

CLINIC INFORMATION

Clinic Hours: Monday - Friday: 8:00 a.m. - 4:30 p.m.	Website: www.startcorp.org Patient Portal: health.healow.com/start
SERVICES PROVIDED: Primary Care, Behavioral Health (Mental Health and Substance Use Treatment), Hepatology and PrEP, and Medicaid Enrollment. Our Civic Center Location offers Dental Services as well as Pharmacy services with delivery options available. Our Mandeville Office also offers digestive health services.	
AFTER-HOURS SERVICES: Our Houma clinic, located at 235 Civic Center Blvd, offers extended hours from 7:30 AM to 8:00 AM and from 4:30 PM to 5:30 PM on Mondays. Our Thibodaux clinic is open from 4:30 to 5:30 on Thursdays. If you need to speak to your provider when the office is closed, you may contact our after-hours answering service by calling the main number to the corresponding clinic: <ol style="list-style-type: none"> 1. Crisis and Mobile Crisis- 235 Civic Center Blvd. Houma, LA 70360: 985-333-2020 2. 235 Civic Center Blvd. Houma, LA 70360: 985-333-2020 3. 2300 S. Galvez Street New Orleans, LA 70125: 504-332-5713 4. 2150 General Pershing Street Mandeville, LA 70448: 985-951-4716 5. 1505 N. Florida Street Covington, LA 70433: 985-900-1626 6. 312 E Bayou Road Thibodaux, LA 70301: 985-266-0444 x2660 	
WHAT TO BRING TO YOUR APPOINTMENT: Driver's license or picture ID, Insurance cards (if insured), All current medications , Proof of income Transportation services are available to and from the clinic. Please inquire about these services when scheduling.	
CARE OUTSIDE OF OUR PRACTICE: Please let us know if you sought services from an urgent care clinic, walk-in clinic, hospital, or other provider. We would like to have the most up-to-date medical information to provide you with the best care possible.	
TRANSFERRING YOUR MEDICAL RECORDS TO THE PRACTICE: Our staff will help get your medical records from your previous health care provider(s). Let us know if you have received healthcare somewhere else and we can request your records follow up until your records are received.	
WHO WE ARE AND WHAT WE DO: Start Corporation is a non-profit organization that provides health services to all individuals, including individuals with a mental illness, people experiencing homelessness, youth, and veterans. The organization and the clinic work together to provide holistic care to its patients by addressing their basic needs.	
Our clinic consists of physicians, nurse practitioners, licensed counselors, and social workers. Our primary care providers treat illnesses that range from minor injuries to major medical conditions. It's important to us to meet your mental health and substance abuse treatment needs. Based on your medical needs, you will be referred and scheduled with one of our behavioral health providers. Our behavioral staff provides psychiatric evaluations for all psychiatric disorders, oversees medication management, and offers counseling. Our dental staff offers dental exams and extractions at the Civic Center location.	
HEALTH INSURANCE ACCEPTED: Now accepting new patients. Medicaid, Medicare, Private Insurance, and Uninsured are accepted. A Medicaid enrollment representative is available to assist with Medicaid applications. Let us know if you have any questions regarding your health care coverage. Sliding scale discount is based on household size and income.	

MISSED APPOINTMENT POLICY: Appointments may be canceled or removed from regular scheduling if there are two no-show or late cancellations within a 90-day period; if there are two consecutive no-show/late cancellations; or if there are three or more no-show/late cancellations within a 90-day period. At that time, options for alternative scheduling will be discussed with the patient and/or guardian. Note: No-shows/late cancellations include any appointments not canceled greater than 24 hours in advance.

SUGGESTIONS, GRIEVANCES, AND COMPLAINTS

- You have a right to express your concerns, suggestions, or complaints. Please follow these steps to do so:
 - Provide a verbal or written report to the staff or supervisor as soon as possible. You may ask for assistance in doing this.
 - Provide full and accurate details, including witnesses, as best you can.
 - If you are not satisfied with the response, please report your concern to the program supervisor or manager.
 - If you are not satisfied with the response, please notify the Administrative Office at 985-879-3966. The Administrative management team will review the complaint and as necessary, involve members of the board to determine a resolution.
 - If you are still not satisfied with the response, you may request an outside advocate through an impartial resource.
- All complaints and grievances by individuals served by Start Corporation shall be treated with respect, confidentiality, and promptness. All efforts shall be made to arrive at a fair and just resolution, with no retaliation toward the person making the complaint.
- All complaints and grievances will receive prompt response and investigation as warranted. The staff member primarily involved in the response shall notify the complainant at least weekly of progress. The formal response will be provided in writing to the complainant within 3 working days following the decision.
- You and others have a right to live free of abuse, neglect, and exploitation. Mistreatment of children, the elderly, and adults with disabilities should be reported promptly. Please use the following agencies and phone numbers for reporting:
 - CHILDREN: Dept. Child and Family Services (DCFS) 1- 855-4LA-KIDS
 - ADULTS/ ELDERLY: Adult/Elderly Protective Services – 1-800 898-4910 (or) 1-800 259-4990
- To file a complaint, please contact your local program office or the main office by mail, phone, or fax.

Start Community Health Center is a Patient-Centered Medical Home (PCMH)

WHAT IS A PATIENT-CENTERED MEDICAL HOME?

A Patient Centered Medical Home is a way of organizing primary care that emphasizes care coordination and communication to transform primary care into "what patients want it to be." Medical homes can lead to higher quality and lower costs, and can improve patients' and providers' experience of care. NCQA Patient Centered Medical Home (PCMH) Recognition is the most widely used way to transform primary care practices into medical homes." - NCQA, 2014

GOALS OF OUR MEDICAL HOME:

- You have 24-hour access to care and are able to get an appointment as soon as you need it.
- Nursing and clinical staff are skillful and ready to assist you in taking care of your health care needs.

WHAT CAN YOU EXPECT FROM A MEDICAL HOME?

Personal Physician - You will have an ongoing relationship with a dedicated provider who will oversee your care and guide staff members to ensure that you are taken care of.

Whole Person Orientation - We are responsible for fulfilling all of your health care needs across multiple settings such as specialists, hospitals, and behavioral health services.

Coordinated/Integrated Care - We use technology and different means of communication to make sure you get the care you need, when and where you want it. We strive to be culturally and linguistically sensitive so you feel more in control of your care with us.

Comprehensive Patient Care - We ask you to provide us with the most up-to-date information on your current medications, personal/family history, health status, test results, self-care information and medical records from hospitals/ERs, urgent care, and other clinicians you may have seen.

Quality and Safety - We use methods backed by science to give you cutting-edge treatment. Patients and families can count on our help in managing their health needs. We strive to give you educational resources, self-management tools, and medical literature, no matter how you're paying.

SLIDING FEE DISCOUNT PROGRAM

- Start Community Health Center provides health services regardless of the patient's ability to pay and without discrimination based on age, gender, race, creed, disability, or national origin.
- NO ONE is refused behavioral health service because of their lack of ability to pay for services.
- A sliding fee discount schedule is available for patients to lessen financial barriers to getting health care.
- Requests for discounted services can be made by patients or their advocates.
- All alternative payment resources must be explored before utilizing the sliding fee discount schedule

Completion of Application

1. Complete the Sliding Fee Discount Program application fully
2. Sign an Authorization for Start Community Health Center to confirm your income
3. False information will result in a loss of discounts and will require immediate payment for services
4. 30 days is given for providing additional needed information without needing a date adjustment on the application.

- **FAMILY** is defined as: a group of two people or more (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people (including related subfamily members) are considered as members of one family.
- **INCOME** is defined as: earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income (SSI), public assistance, veterans' payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support assistance from outside the household, and other miscellaneous sources. Noncash benefits (such as food stamps and housing subsidies) do not count.
- Patients who do not provide income information or refuse to be assessed for sliding fee discounts are automatically ineligible. Patients can request an application form at any time.
- To verify income, applicants must provide W-2, pay stubs, letter from employer, or Form 4506. Self-employed individuals must submit business income and expense details for the last three months. Adequate information is needed to determine eligibility, with self-declaration only in special circumstances.
- Patients unable to provide written verification must submit a signed statement for review.

- Those patients that are at or below 100% of the poverty level receive full discounts for primary and behavioral services, and they will pay \$50 for dental services.
 - Patients above 100% but below 200% of the poverty level pay according to a sliding fee schedule.
 - Charges may be waived in special circumstances with approval from the health center's director. Patients with third party insurance can apply for the sliding scale discount program, with the charge being the maximum amount required to pay for services in each pay class.
- The Sliding Fee Discount Program determination will be provided in writing or by phone to the patient, indicating the discount percentage or reason for denial. Approved applicants will be informed at the time of service.
 - Approved applicants must make payment arrangements if they are not granted a 100% discount. Balances up to 6 months prior to application and 12 months after approval are covered, unless there is a significant change in financial situation. Reapplication is possible after 12 months or in the event of significant income changes.
 - Patients expressing unwillingness to pay will be contacted in writing with payment obligations.
 - After 60 days of non-response, options may include a payment plan or waiving charges.

FINANCIAL POLICY

Thank you for choosing Start Community Health Center. We are committed to your treatment being successful. Please understand that payment of your bill is considered part of your treatment. The following is a statement of our Financial Policy which we require that you read, agree to and sign prior to any treatment.

Assignment of Benefits

I authorize Start Corporation to receive payment from Medicare and/or insurance for services rendered to me. I give permission to release my medical information to CMS, its agents, or my insurance carrier. This assignment is valid until revoked in writing. A photocopy is considered as valid as the original.

Financial Agreement

I acknowledge my responsibility for the payment of services at Start Community Health Center. They offer discounts for uninsured patients based on family size and income. The discount applies to clinic services, but not outside services or equipment. The discount is determined at the initial visit and reviewed annually or if the financial situation changes.

I am responsible for any co-pays, co-insurance, or deductibles designated by my health plan when claims are filed. I must pay the authorized co-payment on the date of service. I must inform Start Community Health Center of any personal or insurance information changes and obtain referrals if required by my insurance company.

Start Community Health Center shall make a reasonable effort to collect all charges for health care services rendered, regardless of whether discounted or standard charges apply. A reasonable effort may include, but not limited to, issuance of a bill to the patient or responsible party and follow up with subsequent billing, letters and telephone calls.

NOTICE OF PRIVACY PRACTICES

HIPAA (HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT)

This notice describes how your private information concerning you may be used, disclosed, and how you can have access to this information.

Start Corporation may use & disclose information without your authorization:

- To health care providers who are involved in your health care
 - To get payment or to pay for the health care services you receive
 - To review the quality of services provided such as during program audit
 - To remind you of appointments or to send you important information regarding services
 - For Public Health notices and updates
 - As Required by Law and for Law Enforcement
 - For Abuse Reports & Investigations
 - For Government Programs
 - To Avoid Harm
 - For Research
 - To Family, Friends, and Others that you identified as involved in your services on your patient intake forms.
- You may remove persons at any time.

Uses and Disclosures Start Corporation is permitted by law to disclose the minimum necessary personal health information of each patient to carry out treatment, payment, and healthcare operations of the facility.

Required Authorizations The facility will only disclose patient health information for payment, treatment, data-related purposes, and healthcare operations with patient authorization. Patients have the right to refuse or revoke authorization for disclosure.

Privacy Compliance The facility follows HIPAA privacy regulations for patients' personal health information to ensure compliance with all laws and regulations on patient privacy.

Additional Information Contact our office for the facility's privacy policy or to request a copy of this notice. Facility may change and update notice at any time, with changes being effective for all current and future medical information. Notice will include the effective date.

Other Uses and Disclosures Require Your Written Authorization Written authorizations are typically in effect for one year or for a specified amount of time. You may cancel authorizations at any time; however, we cannot retrieve information that has already been sent as authorized.

PATIENT BILL OF RIGHTS

As a patient of Start Community Health Center, you have the right to:

- To be treated with respect
- Receive medical care regardless of background
- Access your medical records
- Request corrections to your records
- Create an Advance Directive
- Limit disclosure of health information
- Choose communication methods
- File complaints
- Receive notice of privacy practice changes ➤ Participate in treatment planning.
- You also have the right to involve family, refuse treatment, exercise your rights, participate in community activities, maintain confidentiality, manage finances, make suggestions/complaints, access an advocate, and receive information about record disclosures.

Individual Responsibilities For Persons In All Start Corporation Programs:

You have the right to:

- Be actively involved in treatment plan goals and objectives, avoiding illegal substances
- Keep in touch with family and update contact information
- Respect others' property and maintain quiet hours
- Attend work or school programs regularly
- Notify staff if services are not meeting needs
- Work towards personal recovery and independence
- Be in a smoke-free environment while indoors or in agency vehicles
- Allow Start Corporation to be designated payee for benefits
- Maintain good personal hygiene

ADVANCE DIRECTIVE INFORMATION AND GUIDE

The Louisiana Declaration serves as your state's living will, allowing you to state your medical care wishes in the event of terminal illness. You can designate an agent to make decisions for you in that situation. The form takes effect when deemed necessary by a doctor. Optional organ donation decisions can be included. Mental health directives are available upon request. This document is legally binding for competent adults aged 18 and older.

How do I make my Louisiana Declaration legal?

Louisiana law requires two adult witnesses to sign your Declaration who must know you, confirm you are of sound mind, and not be related or entitled to your estate. You do not need to notarize your Louisiana Declaration.

Whom should I designate as my agent?

Designate a trusted agent to make medical decisions on your behalf if you become unable to do so. Ensure this agent understands your wishes and is willing to accept the responsibility. You may also appoint an alternate agent to step in if the primary agent is unavailable. This arrangement provides flexibility for changing medical situations. Clearly communicate your expectations for future care and quality of life to guide their decisions.

What if I change my mind?

You may revoke your Louisiana Declaration at any time, regardless of your mental condition, by:

- Destroying the document (canceling, defacing, burning, tearing, etc.)
- Signing and dating a written revocation
- Verbally expressing your intent to revoke
- Your revocation becomes effective once you notify your doctor

I have filled out my Advanced Directive, now what?

1. Store your Louisiana Declaration securely but accessible, avoiding safe deposit boxes. Share signed originals and copies with your agent, alternate agent, doctors, family, friends, clergy, and relevant healthcare providers. Keep copies in your medical records at nursing homes or hospitals.
2. Regularly update your medical treatment wishes with agents, doctors, clergy, and loved ones, especially if your health changes.
3. Utilize Louisiana's Living Will Declaration Registry for advance directives, enabling healthcare providers and loved ones to access your directive if you can't. More information is at <http://www.sos.la.gov/OurOffice/EndOfLifeRegistries/Pages/default.aspx>.
4. Consider saving a copy in an online personal health records platform for easy sharing. To make changes to your documents, complete a new one.
5. Note that Louisiana directives are not effective during medical emergencies; CPR will be given unless specified otherwise in prehospital medical care directives or do not resuscitate orders.
6. Consult your physician if you wish to obtain the Advance Directive form.