



CrescentCare

*A Partnership for Life*

# **Patient & Client Handbook**

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## **Our Mission**

*is to offer comprehensive health and  
wellness services to the community,  
to advocate empowerment,  
to safeguard the rights and dignity of individuals,  
and to provide for an enlightened public.*

**Tenemos este manual disponible en español.  
¡Pida su copia hoy!**

# INTRODUCING CrescentCare

Welcome to CrescentCare!  
We look forward to developing with you  
***A Partnership for Life.***

For 35 years, CrescentCare has delivered quality, person-centered healthcare and supportive services right here in New Orleans. CrescentCare provides community-based wellness services for everyone in the Greater New Orleans area.

The National Committee for Quality Assurance (NCQA) recognized CrescentCare as a Patient-Centered Medical Home (PCMH). We provide relationship-based comprehensive care oriented toward the whole person by using a Care Team approach to health care. Your Care Team includes you, your doctor, a nurse, and a case manager – and counselor, if needed. CrescentCare partners with patients and their families to understand and respect each patient's unique needs, culture, values, and preferences.

Prevention	Medical	Dental	Support Services
<ul style="list-style-type: none"> <li>• Counseling &amp; Testing for HIV, Hep C, &amp; other STIs</li> <li>• Health Education</li> <li>• Community Health Workers</li> <li>• Condom Distribution</li> <li>• NHBS (National HIV Behavioral Surveillance)</li> </ul>	<ul style="list-style-type: none"> <li>• General/Family Medicine</li> <li>• Women's Health</li> <li>• Pregnancy Care</li> <li>• Pediatrics</li> <li>• Psychiatry</li> <li>• Specialty Care (HIV, Diabetes, PrEP, PEP, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Primary Dental Care</li> <li>• Examinations</li> <li>• Routine Cleanings</li> <li>• Kids &amp; Adults</li> <li>• Referrals to Specialty Dentistry</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health &amp; Addiction Services</li> <li>• Case Management</li> <li>• Peer Support</li> <li>• Food &amp; Nutrition Services</li> <li>• Housing Support</li> <li>• Legal Services</li> <li>• Insurance Enrollment</li> </ul>

# OUR SERVICES

**MEDICAL, DENTAL, & BEHAVIORAL HEALTH SERVICES:** CrescentCare offers comprehensive primary medical care, dental care, and behavioral health services for people of all ages. Our team of outstanding medical practitioners provide high quality care, including adult men's and women's health care, pediatrics, and pregnancy care. Our expert team of dentists, hygienists, and assistants will help you develop a treatment plan. We offer behavioral health counseling, psychiatry, and substance use counseling. Sessions are held individually and in groups and are led by licensed mental health professionals.

**MEDICAL NUTRITION THERAPY:** Our registered dietitians/nutritionists provide Medical Nutrition Therapy, an evidence-based, individually-tailored nutrition plan/medical approach to managing certain chronic conditions such as diabetes. Our staff provide group and one-on-one nutrition sessions, cooking classes, diabetes self-management education and support, and a holistic weight management program with a goal of optimal health and wellness.

**CASE MANAGEMENT:** CrescentCare's case management service providers are part of your care team and can assist you with referrals. Your case manager can also assist you in making a plan to prevent a personal crisis, to work through a crisis, and to plan for a mandatory evacuation.

**SEXUALLY TRANSMITTED INFECTION TESTING & TREATMENT:** CrescentCare offers confidential testing and treatment for chlamydia, gonorrhea, Hepatitis C, HIV, syphilis, and other sexually transmitted infections, with same day testing and onsite provision of most medications. Walk-ins or appointments are welcome!

**LGBTQ HEALTH & WELLNESS:** We are sensitive to the unique needs of LGBTQ individuals and their families. We are committed to providing a range of healthcare options including gender-affirming primary care for transgender and gender non-conforming people.



**TRANSGENDER HEALTH SERVICES:** CrescentCare's qualified providers treat all patients, regardless of gender or identity, with respect and compassion. We are pursuing many new strategies to best serve the Transgender Community, such as the recently launched Gender Clinic, a full-day primary care clinic devoted to clients all along the gender spectrum. It is staffed with experienced and highly-trained providers and nurse care coordinators. Using the "informed consent" model, our Gender Clinic is designed to allow increased access to hormone treatments for the Transgender Community and to decrease barriers to care.

**SERVICES FOR PEOPLE LIVING WITH (NEWLY DIAGNOSED) HIV:** HIV is an easily treatable chronic condition. We recognize that you may experience a variety of emotions and may not know what steps to take next. The CrescentCare Start Initiative ensures immediate access to HIV doctors who can start you on medication (if medically appropriate) during your initial visit. We can end the epidemic together through a life-long partnership.

**FOOD FOR FRIENDS:** The Food For Friends (FFF) Program has supplied groceries, household/personal care products, and home delivered meals to clients and their families with HIV/AIDS and cancer in the Greater New Orleans area for over two decades. Our pantry offers easy access for hundreds of clients living with HIV/AIDS who receive our other services to select their choice of groceries, household products, and personal care items each month.

**PEER SUPPORT FOR PEOPLE LIVING WITH HIV/AIDS:** Come talk to a peer who understands what you are going through. Whether you need emotional support, help with adherence to your medication, or maybe just someone to listen to you, a peer can make it easier for you to deal with your day-to-day struggles with HIV/AIDS. Peer support can also help you become more familiar with CrescentCare and the services we provide.

**LEGAL SERVICES:** CrescentCare Legal Services provides a wide array of free civil legal aid to income eligible persons in Louisiana with legal issues involving matters related to or arising from their HIV diagnosis.

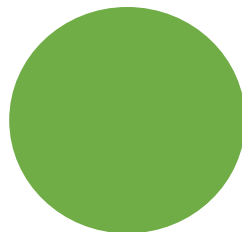
**HEPATITIS C SERVICES:** Approximately 80,000 individuals in Louisiana live with Hepatitis C virus (HCV) and many are unaware of their status. CrescentCare offers testing and provides personalized patient navigation for newly diagnosed patients. Our board-certified infectious disease specialists are trained in the latest treatment options and can provide assistance with access to medications for Hepatitis C.

**CLIENT SERVICES:** CrescentCare's case management services are available for individuals and families with an HIV diagnosis regardless of where they receive primary care. Our case managers provide coordination of medications, medical care, help with health insurance applications and costs, chronic disease management, assistance with substance use and mental health issues, treatment adherence support and education, access to transportation, and referral to other services including food access, financial assistance, housing, peer counseling, health education, behavioral health, housing, legal services, and more. Our goals for our clients are improved health and increased independence.

**HIV PRE-EXPOSURE PROPHYLAXIS (PrEP):** PrEP, or pre-exposure prophylaxis, is a once-a-day pill taken by people who are HIV-negative to prevent HIV transmission. When used on a daily basis, PrEP is over 90% effective at preventing HIV transmission. Using PrEP alongside condoms and other prevention methods provides the maximum level of protection for you and your partners with little to no side effects. PrEP is covered by most insurance plans, and offered to patients at CrescentCare clinics, where specially-trained staff can answer your questions.

**HIV POST-EXPOSURE PROPHYLAXIS (PEP):** HIV PEP is a way to stop HIV transmission after a possible exposure. It works best when given as soon as possible after a potential exposure, and **is only available within 72 hours** of the exposure. CrescentCare handles possible exposure as an emergency, with an immediate same-day appointment.

During your visit, our team of HIV prevention and treatment specialists can start you on medications to prevent you from getting HIV and will monitor you during your treatment course.



**PREVENTION SERVICES:** Our prevention services include community health education, free condom distribution, health education, linkage to PrEP and PEP services, and a wellness program for men who have sex with men (MSM) and transgender communities that includes job training, linkage to care, and one-on-one and group support. Prevention staff operate the New Orleans Syringe Access Program (NOSAP), providing clean, free syringes, information on safer injection, overdose awareness, abscess care, and referral to services.

**FINANCIAL COACHING:** CrescentCare, in partnership with the national Consumer Financial Protection Bureau (CFPB), now offers Financial Coaching services. In-person, individualized, and trustworthy guidance can help with establishing personal and household budgets, setting financial goals, money management, savings plans, home ownership or rental issues, retirement plans, starting or improving a business, education planning, and veterans' issues.

**PARTNER PHARMACIES:** CrescentCare proudly partners with Avita and Walgreens pharmacies to better serve our patients. Working together, all three organizations are able to achieve our missions by providing the best possible care to those who are affected by or living with a complex health condition. Services offered include personal refill reminder calls, access to all financial and co-pay assistance programs, and special compliance packaging. Through these partnerships, patients may be eligible for reduced pricing on medications.



# CONFIDENTIALITY & APPOINTMENTS

We are committed to protecting your privacy. Confidential information is shared with your written consent or if allowed or required by law.

CrescentCare participates in several Health Information Exchange (HIE) networks to allow your treating providers to coordinate your care efficiently. If you would like more information on HIEs or how to opt-out of them, ask a Patient Access Representative, a member of your care team, or contact our Privacy Officer at [privacyofficer@crescentcare.org](mailto:privacyofficer@crescentcare.org).

State law requires that we may release your information in these specific cases:

- If you are in serious danger of harming yourself or if you are at serious risk for harming another person;
- If abuse or neglect of a child, an elderly person, or a disabled person is reported to us;
- If a court orders us to release your clinical record;
- If required for public health disease reporting; or
- If YOU report a social worker, doctor, nurse, therapist or psychiatrist to her/his/their professional licensing board for engaging in a sexual relationship or asking to have a sexual relationship with you, we can be required to share information.

**CONFLICT OF INTEREST:** We pledge to ensure that your relationship with CrescentCare staff is a professional relationship. We always take steps to avoid potential conflicts of interest. It is your responsibility to tell us if you are concerned about a current or potential conflict of interest.

**APPOINTMENTS:** We offer same day appointments. Please bring us a copy of your driver's license or other picture ID and, if you have insurance, valid and current proof of insurance. If you are experiencing a financial hardship, please also bring current proof of income.

If you need to cancel or reschedule your appointment, please call at least 24 hours in advance. Our website ([crescentcare.org](http://crescentcare.org)) is updated during extreme weather emergencies: Please check out the patient section of our updated website for information and resources.

**YOUR ON-LINE ACCESS TO US:** As a patient of CrescentCare, you will have access to your records and your Care Team when you sign up for our Patient Portal. The Portal can be found under the Patient tab on our website ([crescentcare.org](http://crescentcare.org)) and there you will have the ability to email your Care Team and to see your lab results and medical records. See one of our staff members for your personal access to the Portal.



Every person has the right to be treated with respect, without regard to race, creed, color, age, sex, gender, gender identity, marital or parental status, sexual orientation, religion, ancestry, national origin, physical or mental ability (including substance use), immigration status, unfavorable military discharge, membership in an activist organization, HIV-status, or any basis prohibited by law.

## **THESE ARE YOUR RIGHTS: YOU CAN EXPECT TO...**

- Be treated with respect;
- Communicate with your Care Team about your care and understand your treatment;
- Have your questions answered;
- Choose your provider. You have the right to ask for a change;
- Identify the doctors, nurses, case managers and other staff who are caring for you. All staff members wear an ID badge to tell you their names and jobs. You will also be told if someone is in training;
- Understand how much your care costs;
- Make the final decision about your care. You may change your mind or refuse services before or during any recommended treatment or plan of care;
- Tell us now what you want us to do later about end of life decisions (called a living will, health care proxy, or durable power of attorney for health care);
- Have everything about your care treated as confidential: records, phone calls and exams. We only report your information if it is permitted or required by law (like in cases of suspected abuse or public health disease reporting);
- Receive a copy of your medical records;
- Ask us about business relationships we might have that could influence your treatment and care;
- Know about our practices as they may relate to your care, your treatment, and your responsibilities;
- Ask us about resources that we have available to resolve disputes, grievances and conflicts;
- Know that we never physically restrain our patients or clients; and
- Be notified verbally and in writing if your services are restricted at CrescentCare because we haven't been able to work out issues. We will also work with you to find a practice that better suits your needs.

**These rights can be exercised on your behalf by a designated surrogate or proxy decision-maker if you lack decision-making capacity, are legally incompetent, or are a minor.**

## **THESE ARE YOUR RESPONSIBILITIES: YOU SHOULD...**

- Treat everyone with respect and courtesy at all times;
- Communicate with your Care Team and give us complete and truthful information about your health and living situation, medications, past and current treatment and contact information of other providers;
- Ask questions. We will tell you about the risks, benefits and estimated costs to you. If you have an advocate, your advocate also has the right ask us questions;
- Follow the treatment plan that you and your provider develop. Tell us right away if you decide to stop treatment or go against your provider's advice;
- Keep any scheduled appointments. If you must cancel, you are responsible for telling us 24 hours in advance;
- Give us complete information about your insurance coverage and financial situation;
- Tell us about your concerns. If you have a grievance, we can help you follow our grievance process;
- Ask us about additional treatment and follow-up services;
- Always behave appropriately when you are in our facilities;
- Know that all of our sites are weapons-, drug-, smoke- and alcohol-free zones;
- The use of tobacco products (including, but not limited to, cigarettes, cigars, pipes, smokeless tobacco, and other nicotine products, including electronic cigarettes or vaping devices or any other product packaged for smoking or the simulation of smoking) is prohibited throughout all indoor areas under the control of CrescentCare. Please don't bring these with you when you meet with our staff; and
- Know that if you appear intoxicated or with diminished capacity due to illegal or legal drug or alcohol use when seeking any service, including those in a community-based setting, we will reschedule the visit.

# OUR PAYMENT PRACTICES

All CrescentCare sites will serve anyone who comes to us for care, regardless of their ability to pay or their insurance status. Cost should not be a barrier to your health care. Cost for services will vary based on the services provided, insurance status, income, household composition, and other factors.

We offer a sliding discount on fees for CrescentCare services to people who qualify. Discounts are available to families whose household income is at or below 200% of the Federal Government's Poverty Guidelines (FGPG) (updated annually).

We define family as individuals who describe and present themselves as a family for services, regardless of actual or perceived marital status, sexual orientation or gender identity. A family may be a group of related or unrelated persons who share living arrangements, expenses, and income.

**INSURANCE ENROLLMENT:** CrescentCare can help patients with enrollment in Medicaid, Medicare or the federal marketplace for health insurance coverage. CrescentCare is certified with the state of Louisiana as a Medicaid Application Assistance Center. Most people who are citizens of, or lawfully present in, Louisiana and have an income at or below 138% of the FGPG (\$16,753 a year for a single person in 2018) are eligible for Medicaid based on income.

**COST:** If you have insurance, all applicable co-payments and deductibles must be paid at the time of service. You may be eligible for the sliding fee discounts on your portion of the balance, even if you have insurance. Please note that if you have more than one appointment in the same day, you may have two separate co-pays. Please be aware that some of the services you receive may not be covered – or not considered reasonable or necessary – by your insurance. You must pay for these services at the time of your visit, unless other arrangements have been made. If your insurance company does not pay your claim, the balance will automatically be billed to you. Payment plans are available upon request.

We can still see you for services even if you do not want us to bill your insurance for services. You will be responsible for all billable fees.

**LABS:** If you have insurance, the lab company to which you are referred will bill your lab charges directly to your insurance plan. The lab company **will bill you directly** for any costs your insurance doesn't cover. If your household income is below 200% of the FGPG, lab costs are included in your visit cost.

If you need lab services, the lab company will bill you directly.

## **Notice Informing Individuals About Nondiscrimination & Accessibility Requirements:**

### **Discrimination is Against the Law**

CrescentCare complies with applicable Federal civil rights laws and does not discriminate against, exclude or treat people differently on the basis of race, color, national origin, age, disability, or sex. CrescentCare provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters or written information in other formats as needed. We use a Language Line to provide language services to people whose primary language is not English.

If you need these services, please let any staff member know. If you believe that CrescentCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Noel Twilbeck, 2601 Tulane Ave. Suite 500, New Orleans, LA 70119, (504) 821-2601 or [noel.twilbeck@crescentcare.org](mailto:noel.twilbeck@crescentcare.org). You can file a grievance in person, by mail, or email. If you need help filing a grievance, please let a staff member know.

You can also file a civil rights complaint electronically with the U.S. Department of Health and Human Services, Office for Civil Rights through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

Also by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building

Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>



**If you suspect theft, fraud,  
waste, or abuse of public  
funds by anyone, you can  
contact the  
Louisiana Legislative  
Auditor HOTLINE.**

**Contact the LLA HOTLINE:**

**Toll-free: 1-844-503-7283**

**Fax: 1-844-403-7283**

**Online:**

**<https://www.lla.la.gov/report-fraud/>**

**US Mail: LLA Hotline, P.O. Box  
94397, Baton Rouge, LA 70804**

**[CrescentCare.org](http://CrescentCare.org)**

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# WHERE YOU CAN FIND US

## COMING SOON!

We are excited to welcome you soon to our state-of-the-art, newly constructed facility! CrescentCare is combining 4 of our current locations into a single location to better service you and our community. The following locations will now be located at the new site: 2601 Tulane, 4640 S. Carrollton, 507 Frenchmen and 2610 Esplanade.

Find us at **1631 Elysian Fields, New Orleans, LA 70117** in the Fall of 2018.

## DOCTORS' OFFICES

### • **Family Care Services Center**

4640 S. Carrollton Ave., Suite 120, New Orleans, LA 70119

504-378-0427

#### *Hours of Operation:*

*Monday - Wednesday: 8:30 a.m. - 5:00 p.m.*

*Thursday: 8:30 a.m. - 8:00 p.m.*

*Friday: 10:00 a.m. - 4:30 p.m.*

### • **CrescentCare Specialty Center**

2601 Tulane Ave., Suite 500, New Orleans, LA 70119

504-821-2601

#### *Hours of Operation:*

*Monday, Tuesday, Friday: 8:30 a.m. - 5:00 p.m.*

*Wednesday-Thursday: 8:30 a.m. - 7:00 p.m.*

### • **CrescentCare Health and Wellness Center**

3308 Tulane Ave., New Orleans, LA 70119

504-207-2273

#### *Hours of Operation:*

*Monday & Thursday: 8:30 a.m. - 5:00 p.m. Tuesday*

*& Wednesday: 8:30 a.m. - 8:00 p.m.*

*Friday: 8:30 a.m. - 4:00 p.m.*

*Saturday: 8:00 a.m. - 12:00 p.m.*

### • **CrescentCare Oral Health Services**

3308 Tulane Ave., 5th Floor, New Orleans, LA 70119

504-293-6880

#### *Hours of Operation:*

*Monday - Friday: 8:30 a.m. - 5:00 p.m.*

### • **LSU-CrescentCare Sexual Health Center**

3308 Tulane Ave., 5th Floor, New Orleans, LA 70119

504-293-6899

#### *Hours of Operation:*

*Monday - Friday: 7:30 a.m. - 4:00 p.m.*

## PROGRAM OFFICES

- **CAN (Community Awareness Network) Office**

507 Frenchmen St., New Orleans, LA 70116  
504-945-4000

*HIV Testing Hours:*

*Tuesdays & Thursdays: 4:30 p.m. - 7:30 p.m.*

*Saturdays: 1:00 p.m. - 3:00 p.m.*

- **The Movement**

2610 Esplanade Ave., Suite B, New Orleans, LA 70119  
504-267-4288

*HIV Testing Hours: (Español disponible)*

*Mondays: 12:00 p.m. - 8:00 p.m.*

*Thursdays & Fridays: 12:00 p.m. - 5:00 p.m.*

- **Family Advocacy, Care and Education Services (FACES) Program**

4640 S. Carrollton Ave. Suite 103, New Orleans, LA 70119  
504-821-4611

- **Food For Friends Kitchen (First Unitarian Universalist Church)**

2903 Jefferson Ave., New Orleans, LA 70115  
(Corner of Jefferson Ave. and S. Claiborne Ave.)  
504-821-4611

- **Food For Friends Pantry**

2601 Tulane Ave., Suite 500, New Orleans, LA 70119  
504-821-2601

*Hours of Operation:*

*Monday – Friday: 9:00 am - 2:30 pm*

- **Exchange Support Services (Region 3 - Houma/Thibodaux)**

106 Exchange Alley, Houma, LA 70360  
985-223-4017

- **CrescentCare Legal Services**

- **New Orleans Office**

2601 Tulane Ave., Suite 630, New Orleans, LA 70119  
504-821-2601  
Toll Free: 1-800-375-5035

- **Baton Rouge Office**

4550 North Blvd., Suite 227, Baton Rouge, LA 70806  
225-302-5968

# Thank You for Choosing CrescentCare

## KEY ACCESS CONTACT NUMBERS

- **After-Hours, Non-Urgent Medical Situation: 504-457-2711**
- **New Patient HIV Navigator: 504-418-5640**
- **Schedule a PrEP visit: 504-207-2273**
- **PrEP Navigator: 504-777-5181**
- **Hepatitis C Navigator: 504-312-3264**
- **Billing & Payment Assistance: 504-212-2785**

*Learn more by visiting us online at:*  
[crescentcare.org](http://crescentcare.org)





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*A Partnership for Life*

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