth, cosmetic purposes to beautify the skin, appetite suppression or weight reduction, treatment of impotence or treatment of infertility
- Treatment for alcoholism, drug addiction or substance abuse
- Transplants (unless approved by VCUHS Transplant Clinic)
- Abortion, abortion counseling; except as medically necessary
- Chiropractic services
- Christian Science nurses and services
- Private duty nursing
- Assisted living or nursing home services
- Durable Medical Equipment (DME) such as crutches, wheel chairs, etc.
- Ambulance or other transportation
What is the VCC Care Management Program?
The VCC Care Management program supports VCC Enrollees in a number of ways to ensure the provision of safe, patient-centered, community based coordinated care. VCC Enrollees who meets the criteria for ongoing care management may have contact with VCC Care Management staff including Medical Outreach Workers, RN Case Managers and Social Workers. Contact with the VCC Care Management staff may be limited and is determined by focused efforts such as transition of care from hospital to home or disease care management. It is totally voluntary to work with VCC Care Management staff.

What is the focus of Care Management?
Care Management focuses on the following activities:

- Disease Management: A plan of care is developed for each patient in the program based on the patient’s primary health care needs. The team collaborates with the patient’s primary care provider to assure a safe treatment plan coordinating care in collaboration with the patient, providers and support systems to achieve improved health outcomes.
- Medication Adherence: A review of medications is completed on all patients to ensure that the patient understands what, when and how to take their medications and where to have prescriptions filled/refilled.
- Transitions of Care: Assist patients in transitioning between acute care to their PCP or to their home.
- Coordination with community resources: Assists in reducing barriers to medical, behavioral and/or social services.
- Improved Patient Self-Management of Chronic Disease: Works to enhance the enrollee’s engagement in their own self-management of their condition.
- Patients’ use of the health care system: Assists in helping patients to access appropriate levels of care depending on their individual health needs and profile; this includes educating the patient on the appropriate use of the ED and the PCP practice.

What is required of the VCC Enrollee to participate in VCC Care Management?

A VCC Enrollee working with the Care Management staff must agree to take charge and be responsible for their health. In so doing, they are agreeing that they will work closely with staff and other healthcare providers to develop and follow their plan of care.

Have more questions????
call member Services at 804-819-5151 (option 1)
The VCC Program is committed to improving the quality of and access to patient care by providing compassionate and innovative patient care to improve the health of all members served. We do this by partnering with patients and families to promote open communication, safety and participation in treatment planning.

This Bill of Rights serves as notice to you of the VCC Program’s responsibilities, which by extension are also the responsibilities of each participating provider. Likewise, Patient Responsibilities are included to promote an understanding of the Program’s expectations of enrollees with respect to caregivers and fellow enrollees.

Enrollee Rights

As a VCC enrollee, you have the right to...

- Expect considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religious orientation, disabilities or source of payment.
- Receive care in a dignity-preserving, safe environment, free of abuse, neglect, harassment or exploitation.
- Expect a complete and understandable explanation of your illness, treatment, pain, alternatives and outcomes. If necessary, you have the right to interpretive services to promote clear understanding.
- Make decisions about your care, including the right to refuse care, the right to leave the facility, and the right to be informed of potential medical risks related to care refusal or departure. You have the right to request a second opinion.
- Be evaluated for pain and be involved in pain management decisions.
- Know the names and roles of the members of your care team.
- Be free of restraints that are not medically necessary or are used inappropriately.
- Be free of abuse through access to advocacy and protective service agencies.
- Expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. Additionally, you can expect that your medical record is maintained confidentially to the extent permitted by law. You have the right to obtain a copy of your VCUHS medical record by contacting the Release of Information Office at (804) 828-9752.
- Receive information about creating an Advanced Directive (a living will, health care power of attorney), enabling someone to make health care decisions for you if you are unable.
- Participate or refuse to participate in medical research studies. Refusal or withdrawal from a research study will not compromise future access to care, treatment or services.
- Your family (or representative) has a right to respectful treatment, including notification of your admission to a VCUHS facility, as well as involvement in decisions related to organ, tissue or eye donation.
- Expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. Additionally, you can expect that your medical record is maintained confidentially to the extent permitted by law. You have the right to obtain a copy of your VCUHS medical record by contacting the Release of Information Office at (804) 828-9752.
- Receive information about creating an Advanced Directive (a living will, health care power of attorney), enabling someone to make health care decisions for you if you are unable.
- Participate or refuse to participate in medical research studies. Refusal or withdrawal from a research study will not compromise future access to care, treatment or services.
- Your family (or representative) has a right to respectful treatment, including notification of your admission to a VCUHS facility, as well as involvement in decisions related to organ, tissue or eye donation.

- You and your family have the right to voice both compliments and concerns without fear of being subjected to coercion, discrimination, reprisal or unreasonable interruption of care. You may share comments with your doctors, nurses or VCC Program staff. You may also contact Member Services by telephone (804-819-5151 option 1).

We welcome information that might help us treat you more effectively and no complaint will compromise future access to care, treatment or services.

Enrollee Responsibilities

Each VCC enrollee has the responsibility to...

- Provide complete and accurate information about your health, medical history and personal data, including address, telephone number, date of birth, social security number, insurance, and employer.
- Ask questions of your care provider(s) when you do not understand medical explanations or treatment plans.
- Follow your plan of care, including purchasing supplies, medications and other items required for self-care at home. If you are unable or unwilling to follow the plan of care, you are responsible for informing your care provider who will explain the potential medical risks of not doing so. You are responsible for the outcomes of not following your plan of care.
- Notify your care providers of problems or complaints. If you do not gain satisfaction or if you would prefer to speak with someone not involved in your care, you may contact Member Services at (804) 819-5151 option 1.
- Extend courtesy and respect to all VCC providers, staff, fellow patients and visitors and follow all VCC Program rules and safety regulations.
- Show your VCC ID Card whenever you get health care or covered prescription medicine.
- Establish a relationship with your PCP as soon as possible.
- Call your PCP first for all non-emergency medical care. Your PCP provides 24-hour phone access to answer your health questions.
- Use the Emergency Room only when you feel your life or health is in immediate danger. If you need emergency care, go to the nearest hospital emergency room or call 911 for immediately attention.
- Let your PCP know when you have had to get medical care at an Emergency Room within 24 hours of emergency care.
- Keep your health care appointments. Be on time. If you cannot keep your appointment time, call the office right away to let them know you cannot keep your appointment.
- Meet your financial obligation to qualify for the VCC Program, including providing complete and accurate information for financial screening as well as any changes in your financial status.
- Notify Member Services of any changes in your home address.