



New Patient Welcome Packet

*Providing quality healthcare for over 40 years,
Community Care is here for you.*

For information about locations
and services, visit our website at
www.CCWV.org



Chronic Care • Acute Care • School-Based Health • Pharmacy
Behavioral Health • Pain Management • Addiction & Recovery • Dental

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Welcome,

Community Care of West Virginia, Inc. (CCWV) has provided healthcare in north-central West Virginia for 40 years. At CCWV, we strive to meet our mission. We believe care should be the highest quality at the lowest possible cost, with the highest patient satisfaction.

We look forward to working with you as a partner in managing your health care.

As your Patient-Centered Medical Home (PCMH), you will work with a team of caring professionals, who deliver primary care that is focused on making sure your health care needs are met. As part of this care, we will coordinate all your care including office visits for routine and preventive care, referrals to specialists and follow-up on those visits, pharmacy needs and, when necessary, hospital care. We will work hard to continually improve the quality of the care we provide, while also reducing your costs.

One advantage, among many, to partnering with CCWV is accessibility to your Care Team on your schedule. In addition to offering extended hours of service, you may also access CCWV via our Patient Portal or through secure texting. Using your own secure password, you can log into the online patient portal 24 hours a day, 7 days a week, from the comfort and privacy of your home or office. With our patient portal, you can view and request appointments, retrieve test results, view your personal health information, update contact information, view your billing statements and balance, make secure credit card payments, request prescriptions and refills, and communicate directly with your Care Team by sending and receiving secure messages. It's easy to sign up! Simply visit our website at www.CCWV.org and click the *Patient Portal* link under the *Patient Resources* tab on the home page.

Another service offered by CCWV is "after hours" call. If you have an urgent medical need after business hours, you may call **1-888-557-2298**. Our "on-call" medical provider will have access to your electronic health record so your individual needs can be addressed.

Again, welcome to CCWV...your patient-centered medical home.

With hopes for a healthy future,

A handwritten signature in black ink, appearing to read 'Rick Simon'.

Rick Simon, CEO

CCWV is a Federally Qualified Health Center. Each of its sites is a deemed facility under the Federal Tort Claims Act and is covered by 42 U.S.C. 233. CCWV health centers receive HHS funding and have Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.



Our Mission

The mission of CCWV is to help our communities live the healthiest lives possible by meeting their immediate and long-term healthcare needs. This mission is accomplished by providing high quality, accessible, comprehensive, culturally-appropriate, cost-effective healthcare services, by serving as a true comprehensive medical home for our patients and customers, and by striving to fulfill the objectives of The Institute for Healthcare Improvement's Triple Aim.

At CCWV, we believe that the best care is proactive and patient-centered, supported by electronic systems that ensure that every patient is offered the full breadth of available services, including general primary care, diagnostic laboratory, screenings, emergency medical services, voluntary family planning, immunizations, well child services, obstetrics and gynecological care, referral to specialty services, pharmacy, substance abuse services, case management, health education, outreach, referral and translation.

To meet the commitment to this mission, CCWV strives always to deliver high quality, cost-effective healthcare and to work with our patients and communities to educate and encourage healthy and productive lives.

We support and try to embody the Institute for Healthcare Improvements "Triple Aim"

The Triple Aim simultaneously accomplishes these three critical objectives:

- *Improve the health of the population served*
- *Improve the experience of each individual*
- *Affordability as measured by the total cost of care*

Website, Patient Portal, and Texting Information

The Community Care of WV, Inc. (CCWV) website contains information about our company, our services and our location. To access our website, open your web browser (like Internet Explorer or Safari) and enter:

www.CCWV.org

This will open our website for you and you may “click” on any of the topics for additional information.

CCWV also has a **Patient Portal** to provide you with 24 hour/day online access to your health information so you may:

- View appointment details
- Exchange secure messages with our staff
- Update your contact and insurance information; read and print important forms
- Access your most recent lab results and health data
- Request an appointment or refill
- Pay your bill

To access the Patient Portal, “click” on the “Patient Resources” tab and then on “Patient Portal”. Log in if you have already set up an account. Otherwise, follow the step-by-step instructions provided to register. You may also ask a staff member at any CCWV location to help you, if needed.

Community Care of West Virginia, Inc. provides evidenced based care. Your clinical questions submitted via the portal will be answered within one business day. Refill requests will be processed in a timely manner. Narcotics refills will not be processed without a visit with your chronic primary care provider.

CCWV also offers the convenience of texting to contact your provider.

Text your CCWV clinic number any time during office hours for anything you need:

- Request refills
- Schedule appointments
- Find out about test results
- Ask your Care Team questions





**Health Centers-Chronic & Acute Care
Contact and Access Information for Patients**

**locations with co-located pharmacies are noted*

Braxton County	Community Care-Flatwoods 266 Skidmore Lane (Flatwoods Outlet Mall) Sutton, WV 26601 (304) 765-4400	Community Care-Flatwoods II/CareXpress 273 Skidmore Lane (Flatwoods Outlet Mall) Sutton, WV 26601 (304) 765-0351	
Clay County	Community Care-Big Otter (Big Otter Health Clinic) 797 Clinic Road Ivydale, WV 25113 (304) 286-4200	Community Care/CareXpress-Clay (Clay Primary Care & Pharmacy) (Acute walk-in and Chronic Care) 122 Center Street Clay, WV 25043 (304) 587-7301	
Harrison County	Community Care-Clarksburg/CareXpress 700 Oakmound Road Clarksburg, WV 26301 (304) 623-6330	Community Care-West Milford (West Milford Health Center) 597 Liberty Street West Milford, WV 26451 (304) 745-4568	Community Care-Bridgeport (Pain Management & Behavioral Health) 65 Professional Place, Ste 102 Bridgeport, WV 26330 (304) 848-5770
Lewis County	Community Care-Weston/CareXpress (CCWV Weston & Pharmacy) 107 Staunton Drive Weston, WV 26452 (304) 269-2022		
Pocahontas County	Community Care-Green Bank 4498 Potomac Highland Trail Green Bank, WV 24944 (304) 456-5115	Community Care- Marlinton 821 3 rd Avenue Marlinton, WV 24954 (304) 799-4404	
Randolph County	Community Care-Helvetia (Little Meadow Health Center) 100 Pickens Road Helvetia, WV 26224 (304) 924-5453		
Upshur County	Community Care-Buckhannon (Chronic Care & Pharmacy) 37 W. Main Street Buckhannon, WV 26201 (304) 473-5600	CareXpress & Pediatrics 4 Northridge Dr, Ste 118 Buckhannon, WV 26201 (304) 473-1440	Community Care-Rock Cave (Tri County Health Clinic & Pharmacy) 78 Queens Alley Road Rock Cave, WV 26234 (304) 924-6262

Community Care of West Virginia, Inc. (CCWV) is proud to have an active pharmacy program, with a staff of pharmacists and pharmacy techs working hard to bring effective and affordable medications to our patients. Pharmacy Services are available near five of our health centers and one located near the West Virginia/Pennsylvania border. **Other CCWV health centers can utilize our pharmacies through mail-order.** CCWV's pharmacies purchase pharmaceuticals under the Federal 340B program and other prescription assistance programs. These programs enable us to deliver lower cost medications to our growing patient population.

<p>Carl Walker's Drug Store (CCWV contract pharmacy) (for patients in Gassaway and surrounding areas) 620 Elk Street Gassaway, WV 26624 Phone: 304-364-5193/Fax: 304-364-5313 Hours: Monday – Friday: 9:00am - 5:30pm Saturday: 9:00am - 1:00pm Sunday: Closed</p>	<p>Clay-Battelle Pharmacy (CCWV contract pharmacy) (for patients living near the WV/Pennsylvania border) 5851 Mason-Dixon Highway Blacksville, WV 26521 Phone: 304-432-8268/Fax: 304-432-8258 Hours: Monday - Friday: 9:30am - 6:00pm Saturday: 9:00am - 1:00pm Sunday: Closed</p>
<p>Community Care Pharmacy of Buckhannon (for patients in Buckhannon and the surrounding areas) 37 W. Main Street Buckhannon, WV 26201 Phone: 304-472-1712/Fax: 304-472-5115 Hours: Monday - Thursday: 8:00am – 8:00pm Friday: 8:00am – 5:00pm Saturday & Sunday: Closed</p>	<p>Green Bank Pharmacy (CCWV contract pharmacy) (for patients in Green Bank and surrounding areas) 90 Route 28 Green Bank, WV 24944 Phone: 304-456-3333/Fax: 304-456-3070 Hours: Monday - Thursday: 9:00am - 5:30pm Friday - Sunday: Closed</p>
<p>Pocahontas Pharmacy (CCWV contract pharmacy) (for patients in Marlinton and surrounding areas) 105 Duncan Road Marlinton, WV 24954 Phone: 304-799-4944/Fax: 304-799-4995 Hours: Monday thru Friday: 9:00am – 6:00pm Saturday: 9:00am – 1:00pm Sunday: Closed</p>	<p>Primary Care Pharmacy (for patients in Clay and surrounding areas) 122 Center Street Clay, WV 25043 Phone: 304-587-4555/Fax: 304-587-4584 Hours: Monday, Tuesday, Wednesday & Friday: 8am - 5:30pm Thursday: 8:00am – 5:30pm Saturday: 8:00am – 2:00pm Sunday: Closed</p>
<p>Tri-County Pharmacy (for patients in Rock Cave and surrounding areas) 123 Queens Alley Road Rock Cave, WV 26234 Phone: 304-924-6784/Fax: 304-924-6891 Hours: Monday, Wednesday, Thursday & Friday: 8:00am – 5:30pm Tuesday: 8:00am - 8:00pm Saturday: 9:00am – 1:00pm Sunday: Closed</p>	<p>Community Care Pharmacy of Weston (for patients in Weston and Lewis/Harrison counties) 107 Staunton Drive Weston, WV 26452 Phone: 304-269-9555/Fax: 304-269-8409 Hours: Monday & Thursday: 8:00am – 8:00pm Tuesday, Wednesday, & Friday: 8:00am – 6:00pm Saturday: 9:00am – 1:00pm Sunday: Closed</p>



AFTER HOURS ASSISTANCE

If you need assistance after business hours, please call

1-888-557-2298

Do You Really NEED an ER?

Unless you are experiencing a life-threatening health situation, please call your medical provider before visiting the Emergency Room or calling 911.

This step will allow you to avoid unnecessary visits to the ER, make the ER available for true emergencies and save you money.

A medical provider is on call with electronic access to your medical information 24 hours/day.

About Your Appointment



Appointment Reminders

You will receive a text notification as soon as you have scheduled an appointment.

One to two days before your appointment, you will receive a reminder call or text. You will be asked to arrive 20 minutes before your scheduled appointment to allow time for registration.

What To Bring To Your Appointment

Please bring the following items for registration:

- Your Photo Identification (Driver's License or State ID)
- Your Co-Pay
- Your Insurance Cards (private or state issued)
- All your medication in their original bottle

Language Services

Community Care of West Virginia maintains a Language Line for patients who speak languages other than English.

TELEHEALTH FREQUENTLY ASKED QUESTIONS

What is telehealth?

Telehealth involves meeting with your doctor to receive real-time medical care remotely via the internet or phone. It enables patients to connect with their healthcare provider via audio, video or text without going to the clinic.

What are the benefits of telehealth?

Telehealth enables real-time, on-demand access to your family doctor, which offers

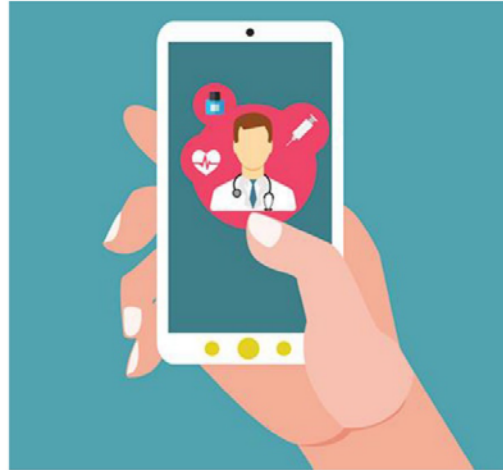
- more access & convenience
- reduced commuting and wait times
- reduced stress and risk of exposure.
- preserves your long-term medical history and primary care relationship.

Are telehealth visits secure?

We value your privacy and have selected encrypted platforms to enable telehealth visits. To ensure security, patients should use employ anti-virus/malware safeguards on their devices and password-protected internet connections.

Can new prescriptions or refills be provided during telehealth visits?

Commonly prescribed medications may be provided digitally at the doctor's discretion. Prescriptions may be sent directly to a specific pharmacy. If the patients prefer, prescriptions filled by CCWV pharmacies may also be mailed to patients' home addresses.



How do I prepare for a telehealth visit?

To make sure your telehealth visit is successful, you'll want to consider the following:

- Ensure you are using a fast, reliable & password-protected internet connection
- Ensure your device privacy settings allow access to your camera and microphone
- Test that your camera and microphone are working and your volume is up
- Sit in a well-lit, distraction-free location where you can discuss private matters
- Write down or have the clinic phone number close at hand for troubleshooting

Information provided by:

WHAT TO EXPECT DURING A TELEHEALTH VISIT



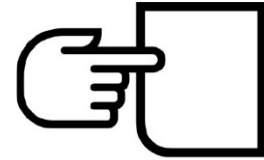
Have your smart phone, tablet, or computer ready.



Connect with Community Care via the provided access.



Share your health concerns and reason for the telehealth visit



Follow the care plan explained by your medical provider

TROUBLESHOOTING TIPS

How do I access my telehealth visit?

Your clinic will send you an invitation link or ask you to log in via a website or application. On your first visit, be sure to test your connection at least 5 minutes before to troubleshoot any issues.

My camera or microphone isn't working, what should I do?

Here are a few troubleshooting steps to try:

- Check to see if your camera and microphone permissions are set properly
- Check if your microphone is muted
- Check to see if your volume is low
- Check if you are using the correct camera
- Check if your browser or app is up-to-date
- Refresh your web browser
- Try to use another browser
- Check if your antivirus or firewall is blocking
- Delete and reinstall your application
- Restart your device

What happens if the connection is slow or disrupted?

- Check your internet connection speed; if your Wi-Fi is slow, consider switching to a wired connection or using data
- Try switching to a different device/browser
- Call the clinic to re-book if the call drops

How do I check or update my audio and video permissions?

To check whether your privacy settings allow apps to access your camera and microphone:

- **Windows:** *Settings > Privacy > Toggle Microphone & Camera to On*
- **Mac/OSx:** *System Preferences > Security & Privacy > Privacy > Camera / Microphone –Click checkbox to allow permissions*
- **Android:** *System > Apps & Notifications > App Permissions – Check that Microphone and Camera are turned on for app*
- **iPhone:** *Settings > Privacy – Check that Microphone and Camera are turned on.*



is happy to share these tips with you. If you have any questions about privacy and telehealth, please talk with your CCWV Care Team.

FOCUS:PHI TIPS

The Center of Excellence for Protected Health Information

TO KEEP YOUR TELEHEALTH VISIT PRIVATE

Seek Treatment and Support with Confidence

Understand your rights and responsibilities for protecting your personal health information.

PRIVACY IS IMPORTANT!

There are a few steps you can take to maintain your privacy when receiving mental health or substance use disorder services through telehealth.



PROTECT YOUR COMMUNICATIONS:

- ✓ If your provider gives you a choice between video apps (for example: Zoom, WhatsApp, or Facebook Messenger), use the most private option available.
 - If you're not sure, ask your provider.
 - Do NOT use apps like TikTok, Twitch, or Facebook Live, where posts can be viewed by more people.
- ✓ Make sure you adjust your privacy settings for the telehealth app (for example: turn on encryption and turn off location services).
- ✓ If you have to use someone else's device to receive treatment and you don't want them to have access to your treatment information, you should:
 - Inform your treatment provider that it is NOT your device so they don't send confidential treatment information to the device.
 - After using another's device, delete any history of communication about your treatment from the device. You can also set the device's browser to "incognito" mode to prevent it from storing history.

PREPARE YOUR SURROUNDINGS:

- ✓ Make sure your roommates, friends, or family can't overhear you during a confidential telehealth session with your provider.
- ✓ Use headphones and find a quiet, private space for your visit to help protect your privacy.
- ✓ Use a "Safe Word" with your provider to alert them when someone enters your private space, so that private information isn't shared in their presence.
- ✓ Think about the privacy of others if participating in group telehealth sessions. Be aware that people in your surroundings may overhear other patients and take steps to protect their confidentiality.

PROTECT YOUR DEVICE (PHONE, TABLET, COMPUTER):

- ✓ Make sure your device is password protected.
- ✓ If using wireless internet, make sure your wi-fi is password protected and avoid using public wi-fi.
- ✓ Who else knows your password? If others know your password and you don't want them to have access to your treatment information, you may consider changing it now.

Funded by Substance Abuse and Mental Health Services Administration

Resources, training, technical assistance, and any other information provided through the CoE-PHI do not constitute legal advice.

SLIDING FEE PROGRAM

Community Care of West Virginia offers a sliding fee scale program for people who are uninsured or under-insured.

The sliding fee scale is based on family size and income.

This fee scale allows patients to pay a reduced fee for covered medical and dental services at Community Care of West Virginia locations.

Sliding Fee applications may be obtained from the receptionist in all Community Care/CareXpress locations.

CCWV Sliding Fee Scale 2022				
FPL%	0-100%	101%-130%	131%-160%	161%-200%
SFDS	Nominal Fee 15.00	\$30.00	\$45.00	\$60.00
FAMILY SIZE				
1	13,590	13,591-17,667	17,668-21,744	21,745-27,180
2	18,310	18,311-23,803	23,804-29,296	29,297-36,620
3	23,030	23,031-29,939	29,940-36,848	36,849-46,060
4	27,750	27,751-36,075	36,076-44,400	44,401-55,500
5	32,470	32,471-42,211	42,212-51,952	51,953-64,940
6	37,190	37,191-48,347	48,348-59,504	59,505-74,380
7	41,910	41,911-54,483	54,484-67,056	67,057-83,820
8	46,630	46,631-60,619	60,620-74,608	74,609-93,260

2/2/2022 For families with more than 8 persons, add \$ 4720 for each person.

CCWV Dental Sliding Fee Scale 2022				
FPL%	0-100%	101%-130%	131%-160%	161%-200%
SFDS	Nominal Fee	60%	70%	80%
FAMILY SIZE				
1	13,590	13,591-17,667	17,668-21,744	21,745-27,180
2	18,310	18,311-23,803	23,804-29,296	29,297-36,620
3	23,030	23,031-29,939	29,940-36,848	36,849-46,060
4	27,750	27,751-36,075	36,076-44,400	44,401-55,500
5	32,470	32,471-42,211	42,212-51,952	51,953-64,940
6	37,190	37,191-48,347	48,348-59,504	59,505-74,380
7	41,910	41,911-54,483	54,484-67,056	67,057-83,820
8	46,630	46,631-60,619	60,620-74,608	74,609-93,260

2/2/2022 For families with more than 8 persons, add \$ 4720 for each person.

CCWV Sliding Fee Scale 2022- Special Services				
FPL%		101%-130%	131%-160%	161%-200%
SFDS	Nominal Fee 0.00	\$2.00	\$4.00	\$6.00
FAMILY SIZE				
1	13,590	13,591-17,667	17,668-21,744	21,745-27,180
2	18,310	18,311-23,803	23,804-29,296	29,297-36,620
3	23,030	23,031-29,939	29,940-36,848	36,849-46,060
4	27,750	27,751-36,075	36,076-44,400	44,401-55,500
5	32,470	32,471-42,211	42,212-51,952	51,953-64,940
6	37,190	37,191-48,347	48,348-59,504	59,505-74,380
7	41,910	41,911-54,483	54,484-67,056	67,057-83,820
8	46,630	46,631-60,619	60,620-74,608	74,609-93,260

2/2/2022 For families with more than 8 persons, add \$ 4720 for each person.

My Healthcare Year-at-a-Glance

Every Patient at CCWV fits into one of four health status categories.
 Please work with your provider to determine which category reflects your health status.
 Your risk status tells us how often we need to see you.

Which risk category are you?

Level 1	Healthy <i>No chronic</i>	Primary Prevention with age appropriate wellness visits.	1 visit per year
Level 2	Controlled chronic disease; at risk Diabetes-controlled Hypertension-controlled	Primary Prevention and disease monitoring with age appropriate wellness visits +2 visits a year.	3 visits per year
Level 3	Not at goal. Moderate risk for poor health outcome or hospitalization. <i>Diabetes- uncontrolled</i> <i>Hypertension-uncontrolled</i>	Primary Prevention and disease monitoring with coaching and referral support services. Wellness Visit + 5 visits a year. + Community Health Worker	6 visits per year In-home Visits Referral to education programs
Level 4	Least Healthy <i>Multiple uncontrolled conditions</i>	Primary Prevention, Disease Monitoring, Attention of Care Coordination. Wellness Visit + Monthly Visits + calls every other week or more as needed. + Community Health Worker	Monthly visits In-home visits Frequent phone calls with the medical team

Notes _____

PREVENTIVE SCREENING QUESTIONNAIRE

Healthcare is ever-changing and we keep up with the changes. We strive to keep your costs down and the quality of service high. When you see a variety of medical providers, there is much advice and a lot of tests offered.

Our goal is twofold. First, we want to make sure you don't miss any important tests. Second, we don't want you to have tests repeated unnecessarily.

Please help us meet these goals by answering the following questions:

1. Have you had a pap test in the last three years?
 Yes
 No
 Please check here for your consent to release your records.
Location (where test was performed) _____
2. Have you had a colon screening test in the last 5-10 years?
 Yes
 No
 Please check here for your consent to release your records.
Location (where test was performed) _____
3. Are you up-to-date on your vaccines/shots?
 Yes
 No
 Please check here for your consent to release your records.
Location (where test was performed) _____
4. Have you ever completed Advanced Directives paperwork? (Living Will and/or Medical Power of Attorney)
 Yes
 No
 Please check here for your consent to release your records.
Location (where test was performed) _____
5. If you are diabetic, have you had an A1C test this year?
 Yes
 No
 Please check here for your consent to release your records.
Location (where test was performed) _____

I understand that CCWV will send a medical records release form to the providers listed above for only the preventive screening questions with a "yes" answer.

Patient Consent: Signature: _____ Date: _____

Witness: Signature: _____ Date: _____

Medical Release Information

One important part of a Patient-Centered Medical Home is that your health care is coordinated by your Care Team. Part of that care is managing the services you receive from specialists, hospitals, nursing homes and community services.

In order to treat you completely, it is necessary that your Care Team have all your medical records. When you register for your first visit, the receptionist can provide you with a Medical Release Form (or multiple forms if necessary) for you to complete and sign. These forms will allow Community Care of West Virginia, Inc. (CCWV) to get copies of your medical records from other medical providers.

In addition, should you visit a hospital or another medical provider, while CCWV is your Medical Home, you may sign a release at that location so any records will be sent to CCWV. If you do not have the chance to do that, please notify your Care Team at your next CCWV visit and an additional Medical Release Form can be signed then.

If you have any questions about the importance of the Medical Release Form, please talk with your Care Team. They will be happy to explain this to you and answer any questions you may have.

Your privacy and the privacy of your health information are very important to us. We will not disclose your medical record information unless you direct us to do so, or unless the law authorizes us to do so.



FINANCIAL AGREEMENT

This is an agreement between Community Care of West Virginia, Inc. and the patient regarding payments for services provided to the patient.

By executing this agreement, the patient agrees to pay for all services that are received.

Monthly Statement: If there is a balance on the patients account, CCWV will send the patient a monthly statement. The statement will separately show the previous balance, any new charges to the account, if any, and any payments or credits applied to the patient's account during the month.

Payment Requirements: All insurance cards must be presented to the front office at every visit.

1. **Sliding Fee:** These patients are expected to pay the current Sliding Fee Approved Rate upon registration, with the understanding that any additional procedures and in-house labs will be charge an additional discounted fee. The patient will be required to pay for all medications, injections, and vaccines at full price.
2. **Medicare:** These patients are expected to pay 20% of a low to moderate exam fee upon registration. Patients with a Medicare Supplement will not be expected to pay until the secondary insurance is billed.
3. **Commercial Insurance:** These patients are expected to pay any co-pay or deductible upon registration. If CCWV is contracted with the patient's insurance company, contract requirements must be followed. The insurance company (not CCWV) makes the final determination of patient eligibility.
4. **Medicaid:** These patients are expected to present their medical card upon each registration to insure proper billing. The type of Medicaid that a patient has may change monthly. These patients are required to pay any co-pay, if applicable, upon registration.
5. **Workers Compensation:** If a claim is denied by Workers Compensation, the patient is responsible for payment-in-full.
6. **Private Pay:** These patients are expected to pay, in full, a low to moderate exam fee upon registration, with the understanding that the patient will be charged additional fees for any additional procedures and in-house labs.

The patient understands that there may be additional fees, depending on the level of service, procedures performed, and/or supplies or equipment used, in addition to the amount paid at registration and time of service. This amount will be billed to the patient after charges are entered.

The patient understands that their visit will be rescheduled if they do not pay their co-pay at the time of service.

Past Due Accounts: If a patient's account becomes past due, CCWV will take the necessary steps to collect this debt by referring the account to an outside source or collection agency. If further attempts to collect this debt are not accomplished, the patient may be dismissed from the practice.

Effective Date: Once you have signed the *Patient Registration Form*, you agree to all the terms and conditions contained herein and the agreement will be in full force and effect.