Team CARE

HANDBOOK

June 2010

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Welcome to . . .

Helping you get the right care at the right time at the right place.

What is Team Care?

Team Care is a Montana Medicaid and Healthy Montana Kids Plus (HMK *Plus*) program for people who need help using their Medicaid and HMK *Plus* benefits the right way. People in the Team Care program can be sure to get good health care because each person has a team to help manage his or her health care.

Who makes up the team?

The team has one Primary Care Provider (PCP), one pharmacy, the Nurse First Advice Line, Medicaid, Healthy Montana Kids *Plus,* and of course, you. The team will help decide when, where, and how to get medical care.

Are your Medicaid or HMK *Plus* benefits different in Team Care?

In Team Care, you get exactly the same Medicaid or HMK *Plus* benefits that you would get in regular Medicaid or HMK *Plus*. The benefit of being in Team Care is that you have a team to help you manage your health care. Seeing the same provider and going to the same pharmacy means better health care for you.

The Primary Care Provider

What is a Primary Care Provider (PCP)?

A PCP is a doctor, nurse practitioner, physician assistant, or medical clinic that manages your medical care.

What does the Team Care PCP do?

Your Team Care PCP will take care of most of your health care needs, such as regular check ups, and keep your medical records up to date and in one place. Most medical appointments need to be with your Team Care PCP, or Medicaid or HMK *Plus* will not pay the bill.

Why is it important for you to have one Team Care PCP?

Your Team Care PCP is your medical home. Your medical home will manage your care and give you referrals for other services if needed. You will get better health care because your PCP knows your medical history. You will get a letter that will list the name, address, and after-hours phone number of your Team Care PCP.

• Referrals

What if you need to see another doctor or provider?

Your Team Care PCP will treat most of your health care needs. But sometimes, you may need to see a different doctor. In that case, your Team Care PCP will give you a referral see another provider when it's necessary.

Medicaid or HMK *Plus* may not pay the bill if you go to another doctor or to a hospital without a referral from your Team Care PCP.

You can get some services without a referral from your Team Care PCP. See the Medical Services section of your Montana Medicaid and Healthy Montana Kids *Plus* handbook for the services that don't need referrals.

Can you change your Team Care PCP?

You have the right to request a new Team Care PCP, but all requests must be approved by Medicaid/HMK *Plus*. Requests to change your PCP will be approved if you have a good reason. To request a Team Care PCP change, call the Medicaid/HMK *Plus* Help Line at 1-800-362-8312.

If your request is approved, you will get a letter in the mail telling you when you can start to see your new PCP. **The change usually happens at the beginning of the next month.**

• How to make the most of your provider visit:

Be prepared.

- ✓ Tell your PCP about any medicines or treatments (including natural or alternative) that you are taking.
- ✓ Make a list of the medications, over-the-counter medications, and vitamins that you take. Include the amount you take and when you take them. Or, take your medications in their bottles with you to your appointment.
- ✓ Have your medical records, reports, results of lab tests and x-rays mailed or faxed to your PCP before your visit.

- ✓ Tell your PCP about your family's medical history.
- ✓ Take your Medicaid card with you.

Be honest.

- ✓ Tell your Team Care PCP all you know about your problem. Things you notice about your health can help your PCP help you feel better.
- ✓ Tell your PCP anything you have done that has helped your symptoms or made them worse.
- ✓ Don't be afraid to voice your fears about what you've heard. Your PCP may be able to ease your concerns.
- ✓ Even if you're uncomfortable, being open and honest will only help you. Most doctors know that people can feel uncomfortable about asking questions, and doctors try to be good listeners.

Get information.

- ✓ Ask questions if you don't understand everything that was said.
- ✓ Write down your questions before your visit so you won't forget them.
- ✓ You might want to bring someone along to help you ask questions.
- ✓ Take notes to help you remember.

Take information home.

- ✓ Ask for written instructions if you need to care for yourself at home.
- ✓ Your provider may also have brochures, CDs, or DVD's that can help you.

Once you leave your provider's office, follow up.

- ✓ If you have questions, call your Team Care PCP.
- ✓ If your symptoms get worse or if you have problems with your medicine, call your Team Care PCP.
- ✓ If you had tests and do not hear from your provider, call your Team Care PCP for your test results.

✓ If your provider said you need to have certain tests, make appointments at the lab or other offices to get them done.
✓ If your PCP said you should see a specialist, ask for a referral and make an appointment.

Building a good relationship with your Team Care PCP will help you stay healthy!

• What if you have a problem with your Team Care PCP?

Here are some things you can do:

✓ Talk to your provider! Explain what the problem is and try to work it out.
✓ Call the Medicaid/HMK *Plus* Help Line. Tell the person who answers that you are having a problem with your Team Care provider.
✓ File a complaint. If the problem is a serious one, you have the right to file a complaint. To do this, call the Medicaid/HMK *Plus* Help Line or read more about complaints and grievances in your Montana Medicaid and Healthy Montana Kids *Plus* handbook.

What if you get sick when your provider's office is closed?

If you have an emergency, call 911 or go to the nearest emergency room. But do not use the emergency room for routine care. If it is not an emergency, call the Nurse First Advice Line at 1-800-330-7847.

The Team Care Pharmacy

Your Team Care pharmacy is a very important part of your health care team. Using one pharmacy is part of taking medications the right way. You need to go to your Team Care pharmacy for all your Medicaid/HMK *Plus* prescriptions, or Medicaid/HMK *Plus* may not pay the bill.

Why is it important to use one pharmacy?

- ✓ Your pharmacy will have a complete record of your medications, even from different doctors. Your pharmacist will be able to tell if a new medication might have a bad reaction with medications you already take because he or she will know your history. This can only happen when you get your prescriptions from one pharmacy.
- ✓ A complete record in one place helps answer questions you or your doctor might have. For example, if a past medication caused side effects, but you don't know its name, your record will show medications you've taken in the past.

You will get a letter that will list the name, address, and phone number of your Team Care pharmacy.

• How can you get the best care from your Team Care pharmacy?

Help your pharmacist help you:

✓ Tell your pharmacist about your health conditions, allergies and past drug reactions. This can help your pharmacist prevent possible problems before you take a new drug.

✓ Tell your pharmacist if you have trouble swallowing pills. There may be liquid medicine available. Do not chew, break, or crush tablets without first finding out if the drug will still work.

✓ Read the instructions to be sure you understand how to take it. If you do not understand something ask the pharmacist to explain.

✓ Ask your pharmacist for help when you need over-the-counter medicine. Your pharmacist can check your record to help you find the best treatment for your health situation.

✓ Always look at your prescription carefully before you leave the pharmacy. If something doesn't look right be sure to ask.

You are responsible for taking your medication safely and correctly. Here are some helpful Do's and Don'ts to remember when taking your medication.

Medication Do's:

✓ Read and save all written information that comes with your medicine.

✓ Take the right dose of your medicine at the right time. If you have a hard time remembering when to take your medicine, use a memory aid. Some people use meals or bedtime as reminders to take their medicine. Other people use charts, calendars, and weekly pill boxes to remind them. Use a system that works for you.

✓ Call your doctor right away if you have problems with your medicine or if you are worried that the medicine might be doing more harm than good. Your doctor may be able to change your medicine to a different one that will work better for you.

✓ Take your medicine until it's finished or until your doctor says it's okay to stop.

Medication Don'ts:

- ✓ Don't skip doses of medication or take half doses unless you have talked to your doctor.
- ✓ Don't mix alcohol and medicine. Some medicines may not work correctly or may make you sick if you take them with alcohol.
- ✓ Don't take medicines prescribed for another person or give your medicine to someone else.
- ✓ Don't leave your medicine on a kitchen table or counter where someone may get into it. Make sure you store all medicines and supplements out of sight and out of reach of children.
- ✓ Don't keep your medication after it expires. Some medications can become harmful when it's old.

Remember, medicines that are strong enough to help you can also be strong enough to hurt you if they aren't used the right way.

What if your Team Care pharmacy does not have the medication you need?

There may be times when your Team Care pharmacy cannot fill the prescription you need. If this happens, you or the pharmacist can call the Medicaid/HMK *Plus* Help Line at 1-800-362-8312 to request a temporary change in your Team Care pharmacy. This will allow you to get your prescription from another pharmacy temporarily.

• What if you have a problem with your Team Care pharmacy?

Here are some things you can do:

- ✓ Talk to your pharmacist! Explain what the problem is. In many cases it may just be a misunderstanding.

✓ Call the Medicaid/HMK *Plus* Help Line. Tell the person who answers that you are having a problem with your Team Care pharmacy.

✓ File a complaint. If the problem is serious, you have the right to file a complaint. To do this, call the Medicaid/HMK *Plus* Help Line or read more about complaints and grievances in your Montana Medicaid and Healthy Montana Kids *Plus* handbook.

Can you change your Team Care pharmacy?

You have the right to request a new Team Care pharmacy, but all requests must be approved by Medicaid/HMK *Plus*. Requests to change will be approved if there is a good reason. To request a Team Care pharmacy change, call the Medicaid/HMK *Plus* Help Line at 1-800-362-8312.

If your request is approved, you will get a letter in the mail telling you when you can start going to your new pharmacy. **The change usually happens at the beginning of the next month.**

You need to get all your Medicaid or HMK *Plus* prescriptions at your Team Care pharmacy. You or your pharmacist can contact the Medicaid/HMK *Plus* Help Line at 1-800-362-8312 if a specific need cannot be met by your Team Care pharmacy.

Nurse First

What is the Nurse First Advice Line?

The Nurse First Advice Line gives you access to a nurse who will help you decide where and when to get health care. The nurse will ask you questions and help you decide how to get the care you need.

The Nurse First services are:

- ✓ Free and confidential
- ✓ Open 24 hours a day, 7 days a week
- ✓ Available anytime of the day or night, weekends and holidays
- ✓ Nurse First is for all people with Montana Medicaid and Healthy Montana Kids *Plus*

Call Nurse First before going to your Team Care PCP and before making an appointment, unless you have an emergency. The nurses are happy to help you with problems like:

- Fever
- Ear ache and head ache
- Flu and sore throat
- Vomiting or upset stomach
- Colds and coughing
- Back pain

When to call Nurse First

Medicaid and HMK *Plus* strongly recommends calling Nurse First any time of the day or night:

- ✓ When you are sick or hurt.
- ✓ Before making an appointment with your Team Care PCP, except for follow-up appointments.
- ✓ Before going to the emergency room. Call 911 if you think your condition is life or limb-threatening.

When not to call Nurse First

There are times you don't have to call Nurse First, such as:

- ✓ You have a health concern you think is life or limb-threatening. In this case, call 911 or go to the nearest emergency room.
- ✓ You have seen your Team Care PCP for a specific health problem and a follow-up appointment is needed. Call the Team Care provider's office to schedule the appointment.
- ✓ You have been referred to a specialist for a specific health problem. Call the specialist's office to set up an appointment.
- ✓ You need regular services such as transfusions or dialysis. Make this series of appointments with your provider's office.

The Nurse First Advice Line is always open. Call 1-800-330-7847.

Emergencies

An emergency is any physical or mental health problem that a person would think could cause serious harm if it is not treated quickly. Some examples of emergencies are:

- Broken bones
- Chest pain
- Trouble breathing
- Severe bleeding
- Bad burn or injury
- Poisoning

What if you have an emergency?

Call 911 or go to the nearest emergency room.

When should you go to the emergency room?

Go to the emergency room only when you have a medical emergency.

Do not go to the emergency room for routine care

If you have an emergency and go to the emergency room, you can get emergency treatment without your Team Care provider's referral. If you get emergency treatment and you still need more care, you will need to go to your Team Care provider.

Do not go to the emergency room for non-emergencies. Some examples of non-emergencies may include an ear infection, a skin rash, or a cold.

Remember: If you are not sure that you should go to the emergency room, call the Nurse First Advice Line at 1-800-330-7847. The call is free. Registered nurses are available 24 hours a day, 7 days a week to help you.

Health Emergencies While Traveling

What if you have a health emergency while traveling in another state?

Medicaid or HMK *Plus* will pay for out-of-state emergency treatment only if the hospital agrees to join Montana Medicaid or HMK *Plus* as a provider.

Out-of-State Services

What if you need health services when you are not in Montana?

- ✓ If an out-of-state provider (or pharmacy) does not accept Montana Medicaid or HMK *Plus*, or if you get a service not covered by Medicaid or HMK *Plus*, Montana Medicaid or HMK *Plus* will not pay for the service.

- ✓ The out-of-state provider may have to get prior approval from Medicaid or HMK *Plus* (but not for emergency services).
- ✓ Medicaid or HMK *Plus* will cover out-of-state medical emergency service if the out-of-state provider accepts Montana Medicaid or HMK *Plus*.
- ✓ You do not need a referral from your Team Care PCP for emergencies.
- ✓ For health care that is not an emergency, you need to get your Team Care provider's referral before getting care.
- ✓ You must pay the same cost sharing for out-of-state covered services that you pay in Montana. See the Medical Services section of your Montana Medicaid and Healthy Montana Kids *Plus* handbook for information on cost sharing.

What if you cannot get the health services you need in Montana?

If you cannot get the medical services you need in Montana or within 100 miles of the Montana border, you may get the service in another state. Your provider may need prior approval from Medicaid or HMK *Plus*. You also need to remember to get your Team Care provider's referral before getting the care.

Medicaid or HMK *Plus never* pays for health services in Canada, Mexico, or anywhere else outside the United States.

Your Team Care Responsibilities

- ✓ Check your Medicaid or HMK *Plus* card to make sure the information is correct. Tell your Eligibility Case Manager if it is not.
- ✓ Ask your Team Care PCP for a referral before you see another provider. If you do not, you may have to pay the bill.
- ✓ Go to your Team Care pharmacy for all your Medicaid prescriptions.
- ✓ Call Nurse First Advice Line when you are sick or hurt. A registered nurse will help you decide when, where, and how to get medical care.
- ✓ Take your Medicaid or HMK *Plus* card with you when you get health care services and show it when you check in.

- ✓ Call ahead for appointments and be on time.
- ✓ If you cannot go to your medical appointment, call your provider before the appointment.
- ✓ Go to the emergency room only if you have a medical emergency. Do not use the emergency room for routine care.
- ✓ Treat providers, pharmacists, and office staff with respect.
- ✓ Pay all cost sharing.

Team Care Graduation

How long do you stay in the Team Care program?

You will stay in the Team Care program for at least 24 months. Medicaid or HMK *Plus* will review your medical history to decide if you would benefit from staying in Team Care or if you can leave Team Care.

If you feel that you should not have Team Care, talk to your provider.

If you have questions about Team Care, call the Medicaid/ HMK *Plus* Help Line at 1-800-362-8312.

Notes

MONTANA
Department of Public Health & Human Services