
The Importance of a Medical Home

What is a “Patient Centered” Medical Home?

A Medical Home is a primary care physician or mid-level provider you have chosen to act as your usual source for health care (or in some cases such as a clinic or large practice setting, it may be a team of physicians or mid-level providers). A good Medical Home is organized to create the best health care value in a caring atmosphere for you as the patient, as well as an atmosphere of mutual respect and responsibility. This is what is called “patient-centered” care.

NOTE: The American Academy of Pediatrics specifically recommends that hospital emergency departments should not be the place for a child’s usual source for getting care (except for emergencies, which are not usual!). An emergency room, an urgent care center or clinic, a specialty clinic, or even a specialist seen regularly (an allergist, for example) cannot be considered a Medical Home since they cannot take on the central role of primary care for a child or an adult.

Benefits of a Medical Home

A “Patient Centered Medical Home (PC-MH)” means **high value health care** delivered in a setting of mutual respect and responsibility.

- 1.** Your PC-MH knows you individually and your medical history each time you visit once your care has started there. You have developed a sense of trust with your PC-MH due to an atmosphere of caring and mutual respect.
- 2.** The medical records at your PC-MH are well organized and used to schedule routine visits needed to meet preventive care guidelines; this is particularly important for children and parents to assure necessary preventive visits and immunizations are given.
- 3.** Your PC-MH medical record includes all information from referral visits or services that you get outside the Medical Home so it has the most complete, up-to-date picture of your child’s health possible.
- 4.** Your PC-MH assures your comprehensive service needs are met. They do this by coordinating care with any specialists (an allergist, for example) outside the Medical Home. They also guide you to specialists or services outside the Medical Home to make certain all your medical needs are met.
- 5.** Your PC-MH has set up ways for you to make contacts after regular office hours on a 24 hour/seven days a week basis. This may be done with an answering service, paging service, 24 hour nurseline, or other way to help you know how to handle after hours situations that may or may not require immediate attention. **NOTE:** For after hours care, any Medical Home that automatically refers you to an emergency room without offering any way to first assess true needs or options, cannot be considered a high value Medical Home.
- 6.** For chronic illness or a special needs child, your PC-MH sets up a plan of care to address ongoing health issues. Your PC-MH’s ability to help coordinate and assure comprehensive service needs are met is very important for special needs children who require them. High

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value PC-MH's will make arrangements to have your special needs child care plan available for immediate access electronically for when you travel or access health records electronically when your child must see other specialists.

7. Your PC-MH treats the whole person and helps assess whether any behavior or emotional issue that concerns you or your child requires special services such as counseling or therapy and refers you, if needed.

8. Your PC-MH helps maintain good health by discussing and checking your health risks related to lifestyle issues. They may have special staff to discuss or provide you with information on many healthy life style topics such as a smoking cessation, special diets, weight loss, and proper car seat use for your young children, etc.

Your Part In A Medical Home Relationship

To develop the quality Medical Home relationship based on mutual respect noted above also means taking action and responsibility on your part. Some considerations for your medical home and provider are as follows:

- 1.** Show your insurance and Medical Home member cards at each visit to help the Medical Home with prompt and accurate billings.
- 2.** Keep the time and date of appointments to the best of your ability. Call promptly to let them know when you are not able to keep an appointment.
- 3.** Keep the Medical Home informed of any address or phone contact changes so they can give you appointment reminders.
- 4.** Consult with your Medical Home before getting other health services or specialized care services from another provider. If you do have to get services outside the Medical Home in an emergency, be sure to tell your Medical Home about any services or prescriptions you get from another health service provider. This way they can always have the complete history and picture of your health needs.
- 5.** Ask about and follow your Medical Home provider's instructions for what to do if your children may require services outside regular office hours. Do your best to use an emergency room for emergencies only.
- 6.** Make sure your child has annual wellness visits, tests, and any needed immunizations. One of the best Medical Home values is to prevent illness and detect problems early.
- 7.** Follow providers' instructions especially when ongoing health issues such as asthma or diabetes must be managed. If there are problems or issues, discuss honestly the reasons for not doing so.

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Your Rights

1. You have the right to pick your PC-MH from a statewide directory.
2. You have the right to ask questions about the health care of your children and the decisions and recommendations made by your Medical Home.
3. You have the right to information in your child's medical record.
4. You can contact the WVCHIP claims payer customer service line anytime you have a question about payments.
5. You can appeal a denial of services by following the appeal procedure in this booklet.

Selecting A Medical Home

You will need to select a physician from the WVCHIP Medical Home Directory at www.wvchip.org to serve as your child's medical home. Call the WVCHIP Helpline at 1-877-982-2447 for a directory, if you do not have access to the Internet. If your child's regular doctor is not listed in the directory, ask them to participate as a WVCHIP Medical Home by calling 1-800-356-2392, or they can download sign-up forms at <https://wfis.wellsfargo.com/tpa/Resources/Forms/CharlestonWV/Pages/default.aspx>.

Once you decide on a Medical Home physician, complete the Medical Home Selection Form on page 78 and mail it to WVCHIP.

If you need help selecting a medical home physician from the directory, try referrals from physicians, friends, relatives, business associates or hospitals.

- ◆ If you have recently moved to a new location, ask your former physician for a referral from the WVCHIP directory. You can also ask other doctors you respect and see regularly, such as an allergist.
- ◆ Referrals from people you know are usually based on trust and confidence, which is certainly in your favor. Remember, though, that your contacts' opinions may be largely based on how they click with the physician's personality and style. Only a visit with the doctor will reveal if their qualities suit you.
- ◆ Hospitals usually offer a referral service that can provide you with the names of staff doctors who meet certain criteria you may be seeking, such as gender, experience and location. However, the referral service cannot vouch for the physician's quality of care.

Checking the Medical Home Directory

If your child's physician is not in the directory, they can sign up at anytime and be added as a medical home. The web directory will be updated monthly at www.wvchip.org. You can also call the WVCHIP Helpline at 1-877-982-2447 or Wells Fargo TPA at 1-800-356-2392 for a directory.

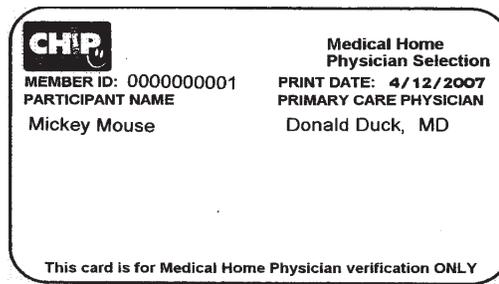
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Group practices and Clinics as a Medical Home

You will still need to choose one physician in the group practice or clinic as your Medical Home. However, you can see any of the physicians within the group practice or clinic without making a copayment.

Copayments for a Medical Home Office Visit

After a medical home is selected, there will not be a copayment for an office visit to your medical home physician, this includes all well and non-well visits. When you show the medical home card pictured below at your medical home doctor's office, ***the copayment for a non-well visit is WAIVED.*** Be sure to show both your medical home card, as well as your WVCHIP member card. **NOTE: Copayments apply for non-well visits made outside your medical home.**



Members Without A Medical Home

Families without a medical home will be charged a copayment for non-well visits.

Enrollment Group	Copay (No medical home)	Copay (medical home)
WVCHIP Gold	\$5.00	\$0
WVCHIP Blue	\$15.00	\$0
WVCHIP Premium	\$20.00	\$0

Remember, there is a limit on the total copayments a family pays per benefit year and these limits are tracked by your medical claims payer (Wells Fargo Third Party Administrators) and your pharmacy claims payer (Express Scripts, Inc.™) to keep you from exceeding your maximum out-of-pocket expense.

Questions About Selecting A Medical Home

Call Wells Fargo Third Party Administrators at 1-800-356-2392 or the WVCHIP Helpline at 1-877-982-2447.