



BASIC HEALTH CARE PROGRAM

Through the Basic Health Care (BHC) Program, Contra Costa Health Services (CCHS) provides comprehensive healthcare benefits for Contra Costa County residents. Under the supervision of a Primary Care Provider (PCP), the following services are covered at Contra Costa Regional Medical Center (CCRMC) & Health Centers:

- ❖ Physician Services and medical office visits
- ❖ Prescription Drugs from an approved list
- ❖ Outpatient Medical Services
- ❖ Short-term Outpatient Rehabilitation & Physical Therapy
- ❖ Emergency Care at CCRMC only
- ❖ Emergency Dental Services
- ❖ Hospitalization
- ❖ Lab Tests
- ❖ Specialist Care
- ❖ X-rays
- ❖ Dental Treatment for children, ages 5-14

If you have questions about BHC eligibility, please call 1-800-771-4270 to speak with a Financial Counselor.

WHERE YOU MUST GET CARE

Under the BHC program, **ALL** of your health care must be from medical providers at CCRMC.

If you receive medical care somewhere else without prior approval from CCRMC's Medical Director, it will **NOT** be covered and will **NOT** be paid for by the BHC Program or by the County.

CARE FROM YOUR DOCTOR

You may select a PCP from our staff of Family Medicine providers and Family Nurse Practitioners, or one may be assigned to you.

Your PCP provides your routine care, arranges for necessary specialty care and hospitalization, follows up on your progress and supervises all of the care you receive to make sure you receive quality care.

Your PCP is part of a team of health care professionals and other specialists that includes family nurse practitioners, technicians, and nurses to care for you.

SPECIALTY CARE

Specialty services are provided for you at one of the County's Health Centers when you are referred by your PCP. Specialty services include Lab tests, X-rays, Orthopedics, Ophthalmology, Urology, Dermatology, Allergy, and other services. Women may go to a gynecologist at a County Health Center without a referral.

URGENT MEDICAL CARE

If you are sick or hurt and need to be seen the same day, or if you are not sure what to do, call the County Advice Nurse at 1-877-661-6230 (press 1). The Advice Nurse will help you get the care you need.

HOSPITAL CARE

Inpatient hospital services are provided when ordered by your PCP or specialist provider and is authorized by CCRMC's Medical Director.

SERVICES THAT ARE LIMITED OR EXCLUDED

Services that are **NOT COVERED** under the BHC program include those listed below:

- Ambulance charges/ Emergency transportation
- Cosmetic surgery
- Eye glasses
- Emergency care outside of CCRMC
- Hearing aids
- Hemo dialysis or peritoneal dialysis
- Home health services
- Hospice
- Investigational or experimental procedures, drugs or therapy
- Long-term physical therapy
- OB/Maternity care
- Mental Health Services (offered through other CCHS programs)
- Substance Abuse Services (offered through other CCHS programs)
- Most non-prescription drugs
- Prescription drugs for non-covered services
- Prescription drugs filled at a non-contracted pharmacy
- Services in a skilled nursing facility or an intermediate care facility
- Transportation
- Weight loss program and prescriptions, obesity surgery
- Whole blood transfusions (not self-donated)

**IF YOU ARE SICK OR HURT
CALL THE ADVICE NURSE UNIT
Anytime, every day 1-877-661-6230 (press 1).**

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INFORMATION / ASSISTANCE & COMPLAINTS

If you have questions about getting services at the County Health Centers or for hours of service and locations, please call the Health Centers' Information number at:

1-877-905-4545

If you have a complaint about services you received from your PCP or any provider, first try to discuss the problem with them. If the problem is not fixed and you are at the Health Center, please ask to speak to a Clinic Coordinator or other Manager who can take your complaint. You can also call the Patient Relations Coordinator at 925-370-5144, mail your complaint to Attn: Patient Relations Coordinator, 2500 Alhambra Ave., Martinez, CA 94553 or come by in person to see the Coordinator at their office at CCRMC in Martinez.

If you have a complaint or question about the refusal of any medical services or denial of payment for medical services, you may also call the Patient Relations Coordinator.

EMERGENCY CARE

Under the BHC Program, emergency medical care is paid for **only** when provided at CCRMC in Martinez. If you have a life-threatening emergency such as severe chest pain, acute shortness of breath, or uncontrollable bleeding, call 911 or go to the nearest hospital. Even though BHC does not pay for these services, every local hospital is required by law to provide emergency services to everyone even if they cannot pay.

**County 24-hour emergency services are provided at:
Contra Costa Regional Medical Center
2500 Alhambra Avenue, Martinez, California**

MENTAL HEALTH CARE

Mental health care is not covered under the BHC Program, but care may be provided as necessary by Contra Costa Health Services' Behavioral Health Division. For resource information please call:

1-888-678-7277

CARE FOR SUBSTANCE AND ALCOHOL ABUSE

Substance abuse care is not covered under the BHC Program, but care may be provided as necessary by Contra Costa Health Services' Alcohol and Other Drugs Services. Please contact the Behavioral Health Access Line at:

1-800-846-1652

OTHER HEALTH INSURANCE COORDINATION OF BENEFITS

You have the responsibility to use any other health care insurance you have before using your BHC Program benefits.

The BHC Program is a program of last resort. The County will NOT pay for any services that could be provided by any other medical program or insurance plan including Medi-Cal and Medicare.

PHARMACY SERVICES

PerformRx provides pharmacy services for BHC/HCI recipients. You can get a prescription filled at any one of the following Walgreens pharmacies in Contra Costa County. If you have current prescriptions from any other pharmacy, please call the Walgreens store that is most convenient to you from the list below and have them transfer the prescription.

Walgreens Store #4724 3416 Deer Valley Road	Antioch, CA 94531	925-978-8000 (PHONE) 925-978-4209 (FAX)
Walgreens Store #6871 4520 Balfour	Brentwood, CA 94513	925-513-4055 (PHONE) 925-516-9544 (FAX)
Walgreens Store #3164 1800 Concord Ave	Concord, CA 94520	925-674-9477 (PHONE) 925-674-9258 (FAX)
Walgreens Store #15003 1990 Monument Blvd.	Concord, CA 94520	925-689-7812 (PHONE)
Walgreens Store #3770 11565 San Pablo Ave	El Cerrito, CA 94530	510-234-9300 (PHONE) 510-234-8986 (FAX)
Walgreens Store #6101 3655 Alhambra Ave	Martinez, CA 94553	925-372-0337 (PHONE) 925-372-6018 (FAX)
Walgreens Store #7376 2901 Railroad Ave	Pittsburg, CA 94565	925-439-8575 (PHONE) 925-439-1558 (FAX)
Walgreens Store #2506 1150 MacDonald Ave	Richmond, CA 94801	510-236-5748 (PHONE) 510-236-5267 (FAX)
Walgreens Store #9978 6570 Lone Tree Way	Brentwood, CA 94513	925-240-6043 (PHONE) 925-240-6134 (FAX)
Walgreens Store #5864 721 Gregory Lane	Pleasant Hill, CA 94523	925-944-1592 (PHONE) 925-944-5976 (FAX)
Walgreens Store #15947 13691 San Pablo Ave	San Pablo, CA 94806	510-233-9467 (PHONE) 510-233-8467 (FAX)
Walgreens Store #4026 2900 N Main Street	Walnut Creek, CA 94596	925-933-0307 (PHONE) 925-933-0559 (FAX)

DENTAL CARE

CHILDREN from the ages of 5-14 enrolled in the BHC Program receive the following dental services at Contra Costa County Health Centers:

- Emergency
- X-Rays
- Extractions
- Examinations
- Fillings
- Preventive care including cleanings & sealants

The BHC program provides emergency dental services **ONLY** for persons over the age of 14. Emergency dental care covers only examinations, permanent fillings, x-rays, extractions and limited dental work given through the Dental Department at the County Health Centers in Martinez, Richmond, or Pittsburg.

Emergency dental services do not cover procedures such as dentures, root canals, treatment of major tooth injuries, gum treatment, cleaning, or any services not provided at a Contra Costa County Health Center.