



CrescentCare

A Partnership for Life

**Patient & Client
Handbook**



CrescentCare

A Partnership for Life

Welcome!

To our patients, clients, friends and neighbors:

We asked you what you need to stay healthy and you told us:

- Care you can afford,
- Care that's close to home, school or work, and
- Care for you and your family's health all in one place

This is why we created CrescentCare—to meet all these needs. When you look for a “medical home” for yourself or your family, look to your neighborhood CrescentCare Health Center!

We welcome you to CrescentCare, where we're looking forward to ***A Partnership for Life*** with you, your friends and your loved ones.

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.

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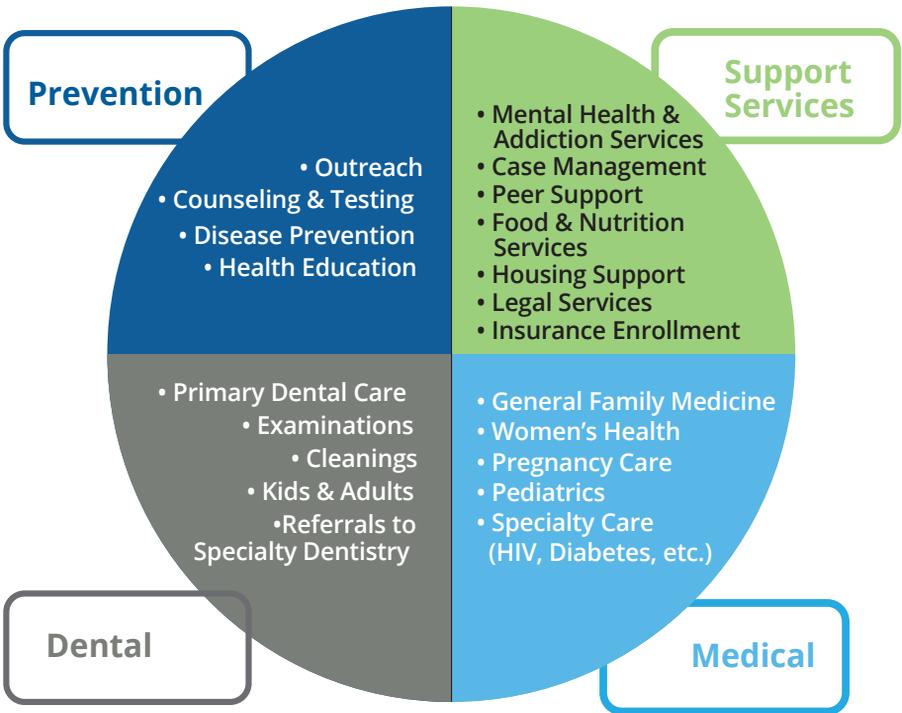
Our Practices

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



Introducing CrescentCare

For more than 30 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. We wrote this handbook to help you to understand who we are and what you can expect from your relationship with us.

Our focus is our community. This includes our current patients and their families and friends; people who work in service industry, including hotels, restaurants, and bars; the lesbian, gay, bisexual, and transgendered community; and people who live in neighborhoods that have been slow to rebuild after Hurricane Katrina. ***We will always see you — even if you do not have insurance!***

We recognize that staying healthy involves more than taking medication. Our philosophy is to provide a “Care Team” approach to partner with you and your family to get the best quality health care. Your Care Team includes you, your doctor, a nurse and a case manager and counselor, if needed. We also offer health education classes, prevention services, housing support and legal services. You might only come to us for preventive health care, while your neighbor may receive a full list of services from us. Either way, we’re here for you!



Our Services

PREVENTION: Our Prevention Team works to promote wellness and to prevent ill health, disease and its consequences. Much of your health is in your hands, from hand washing to exercise, eating right, not smoking, getting tested and going to the doctor. Prevention is about working with you to help you use the power you have to keep yourself well—or to simply take one or two steps towards life style changes that will move you along a continuum to better health. Prevention seeks to help you, and our community, with accurate, up-to-date knowledge, concrete and realistic strategies for healthier behavior and easier access to us, like being available on weekends and evenings. You may find the CrescentCare Prevention Team at locations like health fairs, schools and colleges, and even places like bars or other community gathering places. Prevention works to bring services like screening tests out into the community since awareness is the first step to prevention and treatment. Prevention's goal is to help you live an active, long and healthy life.

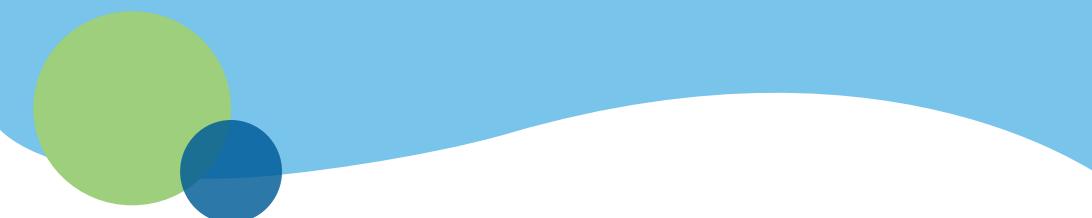
Prevention's current services include testing for sexually transmitted diseases such as HIV, syphilis, and hepatitis. We also do prevention education via social media and at community events. We help patients who test positive to access services. And we offer syringe access at our Community Awareness Network (CAN) office.

CONSUMER SUPPORTS: In over 30 years of health experience working in the community, we have learned that you need more than a prescription to stay well. Our supportive services include case management, peer support, counseling, and other support services.

We always work to support you. We hire people from the community to lead our peer support activities and groups. Peers are people like you with similar life experiences. They share their life experiences so you don't feel so alone.

We hold an Empowerment Conference for people living with HIV/AIDS so they can learn new skills and take away key tools to become a powerful advocate for themselves and their families.

We have partnered with members of the community to provide cooking classes for our patients. Every Wednesday we offer our Life Skills classes that bring in different speakers on topics ranging from photography to legal rights. Our Life Skills Program is open to any CrescentCare patient.



Our social workers and case managers can help you connect with primary and specialty medical care and refer you to food, housing, and emergency services for which you qualify. We offer some services onsite, and we also make referrals to community partners. Case managers can help you to enroll in an insurance plan, apply for public benefits, and find a number of other services you might need. We also maintain a clothing closet for those emergencies many families experience from time-to-time.

Every program has rules about who qualifies for services. Some programs are for people with certain incomes, or who live in certain neighborhoods, while others also require certain health conditions to qualify. For example, some programs are limited to individuals living with HIV/AIDS, others for people experiencing homelessness, and still others are limited to certain mental health conditions. Case managers can explain the different programs, and let you know which ones you qualify for.

Our case managers will work with you and your Care Team to develop an individual treatment plan that identifies areas that will support your goals of health and wellness. Your plan is a guide that lists your strengths, abilities and health goals and describes steps to achieve success and document progress.

BEHAVIORAL HEALTH: Our licensed and experienced social workers and psychiatrists are here to serve you or your family members living with mental illness or addiction, with the goal of supporting an independent and productive life. Services include psychiatry, individual and group behavioral health and substance abuse counseling. If you need it, we will provide a personalized support network that includes your Care Team.

As a member of your Care Team, your counselor works alongside your primary care provider and case manager to coordinate your care—especially when you or a family member have medical, social and behavioral health problems that occur together. Therapy visits include an intake session where you will tell your therapist about yourself. From that session, you and your counselor will develop a treatment plan. You and your provider will create this treatment plan together by identifying your strengths, needs, abilities and goals. We develop your treatment plan to identify obstacles or mental health symptoms that could stand in the way of your best mental health, blocking you from meeting your goals.

When your work with the therapist is done, your therapist will continue to work with you to ensure that you have a plan to stay healthy. We will work with you to make sure you have the additional resources you might need. When appropriate, attempts will be made to follow up with you if you drop out or withdraw from care without informing your provider or Care Team.

PRIMARY MEDICAL CARE: We now see anyone who needs healthcare—adults, children, and teens of all ages and stages of life. Our Care Teams are made up of you, your provider, a nurse, and a social worker to assist you. You are at the center of your team, so whenever you need to talk to someone who knows you or your family, a member of your team can help. We use the best technology available to track your visits and test results in an electronic health record that you and all of your providers can see on-line; you can see your results and your scheduled appointments through the patient portal. We also partner with Avita Pharmacy to provide discount drug pricing to patients without insurance.

Our teams cover general and specialty medical services, including well-women's care, pre-natal services, infant and pediatric care, adolescent medicine and older adult primary care. Our Specialty Care services address infectious diseases and chronic conditions including diabetes, hepatitis, HIV and heart problems. Your Care Team will let you know about free educational and health-related events held regularly in our centers. We try to offer "one-stop shopping!"

LSU/CrescentCare SEXUAL HEALTH CLINIC: Housed in a newly-constructed space located on the 5th floor of the building with our Health and Wellness Center, the Sexual Health Clinic is staffed by STD experts from LSU with over 50 years of combined experience diagnosing and managing STDs. Offering both same day walk-in visits as well as appointments, the clinic provides fast and friendly STD testing and treatment with most medicines provided onsite. Confidential or anonymous rapid HIV testing is available daily. Services are available regardless of insurance status to best serve our community.

DENTAL SERVICES: Our new dental practice is now open at CrescentCare Health and Wellness Center. It is a state of the art, all digital office with five treatment rooms and we provide a full range of preventive, restorative and emergency dental services.

LEGAL SERVICES: Our team of attorneys and legal advocates are available to provide direct legal representation, advice and advocacy to clients who qualify for assistance. We are also able to refer clients to a statewide network of public interest law firms and private attorney referrals. While our services are primarily focused on addressing legal issues impacting persons living with HIV/AIDS, we are expanding our services to the broader community through our medical-legal partnership. Through the MLP, we are able to provide legal assistance to the general public on a sliding fee scale in limited areas of the law. Referrals are made to other community partners on matters for which we are unable to assist. If you need legal assistance, contact our legal department at 504-568-1631 or speak with your case manager for more information.



Every person has the right to have their rights respected, without regard to race, creed, color, age, sex, gender, gender identity, marital or parental status, sexual orientation, religion, ancestry, national origin, physical or mental handicap (including substance abuse), immigration status, unfavorable military discharge, membership in an activist organization, HIV infection or any basis prohibited by law.

These Are Your Rights

You can expect to ...

- Be treated with respect
- Talk with your Care Team about your care and understand your treatment
- Have your questions answered
- Choose your provider: if you prefer to see someone different, you have the right to ask for a change.
- Recognize the doctors, nurses, case managers and other staff who are caring for you; all staff wear an ID badge to tell you their name and job and we'll also tell you 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; we want you to know what to expect from decisions you make
- 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—like 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 diseases)
- Receive a copy of your medical records, if you choose
- Ask us about business relationships we might have with medical schools, other providers, or anyone that could influence your treatment and care
- Know about our practices that relate to your care, treatment, and responsibilities; we will tell you about resources that we have available to resolve disputes, grievances and conflicts

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 make; tell us right away if you decide to stop treatment or go against your provider's advice
- Keep any scheduled appointments—if you have to cancel, you are responsible for telling us 24 hours beforehand that you will not be there
- Give us complete information about your insurance coverage and financial situation; we can help you figure out what your financial needs are
- 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



Our Expectations

RESPECT: We will always show you respect and expect the same from you. We all have bad days and understand when you do, too. We try our best to work out problems, but if it still doesn't work for you, we may have to ask you to go somewhere else for care. Dangerous or inappropriate behavior has consequences, if your rights or services are restricted at CrescentCare, we will notify you verbally and in writing to the best of our ability. If it does come to that, (and we will do everything we can to see that it doesn't) we will work with you to find a practice that better suits you.

CONFIDENTIALITY: We are committed to protecting your privacy. Confidential information will be shared only with your written consent, if your safety or the safety of someone else is imminently threatened, or if a court orders that your information be released. State law requires that we may only 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 YOU report a social worker, doctor, nurse, therapist or psychiatrist to her/his 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. It is your responsibility to tell us if you are concerned about a current or potential conflict of interest. We always take steps to avoid potential conflicts of interest.

SMOKING: All CrescentCare facilities are SMOKE-FREE. The use of tobacco products (including, but not limited to, cigarettes, 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.

DRUGS, ALCOHOL AND WEAPONS: We try hard to balance our respect for you with our need to maintain a safe space for all the people we serve and for our staff. All of our centers and program sites are drug-free, alcohol-free and weapons-free workplaces. Illegal drug use and/or alcohol abuse do not go well with your plan for improving your health and recovery. If you appear intoxicated or with diminished capacity due to illegal or legal drug use when seeking any service, including those in a community-based setting, we will reschedule the visit.

No weapons are permitted at our program sites or when you meet with us in a community-based setting. If you refuse to comply with our request to remove your weapon, we will reschedule the visit. If we provide services in your home, your weapons should be kept out-of-sight, secured and removed from the room where we meet with you. When we know about weapons in your home, we will work with you to write a safety plan for your family and our staff regarding the weapons.

SECLUSION AND RESTRAINTS: CrescentCare does not operate inpatient facilities: we are a community health center, and we do not have the resources to physically restrain or seclude the individuals we serve.

CRISIS PREVENTION: CrescentCare staff will assist you in making a plan to prevent personal crisis as well as to safely work through a crisis should one occur. Please contact us if you would like to talk about your personal crisis plan.

EVACUATION INFORMATION: Your care team can help you to develop your family's plans in case of a mandatory evacuation. Our case managers have resources available and you can contact the City of New Orleans' help-line 3-1-1 to sign up for City-assisted evacuation if you need help getting out. You can also sign up for our Patient Portal to find additional information: both of our websites listed on page 19 are regularly updated during extreme weather emergencies so you can find out about mandatory closing and/or evacuation.



Our Practices

OUR GRIEVANCE PROCESS: We provide our services to everyone, whether or not you have the ability to pay for them.

When you have a problem, you should discuss it first with someone on your Care Team (doctor, nurse, social worker). If this doesn't work or you feel uncomfortable with this, you have other options. You can ask any CrescentCare staff member for a copy of our grievance process. We will also help you with the process if you need help. If you feel we treated you unfairly, you can file a grievance. We take all complaints and grievances seriously, and address them confidentially.

OUR COMMUNICATION WITH YOU: We consider you to be the most important member of our Care Team: without you, we wouldn't be here! We want to make you a full partner in your own and your family's care by telling you about the ways we can contact you. We also want you to tell us how you want us to contact you. We remind patients of appointments, lab results, patient surveys, and other items by:

- Calls or texts to your cell phone or someone else's phone
- Mail delivery to an address you choose,
- Email

When we contact you, we will identify ourselves as a member of your CrescentCare Team and remind you of an appointment or leave a message to call us back.

OUR PAYMENT PRACTICES: We offer a sliding discount on fees for CrescentCare services for people who qualify. Discounts are available to families whose income is at or below 200% of the federal government's Poverty Guidelines which are updated each year. Our sliding discount of your fee means that your costs change according to you or your family's income.

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, and share expenses and income.

If you do not have insurance, our staff can help you to sign up for benefits if you are eligible. Please speak with someone on our staff for more detailed information. All of our sites serve anyone who comes to us for care, regardless of ability to pay.

If you have insurance, we will charge you according to the guidelines of your plan (for copays and deductibles). You may be eligible for the sliding fee discounts on your portion of the balance, even if you have insurance. Your labs will be billed directly to your insurance plan by the lab, and the lab company **will bill you directly** for any costs your insurance doesn't cover.

We can still see you for services even if you do not want us to bill your insurance for services. You will be "self-pay" and responsible for all billed fees. If you need lab services, the lab company will bill you directly.

We offer additional assistance through the Ryan White Program if you are HIV positive (+). The Ryan White Program has different sliding scale discount rules. If you are HIV+, you can meet with a case manager to talk about it. Ryan White services apply to people with incomes at or below 400% of the federal Poverty Guidelines.

We want to ensure that paying for your services is not a barrier to your care, so we developed payment practices to assist qualified people. You can get a copy of the full document and ask us questions about applying.

INSURANCE: We participate in most insurance plans, including Medicare and Medicaid. If you are not insured by a plan we do business with, we expect you to pay us at each visit. If you are insured by a plan but don't have an up-to-date insurance card, payment for each visit is required until we can verify your coverage.

FINANCIAL ASSISTANCE: You can apply for financial assistance by completing a financial assistance application to see if you are eligible for discounts on our fees based upon the current federal Poverty Guidelines.

CO-PAYMENTS AND DEDUCTIBLES: All co-payments and deductibles must be paid at the time of service. This arrangement is part of your contract with your insurance company. We are required to collect co-payments and deductibles from patients. Please note, if you have more than one appointment in the same day, you may have two separate copays.

NON-COVERED SERVICES: 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.

PROOF OF INSURANCE: You must complete our patient information form before we see you. You'll need to bring us a copy of your driver's license or other picture ID and a current, valid proof of insurance if you have it. It is important that you give us your correct insurance information so that we can submit a claim for your care and you don't have to pay out of pocket.

SUBMITTING YOUR CLAIMS: We submit your claims to the insurance company and will assist you to get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility, whether or not your insurance company pays your claim.

IF YOUR COVERAGE CHANGES: If your insurance changes, please notify us before your next visit so we can make the appropriate changes to help you receive your maximum benefits. If your insurance company does not pay your claim, the balance will automatically be billed to you.

NONPAYMENT: If your account is 60 to 90 days past due, we may contact you regarding the balance and ask you about your ability to pay. Payment plans are available upon request. If your account becomes 120 days past due, your account will be reviewed and we may take further action. Please communicate with us!

MISSED APPOINTMENTS: We appreciate 24 hour notice if you need to cancel or reschedule your appointment. We may make alternative arrangements with patients who repeatedly miss appointments with no prior notice. We will continue to work with you to get back on a schedule of regular appointments.



Where You Can Find Us

CrescentCare operates in the following locations.

Doctor's Offices

- **Family Care Services Center**
4640 S. Carrollton Ave., Suite 120
New Orleans, LA 70119
504-378-0427
HoursofOperation:
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
HoursofOperation:
Monday, Tuesday, Thursday, Friday: 8:30 a.m. - 5:00 p.m.
Wednesday: 8:30 a.m. - 7:00 p.m.
- **CrescentCare Health and Wellness Center**
3308 Tulane Ave.
New Orleans, LA 70119
504-207-2273
HoursofOperation:
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.
- **After - Hours, Non-Urgent Medical Situation**
504-457-2711

Program Offices

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

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

HIV Testing Hours:

Mondays: 1:00 p.m. - 3:00 p.m. (rapid syphilis testing also available)
Tuesdays & Thursdays: 4:30 p.m. -7:30 p.m.
Saturdays: 1:00 p.m. - 3:00 p.m.

- **The Movement**

2601 Esplanade Ave.
New Orleans, LA 70119
504-267-4288

HIV Testing Hours:

Mondays:
5:00 p.m. - 8:00 p.m. (rapid syphilis testing also available)
Thursdays & Fridays:
12:00 p.m. - 5:00 p.m. (rapid syphilis testing also available)

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

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

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

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

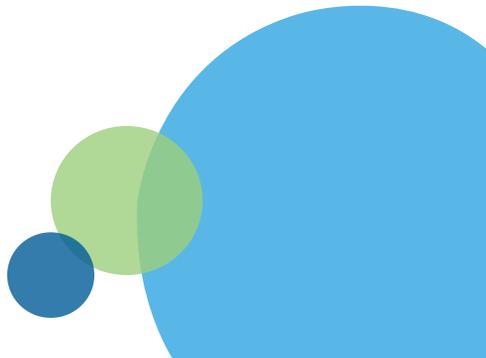
- **Exchange Services (Region 3 - Houma/Thibadeaux)**

104 Exchange Alley
Houma, LA 70360
985-267-4017

- **CrescentCare Legal Services**

- **Main Office**
2601 Tulane Ave., Suite 500
New Orleans, LA 70119
504-568-1631
Toll Free: 1-800-375-5035

- **Baton Rouge Office**
4550 North Blvd., Suite 204
Baton Rouge, LA 70806
225-302-5968



Thank You for Choosing CrescentCare

Learn more by visiting:
www.crescentcarehealth.org
www.noaidstaskforce.org

We look forward to
working with you!

You can contact the Louisiana Legislative Auditor HOTLINE if you suspect Theft, Fraud, Waste or Abuse of public funds by anyone.

Contact the LLA HOTLINE:

Toll-free 1-844-50 FRAUD (503-7283)

Fax: 1-844-844-40 FRAUD (403-7283)

Online: ReportFraud.LA

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





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