

HealthPAC 2012 Clinical Goals:

- ◆ Implement and sustain panel management services.
 - ◆ Integrate behavioral health and physical health services.
 - ◆ Improve care transitions.
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Enrollment in HealthPAC continues to grow (90,000 enrollees):

- ◆ MCE—48%
- ◆ HCCI—7%
- ◆ County— 45%

How About A Huddle!

- ◆ **One of the best ways to improve team communication can occur before you see patients. Having a team huddle can promote communication, avoid duplicated work, ensure team members plan tasks with necessary input from others and promote teamwork. For more on how to get started, call 667-7955.**
- ◆ **A link to team huddles at Winton Wellness Center.**

http://safetynetinstitute.org/content/team_huddles.htm

HealthPAC Transportation Services

Medical Homes and HealthPAC participants can call Customer Service at **1-877-879-9633**, Monday-Friday, 8 am–5 pm to request medical transportation services. Advance notice of at least 48 hours, up to one month is required.

Who can get a ride?

- ◆ Any HealthPAC participant can receive medical transportation services. There are no limits to how many times you access the service. Members can travel with one adult companion, as needed.

Where can I go?

- ◆ Transportation is provided to a clinic/office, hospital (non-emergency visits only), pharmacy and other medical facilities.

How can we schedule transportation?

Medical Homes and participants may call **HealthPAC Customer Service at 1-877-879-9633**, Monday – Friday, 8 a.m. - 5p.m. to schedule a transportation appointment. Customer Service will **warm transfer** the call to the transportation vendor. Please note the following:

- ◆ Participants must provide:
 - *Their residential address
 - *The appointment time
 - *Address and phone number for the facility you are requesting a ride to
- ◆ Weekend appointments must be scheduled Monday – Friday 8-5
- ◆ Schedule no more than a month in advance

What types of transportation are available based on participant need?

- ◆ **Pick up services include:**
 - *Sedan or taxi for ambulatory participants
 - *Van with a lift for wheelchair bound participants (height and weight required)
 - *Gurney services if bed bound
- ◆ **Will call for return appointments**
 - *Waiting can be 15 to 90 minutes if not previously scheduled.

Bus services

Bus tokens can be requested. A 5 business day notice is required. Verify mailing address.

What is not covered? Transportation is **not** provided to hospital emergency rooms or VA facilities. Participants needing emergency services should call 911.