



Hillsborough  
County

## Frequently Asked Questions (FAQ's) About the Hillsborough Health Care Plan (Hillsborough HealthCare)

### (1) What is it?

Hillsborough HealthCare is a comprehensive managed care program for Hillsborough County residents with limited income and assets who do not qualify for other health care coverage, including Medicare and Medicaid.

The program is funded by a special sales tax and administered by the Hillsborough County Government, Department of Health and Social Services.

### (2) Who Qualifies?

All Hillsborough County residents may apply for Hillsborough HealthCare. Assistance is available for clients who qualify. Social Services personnel determine who qualifies for Hillsborough HealthCare. To qualify, **you must:**

- Be a Legal United States resident.
- Be a Hillsborough County resident.
- Have Income at or below 100% of poverty level.
- Have Assets within established departmental guidelines.
- Not be eligible for any other coverage through another state, federal or private insurance program, except as specified in Plan Descriptions.
- Not be convicted of three (3) separate felony offenses on three (3) different days after April 6, 2005 in Hillsborough County. This is called the "3 strike policy".

### (3) What Does Hillsborough Healthcare Count as Assets?

When you complete your application you will also be asked to identify your assets. You should list any of the following assets if you have them. Checking and savings accounts, profit sharing accounts, deferred compensation accounts, IRAs, insurance policies with cash value, certificates of deposit (CDs), money market accounts, trusts, automobiles other than the first, homes other than the homestead, acreage, trailer if not homestead, lots, boats, recreational vehicles, stocks, bonds.

### (4) What Does Hillsborough Healthcare Count as Income?

When you complete your application you will be asked to identify sources of your income. If you receive income from any of the following sources, it should be listed:

- Wages, tips, money earned through self-employment less business costs, and other types of income such as Social Security/Railroad Retirement and/or Disability, VA income, pensions, Civil Service, unemployment, child support, alimony, dividends, interest income, stipends, money from another person, annuity income, rental income, workers' compensation, estate/trust income, public assistance, and grants, scholarships, and student loans less tuition, books, fees, and other school-related costs. Income from odd jobs, day labor, temp pools, babysitting, house cleaning, flea market sales, lawn mowing etc. is also counted.

#### **(5) What Kinds of Health Care is Covered?**

Hillsborough HealthCare covers primary and specialty care, inpatient and outpatient treatment, pharmaceuticals, and other services that are "medically necessary.

#### **(6) How Do I Enroll?**

In order to qualify as a member of Hillsborough HealthCare, you must first enroll in the program by completing an on-line enrollment application at: <http://www.hillsboroughcounty.org/hss/hhcprogram/program.cfm>. You can also enroll at any Hillsborough HealthCare Network location or you can call Health & Social Services at **(813) 272-5555**.

#### **(7) Where Do I Enroll?**

You can obtain an application online at <http://www.hillsboroughcounty.org/hss/hhcprogram> or we can mail you an application, which can be requested by calling (813-272-5555). If you prefer, you can obtain an application at an enrollment site.

When you come to the enrollment site to file your application, you will need to bring the following information with you:

- Proof of monthly income, such as a pay stub or letter from Social Security or the Veteran's Administration, for every member of your household.
- A Social Security card for every member of your household.
- Two residency documents proving that you live in Hillsborough County.
- Proof of assets, such as a bank or credit union statement.
- Any insurance policies you have with loan value.

When you enroll in Hillsborough HealthCare, you will choose one of our neighborhood clinics as your medical clinic. Once you are enrolled and pick your medical clinic, the doctor who sees you there will make any necessary referrals to specialists and, if necessary, arrange for your admission to a hospital.

#### **(8) How do I Re-enroll?**

In order to maintain your Membership in the Hillsborough HealthCare, you must periodically show that you still qualify for the program and you must re-enroll in the program by providing additional information requested by your case manager. At the time of re-enrollment, you will generally receive a letter from Health & Social Services requesting additional information. You can provide the information by mail or you can re-enroll at any Hillsborough County Health and Social Services Neighborhood Service

Center location. You can also call Health and Social Services at **(813) 272-5555** for general help.

If you allow your eligibility to end and wish to re-enroll in Hillsborough HealthCare, you should contact your case manager to begin the re-enrollment process.

#### **(9) How Do I Pick a Clinic and a Primary Care Physician (PCP)?**

Once you qualify for Hillsborough HealthCare, you will select a clinic within the Hillsborough HealthCare network. You can choose whichever clinic is most convenient for you. It will be at this clinic, which serves as your medical home, that you will receive your health care services. A Primary Care Physician (PCP) will be assigned to you. Your Primary Care Physician will coordinate and assist you with all your medical care.

#### **(10) How Do I Change My Clinic or Primary Care Physician (PCP)?**

You can change your PCP, Network and Clinic if you have a good reason, such as relocating to another part of Hillsborough County. It must be approved by Hillsborough HealthCare Staff. It is their decision whether to approve your request or not. If approved and changed by Hillsborough HealthCare Staff, the change becomes effective the first day of the following month. You will need to request and sign a release of medical information to have your medical records forwarded to your new Clinic and Primary Care Physician.

#### **(11) When Do I need a Referral?**

You must have a referral from your assigned Primary Care Physician (PCP) before you can be seen by a specialist such as a Cardiologist. If you do not have a referral, Hillsborough HealthCare will not pay for your visit. So it is important that you always go to your assigned Primary Care Physician (PCP) for any of your health care needs.

#### **(12) What Other Help is offered?**

In addition to Hillsborough HealthCare, there are a number of other Social Assistance Programs that can assist you with your situation. These programs include:

- Ryan White Program for those living with HIV/AIDS
- Homeless Recovery Program/Homeless Adult Living Facility Program
- Assistance with Rent & Utilities
- Assisted Living Program
- Sunshine Line (Transportation Assistance)
- Summer Food Program
- Section 8 Housing Voucher Program
- Veteran Affairs Assistance
- Family Development and Project Opportunity Program
- Employment Opportunity Program

#### **(13) What does it cost?**

There are no premium payments for Hillsborough HealthCare; however, there are some member co-payments for certain services such as prescriptions.