



As you may know, on February 1, 2018 Health Care Access will become a part of Heartland Community Health Center. Therefore, we'd like to take this opportunity to share with you some talking points/FAQs that may help you in your conversations with patients, clients, colleagues and community members.

The following information was sent to HCA patients in a joint letter from Heartland and HCA:

Heartland is ready to welcome you and continue your care. Heartland looks forward to getting to know you and serving you with high-quality, affordable care, regardless of income or insurance status. To get started, here are the answers to some questions you might have.

AM I A HEARTLAND PATIENT NOW?

Your medical records will be transferred from HCA to Heartland by February 1. If you would like to continue care at Heartland, just call the Front Desk at (785) 841-7297 to schedule an appointment.

HOW DOES HEARTLAND SCHEDULING WORK?

When you call, please let the staff know you are a Health Care Access patient choosing to continue care with Heartland. Heartland schedules patients up to 2 weeks out for Primary Care, other services may vary.

HABLA ESPAÑOL?

Heartland has Spanish-speaking staff members ready to assist you with your health care needs. Please call our Front Desk at 785-841-7297 to get scheduled. We look forward to serving you!

WHO WILL BE MY PROVIDER?

The Front Desk staff is happy to help you find a Primary Care Provider at Heartland that is the right fit for your needs. We currently have 6 primary care providers, plus mental health, physical therapy and dental providers. You can also read more about our providers in the "About Us" section of our website, www.HeartlandHealth.org.

HOW MUCH WILL I PAY AT HEARTLAND?

Heartland does not want cost to be a barrier to your health care. Heartland can serve the uninsured, under-insured and those with commercial insurance plans. Heartland offers sliding scales and payment plans. Patients will not be turned away on the day of service for inability to pay. For patients with a balance due at Health Care Access - good news - your balance will be eliminated and you will start fresh with a zero balance at Heartland. Our lowest slide is only \$15. The same as was the lowest at HCA. Also, the cost of Heartland's office visit can include many common labs and we are able to do these on-site.

WILL I BE ABLE TO GET FREE MEDICATION?

We can help patients receive reduced cost medications. Heartland helps patients enroll in medication assistance programs, as well as having some medications available on-site.

WHAT IF I NEED A SPECIALIST?

Heartland works with a network of providers throughout the region for specialized referrals.

WHY SHOULD I CHOOSE HEARTLAND?

We care about your total health. Heartland's integrated care approach treats the whole person, from head to toe, with Primary Care, Dental Care, Behavioral Health, Psychiatry, and Physical Therapy. Heartland also offers wrap around programs, such as Rent & Utility Assistance, a Food Pantry, Medication Assistance, Chronic Disease Management, Women's Health Screenings, and Insurance Navigation.

Again, we hope you will choose Heartland as your health home. **Questions?** Please feel free to contact the Heartland Front Desk staff at (785) 841-7297 or visit our website at www.HeartlandHealth.org for more information.