

HHC OPTIONS* Platinum Experience and *Artist Access* Frequently Asked Questions

Hosted at Woodhull Medical Center, the *Artist Access* program offers affordable healthcare for all NYC-based artists and arts workers. The program offers the unique option for artists to exchange creative services for medical care. Woodhull Medical Center is committed to bringing quality healthcare to all patients, regardless of income or immigration status. *It is Woodhull Medical Center's strict policy that all information regarding income or immigration status during the financial eligibility process will be kept strictly confidential. Please read on for a comprehensive overview of the HHC Options/ Artist Access program.*

Q. What is HHC Options Program Plan?

A. The HHC Options program allows you to pay for medical care on a sliding fee scale based on household income and family size. For example; **(1)** Uninsured individual may earn up to 400% of the Federal Poverty Level (FPL) or around \$40,000 a year gross income for a single person. The sliding fee will be \$60 per clinic & ER visits. **(2)** Uninsured couple (no children) with combined gross annual income of \$35,000 the sliding fee will be \$30 for clinic & ER visits and \$350 for MRI and/or ambulatory procedure. **(3)** A couple (no children) with combined gross income of \$1,167 per month will be eligible for Family Health Plus (FHP) insurance and HHC Options with fee of \$15 per clinic & ER visits and \$150 for MRI and/or ambulatory procedure until FHP application is approved by Human Resources Administration (HRA). The financial counselors will assist with FHP application.

Q. What about the *Platinum* part?

A. The Platinum Experience is the Center's commitment to every patient.

- To be treated with dignity and respect
- To be made to feel special
- To have the patient's time valued
- To be provided with a safe environment

Q. Who is eligible for HHC Options?

A. Uninsured individuals who are not eligible for government programs such as Medicaid because of income or immigration status. HHC Options is available to all NYC residents, not just Brooklynites and is available to arts workers such as administrators, technicians, etc. Artists only are eligible for the Art Exchange program. (Please see page 3.)

Q. Is HHC Options a family or an individual plan?

A. HHC Options is not an insurance plan. It is an individual plan: a husband and wife or domestic partners apply separately-but are eligible for the same coverage based on individual incomes. Children are covered under New York State programs, and the Center's Financial Counselors are eager to help enroll eligible children to Child Health Plus (CHP).

Q. Is HHC Options available for doctor visits as well as hospitalization, emergency room, dental, medical and surgical procedures?

A. Yes

Q. I have a commercial insurance from my job but my medical and specialty co-pay is very expensive, can I get my co-pay reduced under the HHC Options program?

A. Yes. Patients with Medicare or commercial insurance (third party insurance, PPO) can still enroll to HHC Options to reduce their co-pay/deductible. The patient must provide his/her insurance information and insurance ID card to the financial counselor for verification of coverage. You may also want to contact your insurance company first to find out if Woodhull Hospital a network PPO (Preferred Provider Organization) provider.

Q. How does someone enroll in HHC Options program?

A. Any financial counselor can help someone enroll, either at the first appointment or in advance. You may call the Finance Department to answer any of your questions regarding HHC Options program. Voice mail message is available to return your call.

- * *Finance Department Discharge office in the Emergency Department*, Room 2BC-21, open 24 hours 7 days a week (718) 630-3403
- * *Woodhull Hospital Outpatient*, 2nd floor room 2A-101, open from 8:00 am – 5:00 pm (718) 630-3387 or room 2b-230 (718) 963-7470
- * *Woodhull Hospital Inpatient*, 3rd floor room 3A-330, open from 8:00 am – 5:00 pm (718) 963-8976 or (718) 963-8042
- * *Cumberland D&TC*, 2nd floor, open from 8:00 am – 5:00 pm (718) 260-7691
- * However, if you are an artist, you may call the Artist Access Hotline to enroll: 877-244-5600

Q. Is there a monthly membership fee for HHC Options?

A. No. You pay as you see a physician or health care provider. Depending on income, your doctor or emergency room visits can range from \$15 to \$60 per visit. Income-based fees also apply to other health services such as ambulatory surgery, MRI's and hospital stays.

Q. Does HHC Options provide prescription drug coverage?

A. Yes. Self pay HHC Options member with no pharmacy coverage pays from \$2.00 to \$22.00 per prescription. This prescription benefit is applicable only to prescriptions filled at the Medical Center's pharmacy (Woodhull Hospital & Cumberland D&TC).

Q. If I become an HHC Options member, how long does my eligibility last?

A. Your eligibility lasts for 12 months and can be renewed subject to a re-evaluation of financial status.

Q. What documents are needed to apply for HHC Options?

A. An ID card such as US or foreign passport, naturalization papers, alien card, INS employment authorization card, drivers & non-drivers license, employee ID card accompanied by a birth certificate, etc.

- Proof of address such as utility bill or current postmarked envelope addressed to you.
- Proof of income such as 2-4 pay stubs or a letter from your employer, self declaration of income or if you have no income, a supporting letter from a relative or friend and a proof of address (utility bill) from supporting friend or relative. Call 1.877.244.5600 for more information.
- **Please note: in this security conscious age, it is necessary for you to provide a photo ID to gain admittance whenever you visit Woodhull.**

Q. Where is Woodhull Medical Center?

A. Woodhull is located in the North Brooklyn at 760 Broadway, Brooklyn, NY at the intersection of Broadway and Flushing Avenue where Bushwick, Williamsburg and Bedford-Stuyvesant come together.

Q. How do I get there?

A.

By Bus:

- #s 10, 40, 46, 47, 54, 57, or 62

By subway:

- J or M to Flushing Avenue on weekdays
- J on weekends
- G to Flushing Avenue, walk down Flushing Avenue to Broadway
- L to Myrtle Avenue, change to the J or M to Flushing Avenue

Q. What is the Artist Access program?

A. The Artist Access program is a special “way in” to the HHC Options program for artists of all disciplines to receive ongoing quality healthcare at affordable rates. Rather than paying the fees out-of-pocket, the artist chooses to “pay” through the Art Exchange barter system.

Q. What does Artist Access offer?

A. Artist Access offers several services designed specifically to meet the needs of artists. Among them:

- A dedicated phone number, 1.877.244.5600, staff by a Program Coordinator familiar with both the HHC Options and Artist Access programs for you to call to receive more information about the program and/or to set up your first appointment with your primary physician.
- Your financial eligibility will be determined by Financial Counselors aware of the nature of artists’ employment cycles, based on your income. Eligibility can be determined either in advance of your first physician visit or just prior to your first appointment. *Please note: no artist will be turned away from medical care. Based on your income, you will be eligible for either government programs such as Medicaid, or a fee-for-service arrangement based entirely on your ability to pay.*
- On your first visit, you will be met the Program Coordinator in the lobby of Woodhull Medical Center and escorted to your first physician appointment. A translator can also be available if needed.

Q. Can I exchange my art for healthcare?

A. Woodhull Medical Center recognizes that artists possess special talents that can lift spirits, bring hope, and provide a momentary break from one’s concerns. Performances or artistic activity enjoyed by individual or groups of hospitalized patients are desirable. For each hour of performance or artistic activity, 40 credits worth of health care services will be added to your personalized health care account. Credit may be exchanged for an equivalent value of health care services in dollars. When you need health care at Woodhull, the fee (your fee scale will be determined at your first visit with a Financial Counselor) will be charged to your health care account. For example, if you performed or provided artistic activity for one hour, your health care account would contain 40 credits. If your doctor visit costs \$20 (as determined by your fee scale), 20 credits will be deducted from your health care account. The result? A free doctor visit plus enough credits left over for another free doctor visit or prescriptions!

Q. What are some ways in which artist have exchanged their talents?

A. The following are only a few ways in which artist have brought their art into the hospital. You will meet individually with the Program Coordinator to find the best way for you to offer your talent:

- Poetry readings to children followed by an art experiential
- Live musician performances in the lobby and at departmental parties
- Yoga sessions for staff and patients
- Dance performances throughout the hospital
- Face painting for children in the hospital
- Art techniques taught to various populations
- Art presentations, gallery showings
- Live performances at special events: Mom's Night Out (for mothers to be), Chemical Dependency Graduation Ceremonies, Hospital Sponsored Community Events
- Performances: Music, poetry, dance for hospitalized patients
- Serving as patient surrogates for physicians in training
- Serving as patient surrogates for training films

Q. What if I enroll in Artist Access and then later get a health care plan, could I use any leftover credits I may have in my “bank”?

A. Yes, you may continue to come to Woodhull for medical care with your new healthcare plan if you choose and use any leftover credits towards your co-pay required by your new health care plan.