

# GEORGIA VOLUNTEER HEALTH CARE PROGRAM PROMOTING ACCESS TO CARE

## Overview

The Georgia Volunteer Health Care Program (GVHCP) offers low income, uninsured and under-insured residents of Georgia access to quality health and dental care at no charge through clinics staffed by volunteer, licensed professionals who donate their time and expertise to treat eligible patients across the state.

## How can participating clinics and health care providers facilitate access to care?

- By providing on-going treatment to the uninsured, including timely and appropriate referrals to specialty care providers when necessary
- By offering the under-insured access to services not covered by their insurance carrier or by facilitating a referral to a center where the care being sought can be accessed
- By effectively linking Medicaid eligible patients to Medicaid through appropriate referral and coordination
- By connecting Medicaid enrolled individuals who may present at the clinic seeking ongoing care to a Medicaid provider
- By facilitating treatment, internally or through the nearest emergency room, for patients seeking immediate urgent care
- By assisting patients with prompt and efficient referral(s) to the proper resource(s) to ensure future services at a permanent health care provider if the clinic does not have the capacity to provide the service
- By addressing barriers and deterrents to treatment such as lack of transportation, unavailability of child/day care services, absence of food or financial means to support household
- By enriching patients' familiarity with available health care access points in their community
- By educating patients of their rights, responsibilities and active role in the planning and execution of their treatment
- By making information on health care programs (i.e., Medicaid, Medicare, PeachCare for Kids™, etc.) and ancillary services accessible to all patients

## POPULATIONS SERVED

- The uninsured (persons without medical and/or dental coverage)
- The under-insured (persons whose insurance does not cover the treatment being sought, including dental care)
- Medicaid eligible individuals who do not have access to care
- Persons whose income is  $\leq$  200 percent of the Federal Poverty Level (FPL)

## Are participating clinics and volunteer providers required to treat Medicaid patients?

Clinics participating in the GVHCP are expected to make health care accessible to Medicaid patients who may present at their facility seeking treatment. If the patient is believed to be eligible for Medicaid and has not enrolled, health care must be provided since the individual is uninsured. Every effort must be made to connect the patient to Medicaid for determination of enrollment eligibility. Once



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the patient is enrolled in Medicaid, care should be sought through Medicaid. Clinics should assist enrolled Medicaid patients with a referral to a Medicaid provider when appropriate.

## ⦿ **Does a participating clinic risk losing sovereign immunity protection offered by the state's GVHCP if an eligible patient is denied access to treatment?**

Denying access to care to an individual determined to be eligible for services under the GVHCP may result in the termination of the sovereign immunity protection given by the state to the clinic or provider. If the clinic/provider does not have the capacity to provide the service being sought, it must ensure access to care by assisting the patient with the appropriate referrals and connecting the patient to a more appropriate health care setting.

## ⦿ **What are the resources available to clinics and patients seeking information on Medicaid and PeachCare for Kids™?**

The following Web site provides access to "MEMBER INFORMATION" on Medicaid and PeachCare for Kids™. It offers instructions on how to apply for these programs; eligibility criteria; and covered benefits. It also provides information on how to access other health care resources:

- <https://www.ghp.georgia.gov/wps/portal> [Click on the "Member Information" tab]
- To locate the *Understanding Medicaid* handbook, please access to following Web site:  
[http://dch.georgia.gov/vgn/images/portal/cit\\_1210/54/21/31944892UnderstandingMedicaid708.pdf](http://dch.georgia.gov/vgn/images/portal/cit_1210/54/21/31944892UnderstandingMedicaid708.pdf)

Frequently asked questions on Medicaid and PeachCare for Kids™ can be found at [http://dch.georgia.gov/00/channel\\_title/0,2094,31446711\\_35195545,00.html](http://dch.georgia.gov/00/channel_title/0,2094,31446711_35195545,00.html).

For assistance with Medicaid eligibility questions, please contact the Georgia Health Partnership at 1-866-211-0950 or 770-570-3373.

To request in-service training on Medicaid eligibility or to obtain copies of the Medicaid application form, please contact the Right from the Start Medicaid Unit of the Division of Family and Children Services at Ken Duke, RSM Project Director, at 404-657-4086 or [knduke1@dhr.state.ga.us](mailto:knduke1@dhr.state.ga.us).

For assistance with PeachCare for Kids™ questions, please contact 1-877-GA PEACH (427-3224).