



# CareLink

 University Health System

## Member Handbook

Your Connection to Healthy Living





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CareLink visits are by appointment only.  
Please call (210) 358-3350 or (800) 844-6202.  
Online appointments will soon be available at  
[www.universityhealthsystem.com/carelink](http://www.universityhealthsystem.com/carelink).

# Welcome to CareLink

CareLink is the financial assistance program of University Health System. It is not insurance. The CareLink program is available to eligible Bexar County residents who do not have health insurance and who do not qualify for other programs such as Medicaid or the Children's Health Insurance Program (CHIP).

CareLink provides families an affordable monthly payment plan based on family size and income. CareLink members are able to get quality healthcare through University Health System. As a CareLink member, only services provided by CareLink Network *Providers* will be covered unless pre-approved by CareLink.

## **MISSION STATEMENT**

*To continuously improve the health and well-being of the uninsured of Bexar County through the responsible use of the Tax Fund.*



# Your Rights & Responsibilities

## **AS A MEMBER, YOU HAVE THE RIGHT TO:**

- ▶ Be treated with dignity and respect.
- ▶ Take part in wellness programs.
- ▶ Be informed about your healthcare and treatment.
- ▶ Receive quality healthcare.
- ▶ Be involved in decisions regarding the medical care you receive.
- ▶ Receive information about the organization, services and the participating providers.
- ▶ Expect that all communication and records about your healthcare will be treated as confidential.
- ▶ Receive assistance from Member Services for your concerns and questions.
- ▶ Have your complaints addressed through the grievance process.
- ▶ Suggest improvement of services to you and other members.





## AS A MEMBER, YOU HAVE THE RESPONSIBILITY TO:

- ▶ Follow your Primary Care Physician's (*PCP*'s) instructions.
- ▶ Be honest and open with your physician.
- ▶ Carry your CareLink *ID* card with you at all times while enrolled.
- ▶ Learn more about any health condition you may have.
- ▶ Pay your monthly payment on time.
- ▶ Pay all pharmacy and emergency center *co-pays* at the time services are given.
- ▶ Use only University Health System hospital, physicians, specialists, or other providers preauthorized by CareLink.
- ▶ Be on time for your appointments or call 24 hours in advance if you must cancel or reschedule your appointment.
- ▶ Be respectful, considerate and cooperative in dealing with physicians, University Health System staff, visitors and other members.
- ▶ Notify CareLink within 14 days if you change your address or if you have a change in income or family size that may affect your monthly payment.
- ▶ Give accurate information about your residency and income.
- ▶ Apply for any other eligible funding source and notify CareLink when other funding becomes effective.

*Failure to meet these responsibilities may result in loss of your CareLink membership. Abusive or disruptive behavior may result in loss of your CareLink membership.*

# Monthly Payments & Co-Pays

## MONTHLY PAYMENTS

You pay a set monthly amount based on your family size and income. This amount includes hospital, clinic, and provider services. Your monthly payments are determined at the time of enrollment and are reviewed at least yearly. You only make payments once you start using services. You must keep making your monthly payments until your balance is paid in full.



You will only receive a statement when you have a balance for services received. All services for all members on the account will be on one statement. Your account balance during your contract period will be your maximum financial liability or actual charges, whichever is less. You will receive a monthly statement until your balance is zero. Payment is due every month. CareLink cannot accept payments in advance.

## CO-PAYS

Monthly payment plans and **co-pays** are based on University Health System policies. These may change based on available resources. No **co-pays** are required to see a provider. **Co-pays** are required and due at the time of service for Emergency Center visits, prescriptions, and prosthetics and orthotics. Please contact a CareLink Representative for details on any **co-pays**.

*It is your responsibility to notify CareLink within 14 days if you have a change in income or family size that may affect your monthly payment.*



## WAYS TO MAKE YOUR PAYMENT

CareLink payments can be made by mail, over the phone, in person at a CareLink Service Center before 4 p.m. or at a UHS Cashier's Window. Also, be sure to check our website, as you will soon be able to make online payments: [www.universityhealthsystem.com/carelink](http://www.universityhealthsystem.com/carelink).

## Other Coverage

If you might be eligible for other funding such as Medicare, Medicaid, Children's Health Insurance Program (CHIP) or Workers' Compensation, you must apply for that funding before applying for CareLink.

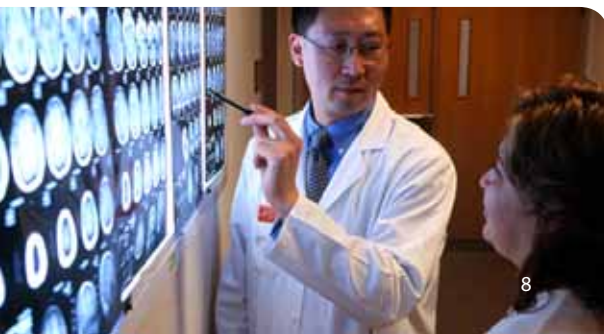
If you become eligible for other funding at any time during your contract period, you must apply for the funding and notify CareLink within 14 days by calling (210) 358-3350 or 1-800-844-6202.



## BENEFITS AVAILABLE TO YOU

As a CareLink member, you and members of your family will be able to get many types of benefits through University Health System. Listed below are some of the benefits. Please contact a CareLink representative for details on any services. Benefits may change based on available resources. **Some benefits require prior approval.**

BENEFIT	DESCRIPTION
Preventive Care Services	<ul style="list-style-type: none"> <li>Well-child care</li> <li>Physical exams</li> <li>Mammography/breast exam</li> </ul>
Provider Services	<ul style="list-style-type: none"> <li>Primary care provider</li> <li>Specialists</li> </ul>
Family Planning	<ul style="list-style-type: none"> <li>Birth control</li> <li>Sterilization</li> </ul>
Prescribed Medical Services & Supplies	<ul style="list-style-type: none"> <li>Radiation therapy</li> <li>Chemotherapy</li> <li>Allergy testing and serum</li> <li>X-rays and lab testing</li> <li>Dialysis</li> </ul>
Hospital Services	<ul style="list-style-type: none"> <li>All inpatient covered services and supplies</li> <li>Intensive care stays</li> <li>Provider charges</li> <li>Oxygen</li> <li>Lab services</li> <li>X-rays</li> </ul>
Outpatient Services	<ul style="list-style-type: none"> <li>Outpatient surgery</li> <li>Lab services</li> <li>X-rays</li> </ul>
Health Education Classes	<ul style="list-style-type: none"> <li>Diabetes</li> <li>Asthma</li> <li>Quit smoking</li> <li>Nutrition/diet counseling</li> </ul>
Mental Health Services	<ul style="list-style-type: none"> <li>Inpatient facility and service charges</li> <li>Day treatment facility</li> <li>Outpatient visits for intervention and evaluation</li> </ul>
Emergency Center <b>(ambulance not included)</b>	<ul style="list-style-type: none"> <li>Provider services and supplies</li> </ul>
Prescriptions	<ul style="list-style-type: none"> <li>CareLink approved medications</li> </ul>





## Prescriptions

- ▶ You must have your prescription(s) filled at a University Health System pharmacy.
- ▶ Pharmacies are located at all University Family Health Centers except University Family Health Center–North.
- ▶ You will have a prescription *co-pay*.
- ▶ All prescriptions must be written by CareLink Network *Providers*.
- ▶ Only approved CareLink medications are covered.
- ▶ If the medication is available through a Medication Assistance Program (MAP) you must get the medication through that program.

## Emergency Care & Ambulance

- ▶ In an emergency, always call 911.
- ▶ If you go to University Hospital Emergency Center, remember to show your CareLink *ID* card.
- ▶ Your emergency room *co-pay* is due at the time you receive services. If you are unable to pay the *co-pay* at that time, you will be billed separately for the *co-pay* by University Hospital.
- ▶ If you go to an Emergency Center other than the University Hospital Emergency Center, either by ambulance or on your own, you will have to make payment arrangements with that hospital. CareLink *will not* cover charges from another hospital. If you are admitted to another hospital, the University Hospital Transfer Center will work with the providers to transfer you to University Hospital as soon as it is safe and reasonable to do so.
- ▶ Ambulance charges are not covered by CareLink.

# Preventive Care

University Health System and CareLink want you and your family members to stay healthy. To help you, CareLink offers you and your family check-ups and physical exams. Your **PCP** will coordinate all preventive services and provide referrals when needed.

## Your Primary Care Provider



A CareLink Network Primary Care **Provider (PCP)** or University Health System clinic (medical home) close to where you live will be assigned to you. Your **PCP** will manage all of your medical care. CareLink will not cover charges from a non-CareLink Network **Provider** without pre-approval.

- ▶ Contact your **PCP** for all your medical care.
- ▶ If your **PCP** decides you need special care, he or she may refer you to a specialist.
- ▶ Call your **PCP** at the phone number printed on your CareLink **ID** card.
- ▶ Call as far in advance as possible.
- ▶ State that you are enrolled in CareLink and have your CareLink **ID** card handy.
- ▶ If you cannot keep your appointment, call at least 24 hours in advance. It is very important to keep your appointment or cancel with notice in order to remain on CareLink.
- ▶ Please be there on time.
- ▶ Show your CareLink **ID** card and picture **ID** at the front desk.
- ▶ Assignment to a **PCP** or Medical home depends on availability.

## HOSPITAL CARE, OUTPATIENT SURGERY, RADIOLOGY AND LABORATORY SERVICES

- ▶ University Hospital is your hospital provider. CareLink will not cover charges from another hospital.
- ▶ Many procedures including outpatient surgery, physical therapy, and home health services require pre-approval from CareLink. Your **PCP**'s office will get this approval from CareLink before you receive the services.



## MENTAL HEALTH CARE

- ▶ All mental health services are provided by UT Medicine San Antonio or the Center for Health Care Services.

### Two ways to get an appointment for mental healthcare:

- ▶ Contact the Center for Health Care Services at (210) 358-5888.
- ▶ Get a referral from your **PCP** to see a mental health professional at UT Medicine San Antonio.

## Your CareLink ID Card

When you enroll with CareLink, you will receive a CareLink **ID** card for each member. Your CareLink **ID** card lists your member **ID** number, your **PCP**'s name, and your **co-pays**.

- ▶ Always carry your CareLink **ID** card with you.
- ▶ Show your CareLink **ID** card and picture **ID** whenever you receive services (clinic, hospital, pharmacy, and lab).
- ▶ If there is a mistake on your CareLink **ID** card, call CareLink at (210) 358-3350 or 1-800-844-6202.
- ▶ If your CareLink **ID** card is lost or stolen, call CareLink at (210) 358-3350 or 1-800-844-6202 immediately.
- ▶ It is against the law to let anyone else use your CareLink **ID** card.
- ▶ A fee may be charged for a replacement card.



# Urgent & After Hours Care

When you need a doctor but not an emergency room, visit or call Express Med Clinic at (210) 358-5510. If you become sick at night or on the weekend, call NurseLink at (210) 358-3000. NurseLink is open 24 hours a day with registered nurses who are trained to answer questions about your health and help you. If needed, the nurse will make an appointment or refer you to an ExpressMed Clinic.



## **ExpressMed – University Hospital**

4502 Medical Drive  
San Antonio, TX 78229  
7 days a week, 8 a.m. – 10 p.m.



## **ExpressMed – Southeast**

1055 Ada  
San Antonio, TX 78223  
Monday -Thursday, 8 a.m. - 8 p.m.  
Friday, 9 a.m. – 4 p.m.  
Saturday, 8 a.m. – noon



## **ExpressMed – Downtown**

527 N. Leona  
San Antonio, TX 78207  
Monday - Friday, 8 a.m. – 8 p.m.  
Saturday, 8 a.m. – 4 p.m.



## **ExpressMed – Southwest**

2121 SW 36th Street  
San Antonio, TX 78237  
Monday - Thursday, 8 a.m. – 8 p.m.  
Friday, 9 a.m. – 4 p.m.  
Saturday, 8 a.m. – noon



## **ExpressMed – North**

302 W. Rector  
San Antonio, TX 78216  
Monday - Thursday, 8 a.m. – 8 p.m.  
Friday, 8:45 a.m. – 4 p.m.  
Saturday, 8 a.m. – noon

If you have questions regarding the CareLink program, please call (210) 358-3350 or 1-800-844-6202.

This handbook is a summary of CareLink. It should not replace the advice of your provider. See your Primary Care Physician for your personal healthcare needs.

For a more complete description of CareLink, such as exclusions and limitations, please call (210) 358-3350 or 1-800-844-6202.

Information is also available on our website:  
[www.UniversityHealthSystem.com/CareLink](http://www.UniversityHealthSystem.com/CareLink)

## Glossary

***Ambulatory*** - Outpatient

***Co-pay*** - amount that needs to be paid out-of-pocket; due at time of service

***EC*** - Emergency Center  
(or Emergency Room)

***ID*** - Identification

***Maximum Financial Liability*** - the most you are responsible for paying for services during your CareLink contract period

***Medical Home*** - clinic or doctors' group where you receive your medical care

***Orthotics*** - devices that support or correct abnormalities mainly in the feet

***Outpatient*** - does not require admission to the hospital

***PCP*** - Primary Care Provider. May be a doctor, physician assistant, or nurse practitioner.

***Pre-approval*** - CareLink authorizes service before it is done

***Prosthetics*** - artificial limbs to replace missing body parts

***Provider*** - healthcare worker who delivers your medical care

***Specialist*** - doctor who focuses on one thing, such as a cardiologist, or a doctor who focuses on heart conditions

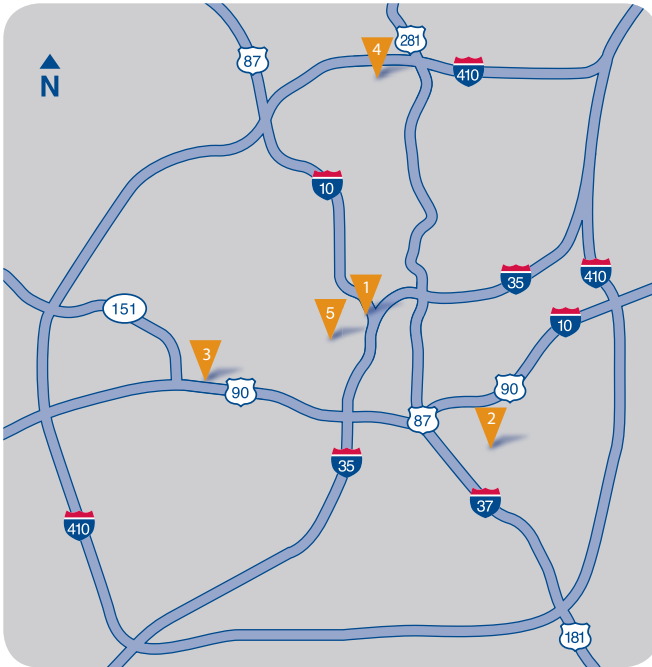


# CareLink Hours & Locations

## SERVICE CENTERS

Enrollment is by appointment. Appointment hours are:  
Monday - Thursday, 8 a.m. - 4:30 p.m. • Friday, 9 a.m. - 4:30 p.m.

CareLink Service Centers will be closed for the following holidays:  
New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day,  
July 4th, Labor Day, Thanksgiving Day, Day after Thanksgiving and  
Christmas Day.



**1** University Health Center – Downtown  
527 N. Leona  
(210) 358-3350

**3** University Family Health System – Southwest  
2121 S.W. 36<sup>th</sup> Street  
(210) 358-3350

**5** University Center for Community Health  
701. S. Zarzamora  
(210) 358-3350

**2** University Family Health Center – Southeast  
1055 Ada  
(210) 358-3350

**4** University Family Health Center – North  
302 W. Rector  
(210) 358-3350

# Important Phone Numbers

## APPOINTMENTS

To make an appointment, call:

### **CareLink Appointments**

(210) 358-3350 or (800) 844-6202

We can also be reached via email: [CareLink@uhs-sa.com](mailto:CareLink@uhs-sa.com).

Online appointments will soon be available at:

[www.universityhealthsystem.com/carelink](http://www.universityhealthsystem.com/carelink).

## FEEDBACK

For compliments, complaints, or concerns, call:

### **CareLink Administration**

(210) 358-3180

Monday - Friday: 8 a.m. - 5 p.m.

2nd Friday of month: 9 a.m. - 4:30 p.m.

## NURSELINK

To get fast answers to medical-related questions, call:

### **NurseLink**

(210) 358-3000

7 Days a Week/24 Hours

