

NAVIGATING HEALTH CARE

2010

Social Health Insurance
Primary Care
Prescription Assistance
Urgent Care
Emergency Care
Reproductive Care
Dental Care
Vision Care



This guide was funded by a grant from Greater Kalamazoo United Way.

NAVIGATING HEALTH CARE GUIDE PURPOSE STATEMENT

The Navigating Health Care Guide is designed to help referring professionals understand the Health Care System and the services that may be available to people who are uninsured.

STANDARDS FOR INCLUSION IN THIS GUIDE

Includes non-profit agencies that provide healthcare services for the uninsured.

Table of Contents

Overview of Resources.....	4
Social Health Insurance Definitions	5
Financial Coverage for Medical Services	7
Health Cards	8
Kalamazoo County Health Plan Coverage	9
Family Health Center Sliding Fee Scale.....	10
Health Care Coverage for Children.....	11
Health Care Coverage for Pregnant Women and Families	14
Health Care Coverage for Adults	20
Medical Home / Primary Care Physician.....	25
Prescription Assistance.....	28
Urgent Care.....	31
Emergency Room.....	34
Reproductive Health Care.....	36
Dental Care flowchart.....	40
Vision and Hearing.....	43
Public Health	47
Teaching Clinic	49
Transportation	50

Overview of Resources

<u>Health Care Coverage for Children</u>	11
Department of Human Services: 337-4900	
Kalamazoo County Health and Community Services: 373-5200	
<u>Health Care Coverage for Pregnant Women and Families</u>	14
Department of Human Services: 337-4900	
Douglass Community Center: 342-4084	
Family Health Center: 349-2641	
Kalamazoo County Health and Community Services: 373-5200	
<u>Health Care Coverage for Adults</u>	20
Department of Human Services: 337-4900	
Family Health Center: 349-2641 Main, 344-6168 Plan B	
Kalamazoo County Health and Community Services: 373-5200	
United States Social Security Administration: 381-2313, (800)772-1213	
<u>Medical Home / Primary Care Physician</u>	25
Family Health Center: 349-2641	
Borgess Medical Center: 226-7000	
<u>Prescription Assistance</u>	28
Family Health Center: 349-2641 Main, 488-0835 Pharmacy	
Free Clinic of Kalamazoo: 344-0044	
Greater Kalamazoo United Way: 343-2524	
<u>Urgent Care</u>	31
Borgess at Woodbridge Hills - Immediate Care: 324-8405	
Family Health Center: 349-2641	
Free Clinic of Kalamazoo: 344-0044	
Sindecuse Health Center: 387-3290	
<u>Emergency Room</u>	34
Borgess Medical Center: 226-7000	
Bronson Methodist Hospital: 341-7654	
<u>Reproductive Health Care</u>	36
Alternatives Pregnancy Care Center: 345-0725	
Bronson Methodist Hospital: 341-7979	
Family Health Center: 349-2641	
Kalamazoo County Health and Community Services: 373-5200	
Planned Parenthood of SC Michigan: 372-1205	
<u>Dental Care</u>	40
Family Health Center: 349-2641	
Free Clinic of Kalamazoo: 344-0044	
Kalamazoo County Health and Community Services: 373-5200	
KVCC-Dental Clinic: 488-4338	
<u>Vision and Hearing</u>	43
Constance Brown Hearing Centers: 343-2601, (877)343-2601	
Free Clinic of Kalamazoo: 344-0044	
Kalamazoo County Health and Community Services: 373-5200	
Portage Community Center: 323-1942	
South County Community Services: 649-2901	
VISION USA - American Optometric Association: (800)766-4466	
<u>Public Health</u>	47
Kalamazoo County Health and Community Services: 373-5200	



Michigan Department of
Human Services
(269)337-4900

Kalamazoo County Health
Plan
(269)344-6168

United States Social
Security Administration
(800)772-1213

Social Health Insurance Definitions

Medicare and Medicaid

A federally funded health insurance program administered by the Centers for Medicare & Medicaid Services (CMS), previously known as the Health Care Financing Administration (HCFA), for people age 65 and older; for individuals with disabilities younger than age 65 who have received Social Security Disability benefits for at least 24 consecutive months; and for insured workers and their dependents who have end stage renal disease and need dialysis or a kidney transplant. Premiums, deductibles, and co-payments or out-of-pocket costs are required for Medicare coverage. Special programs that assist with paying some or all of these costs are available for low income persons who qualify. Medicare has four parts: Hospital Insurance (Part A), which helps pay for care in a hospital or skilled nursing facility, home health care and hospice care; Supplemental Medical Insurance (Part B), which helps pay for doctors, outpatient hospital care and other medical services including Medicare Preventive benefits; Medicare Advantage (Part C, formerly known as Medicare+Choice), which offers a variety of Medicare managed care options, including coordinated care plans and private, unrestricted fee-for-service plans that are required to provide, at minimum, the same benefits as Part A and B, excluding hospice services; and the Medicare Prescription Drug Benefit (Part D), a program managed by private plans that assists in covering the cost of prescription drugs for beneficiaries. People who have Medicare Part A and/or Part B need to join a Medicare prescription drug program to obtain insurance coverage for prescription drugs.

Social Health Insurance

Michigan Department of
Human Services
(269)337-4900

Kalamazoo County Health
Plan
(269)344-6168

United States Social
Security Administration
(800)772-1213

Social Health Insurance Definitions

Children's State/Local Health Insurance Programs

Programs that provide health insurance for children who do not qualify for Medicaid and who have no access to privately purchased health insurance or to insurance provided through a family member's employer. Services covered by these programs vary by state but generally include hospitalization, physician services, emergency room visits, family planning, immunizations, laboratory and x-ray services, outpatient surgery, chiropractic care, prescriptions, eye exams, eye glasses and dental care. Eligibility requirements also vary. Included are state and/or local government health insurance programs which may be administered by the state or at the local level and public/private partnerships between state and/or local government entities and health insurance companies or other private organizations. Health care is generally provided through participating managed care plans in the area.

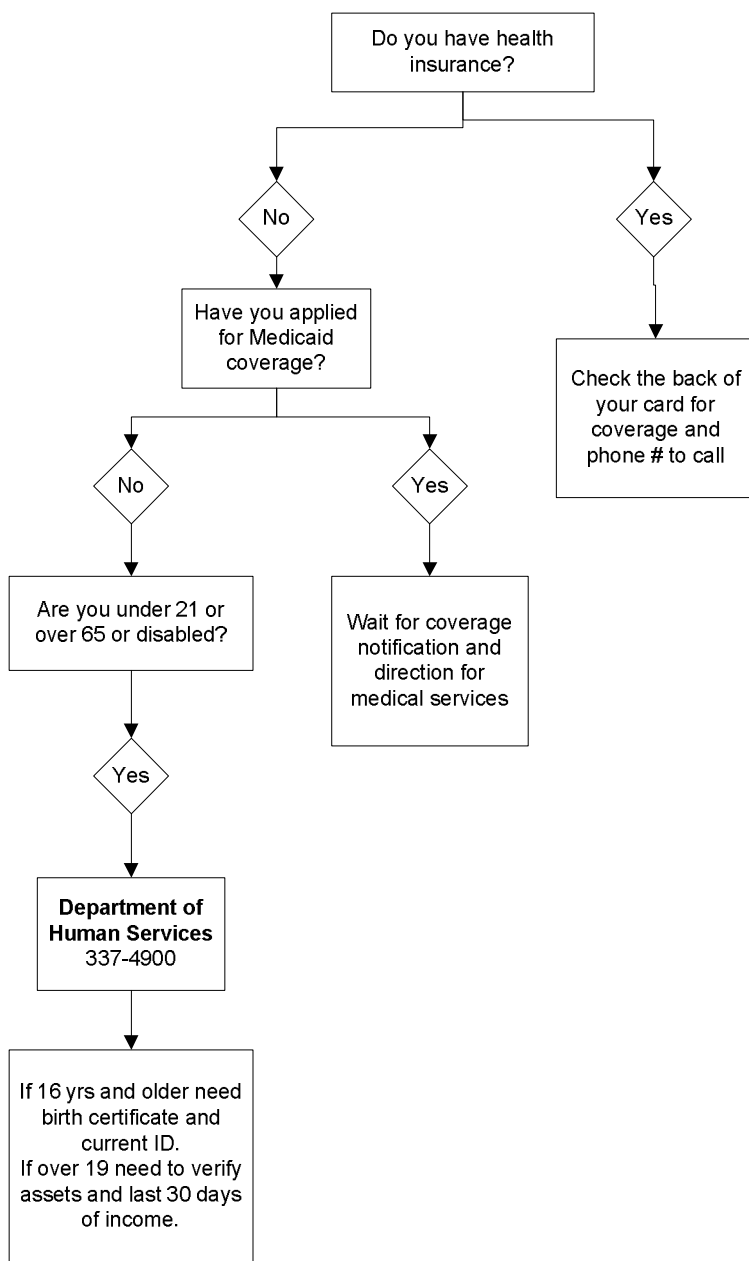
Adult State/Local Health Insurance Programs

Programs that provide health insurance for adults who do not qualify for Medicaid, do not have access to insurance provided by an employer or cannot afford privately purchased health insurance. Services covered by these programs vary by state but generally include hospitalization, physician services, emergency room visits, family planning, immunizations, laboratory and x-ray services, outpatient surgery, chiropractic care, prescriptions, eye exams, eye glasses and dental care. Other services may include alcohol and drug treatment, mental health services, medical equipment and supplies and rehabilitative therapy. Eligibility requirements also vary. Included are state and/or local government health insurance programs which may be administered by the state or at the local level and public/private partnerships between state and/or local government entities and health insurance companies or other private organizations. Health care is generally provided through participating managed care plans in the area.



Financial Coverage for Medical Services

through Department of Human Services



Medicaid Card

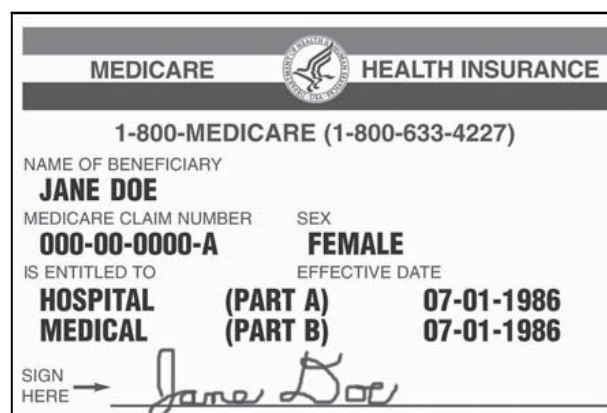
The color of this card is **Green**.

Also covers Behavioral Health Services for substance abuse and mental health.



Medicare Card

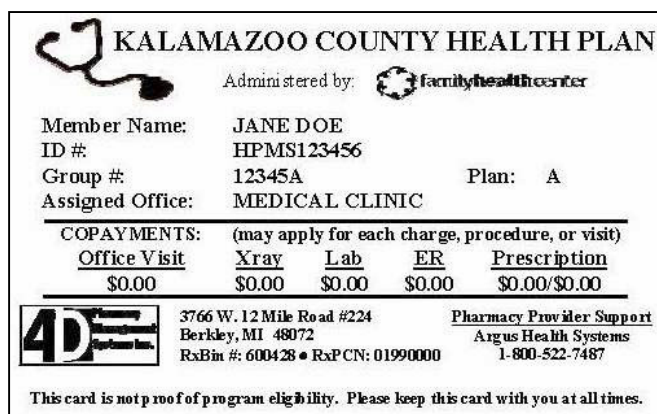
The color of this card is **White** with a red, white and blue stripe across the top. Sometimes it is referred to as the “**Red, white and blue card**”.



Kalamazoo County Health Plan (Plan A)

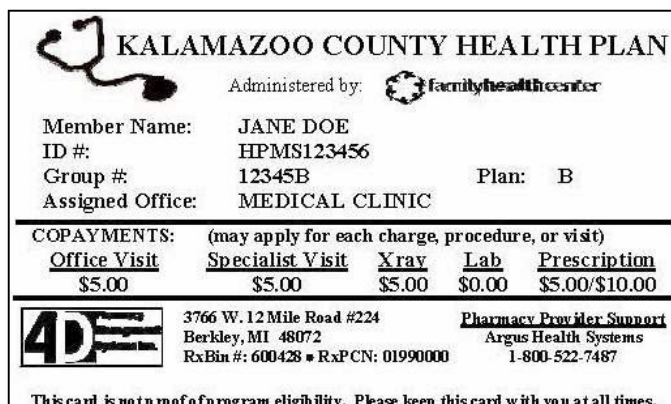
The color of this card is **White**. This card is used for anything medical.

Sometimes people get this card for medical and the **Green** card above for Behavioral Health Services.



Kalamazoo County Health Plan (Plan B)

The color of this card is **White**.



Coverage and Copay Table

Kalamazoo County Health Plan, Plan A (Adult Benefits Waiver)

Coverage	Copay	Card Used
Office Visits	\$0	Kalamazoo County Health Plan
Specialist Services	\$0	Kalamazoo County Health Plan
Outpatient Lab Tests	\$0	Kalamazoo County Health Plan
Outpatient X-rays	\$0	Kalamazoo County Health Plan
Emergency Room (must be medically necessary)	\$0	Kalamazoo County Health Plan
Outpatient Hospital Services	\$0	Kalamazoo County Health Plan
Most Prescription Medications	\$0	Kalamazoo County Health Plan
Prescription Medications not covered by KCHP	\$1	ABW-mihealth
Emergency Ambulance	\$0	Kalamazoo County Health Plan
Walk-In/Urgent Care	\$0	Kalamazoo County Health Plan
Durable Medical Supplies	\$0	Kalamazoo County Health Plan
Mental Health Services (Through the Community Mental Health Services Program)	\$0	ABW-mihealth
Substance Abuse Services (Through the Community Mental Health Services Program)	\$0	ABW-mihealth

Kalamazoo County Health Plan, Plan B

Coverage	Copay
Office Visits	\$5
Specialist Services	\$5
Outpatient Lab Tests	\$0
Outpatient X-rays	\$5
Prescription Medications	\$5 Generic – no exceptions
Walk-In/Urgent Care	\$5
Physical Therapy	\$0

Family Health Center

Kalamazoo, MI
Sliding Fee Scale

Percentage of Maximum Charge, Based on Family Income and Size

Sliding Fee Scale Step for Income Range 2009

	----- A -----	----- B -----	----- C -----	----- D -----	----- E -----
Family Size	Pay \$10 per visit. 125% of Poverty Level	Pay 25% of charge or minimum of \$10 per visit. 126% - 150% of Poverty	Pay 50% of charge or mini- mum of \$10 per visit. 151% - 175% of Poverty	Pay 75% of charge or mini- mum of \$10 per visit. 176% - 200% of Poverty	Pay 100% of charge. 201% of Poverty
1	\$0 - \$13,538	\$13,539 - \$16,245	\$16,246 - \$18,952	\$18,953 - \$21,660	\$21,661 & Over
2	\$0 - \$18,213	\$18,214 - \$21,855	\$21,856 - \$25,498	\$25,499 - \$29,140	\$29,141 & Over
3	\$0 - \$22,888	\$22,889 - \$27,465	\$27,466 - \$32,043	\$32,044 - \$36,620	\$36,621 & Over
4	\$0 - \$27,563	\$27,564 - \$33,075	\$33,076 - \$38,588	\$38,589 - \$44,100	\$44,101 & Over
5	\$0 - \$32,238	\$32,239 - \$38,685	\$38,686 - \$45,133	\$45,134 - \$51,580	\$51,581 & Over
6	\$0 - \$36,913	\$36,914 - \$44,295	\$44,296 - \$51,678	\$51,679 - \$59,060	\$59,061 & Over
7	\$0 - \$41,588	\$41,589 - \$49,905	\$49,906 - \$58,223	\$58,224 - \$66,540	\$66,541 & Over
8	\$0 - \$46,263	\$46,264 - \$55,515	\$55,516 - \$64,768	\$64,769 - \$74,020	\$74,021 & Over
9	\$0 - \$50,938	\$50,939 - \$61,125	\$61,126 - \$71,313	\$71,314 - \$81,500	\$81,501 & Over
10	\$0 - \$55,613	\$55,614 - \$66,735	\$66,736 - \$77,858	\$77,859 - \$88,980	\$88,981 & Over
11	\$0 - \$60,288	\$60,289 - \$72,345	\$72,346 - \$84,403	\$84,404 - \$96,460	\$96,461 & Over
12	\$0 - \$64,963	\$64,964 - \$77,955	\$77,956 - \$90,948	\$90,949 - \$103,940	\$103,941 & Over

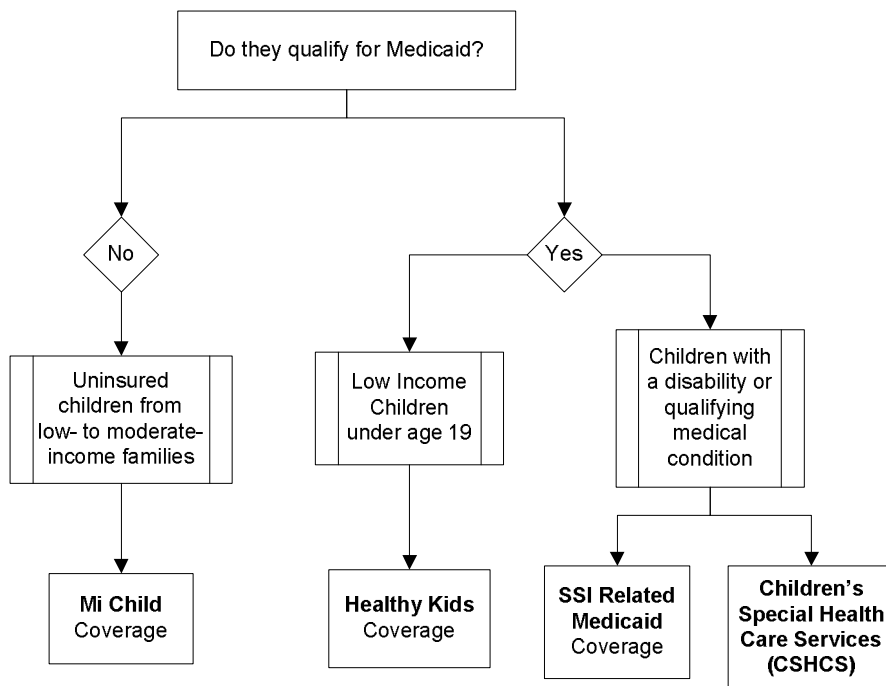
Contact Patient Accounts for families over 12.

Based on Annual Update of the HHS Poverty Guidelines, published Federal Register 02/01/2009

Health Care Coverage

through the Department of Human Services (DHS) and
Kalamazoo County Health and Community Services (KCHCS)

Children



Social Health Insurance - Children

Department of Human
Services
(269)337-4900

Kalamazoo County Health
and Community Services
(269)373-5200

CHILDREN'S SPECIAL HEALTH CARE SERVICES (CSHCS)

**Kalamazoo County Health and
Community Services**
3299 Gull Road
Nazareth, MI 49074

(269)373-5200 Main
(269)373-5010 CSHCS information

Michigan Department of Community Health

Capitol View Building
201 Townsend Street
Lansing, MI 48933

(800)359-3722: CSHCS Family Phone Line
cshcsfc@michigan.gov: email address

SERVICE: Provides certain approved
medical service coverage to some children
and adults with special health care needs in-
cluding physical and mental disabilities.

ELIGIBILITY: Children must have a
qualifying medical condition and be under 21
years of age. Persons 21 and older with
cystic fibrosis or certain blood coagulating
disorders may also qualify for services.

HOURS:

FEES: n/a

HEALTHY KIDS

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

Apply on-line at:
www.healthcare4mi.com

SERVICE: Health care program for
low-income children under age 19 and for
pregnant women of any age. No monthly
premium for Healthy Kids. Most children
who are eligible for Healthy Kids are
enrolled in a Medicaid health plan. Healthy
Kids provides a comprehensive package of
health care benefits including vision, dental,
and mental health services.

ELIGIBILITY: Children under 19 and
pregnant women of any age. Must take an
income test.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: n/a



Social Health Insurance - Children

Department of Human
Services
(269)337-4900

Kalamazoo County Health
and Community Services
(269)373-5200

MEDICAID

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: Determines eligibility for some of the health care programs that are administered by the Michigan Department of Community Health (MDCH).

ELIGIBILITY: Varies by program. Eligible for person under age 21.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: n/a

MI CHILD

Department of Human Services
322 Stockbridge
Kalamazoo MI 49001

(269) 337-4900
(269)337-5139 FAX
www.michigan.gov/dhs

HOURS: Monday-Friday 8:00 AM-5:00 PM

Michigan Department of Community Health
Capitol View Building
201 Townsend Street
Lansing, MI 48933

(888)988-6300 MI Child
(800)642-3195 Beneficiary Help Line

Apply on-line at:
www.healthcare4mi.com

SERVICE: Contracts with private insurance companies to provide comprehensive health insurance coverage for uninsured children who do not qualify for Medicaid. Insurance covers: immunizations; emergency care; primary and specialized care; diagnostic services; inpatient and outpatient hospital care; prescriptions; dental care; vision and hearing screening; mental health services; and substance abuse treatment.

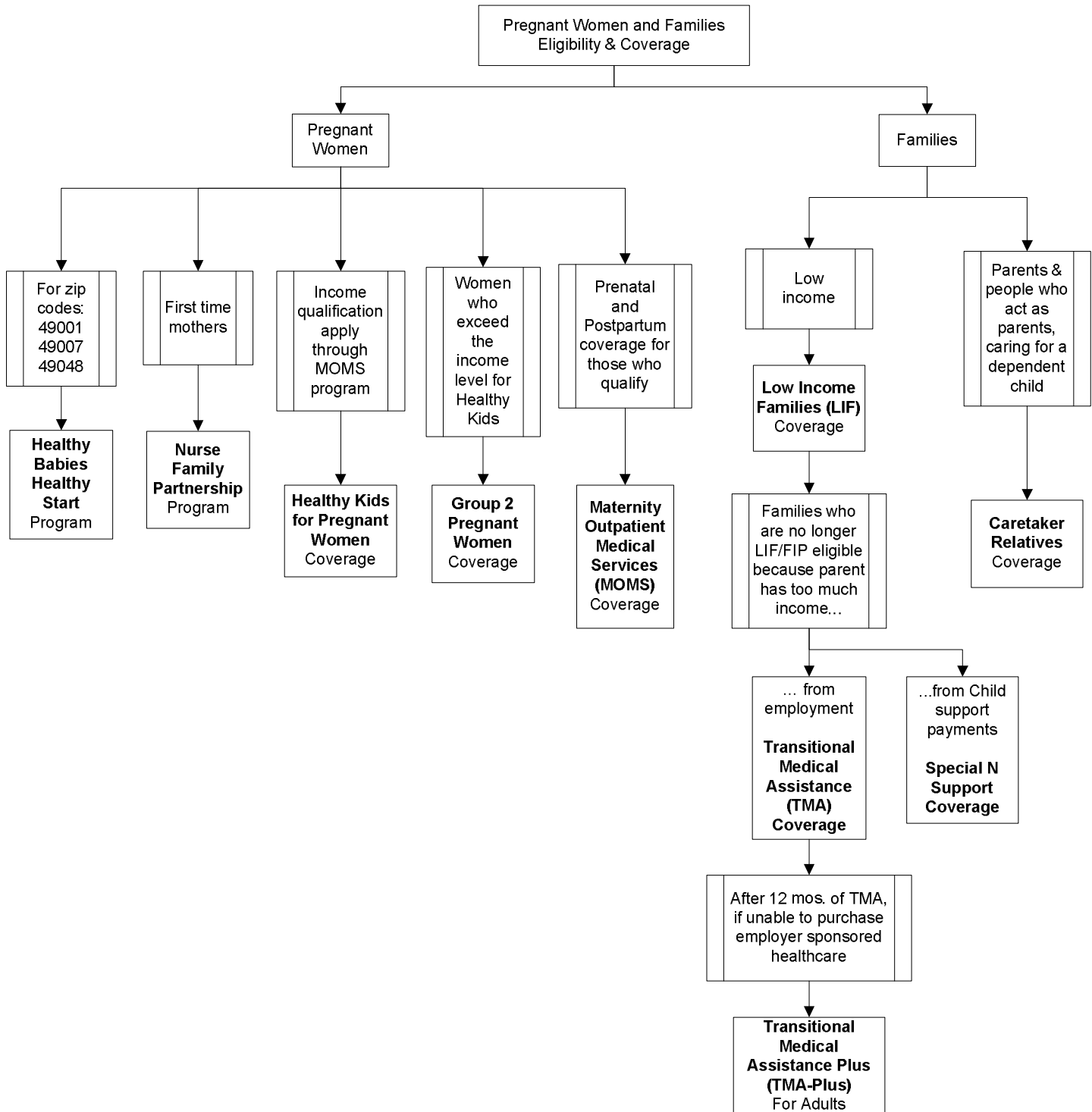
ELIGIBILITY: Children age 18 and under from low- to moderate-income families in Michigan who do not have other health insurance. Recipients must be U.S. citizens or legal aliens.

FEES: None

Health Care Coverage

through the Department of Human Services (DHS) and
Kalamazoo County Health and Community Services (KCHCS)

Pregnant Women and Families



Social Health Insurance - Pregnant Women & Families

Department of Human
Services
(269)337-4900

Douglass Community
Center
(269) 342-4084

Family Health Center
(269)349-2641

Kalamazoo County
Health and Community
Services
(269)373-5200

CARETAKER RELATIVES

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: Medicaid is available to eligible parents and people who act as parents, caring for a dependent child. These people are called caretaker relatives.

ELIGIBILITY: There is an income test and an asset test for this program.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: n/a

GROUP 2 PREGNANT WOMEN PROGRAM

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: If the income is over the income limit For Healthy Kids for Pregnant Women, the pregnant woman is assigned a deductible. Persons may incur medical expenses that equal or exceed the deductible and still qualify for this program.

ELIGIBILITY: Available for a woman who has income that exceeds the income limit for Healthy Kids for Pregnant Women.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: n/a

Social Health Insurance - Pregnant Women & Families

Department of Human
Services
(269)337-4900

Douglass Community
Center
(269) 342-4084

Family Health Center
(269)349-2641

Kalamazoo County
Health and Community
Services
(269)373-5200

HEALTHY BABIES HEALTHY START

**Kalamazoo County Health and
Community Services**
3299 Gull Road
Nazareth, MI 49074
(269) 373-5067

Family Health Center
2030 Portage Rd.
Kalamazoo, MI 49001
(269) 349-0888

Douglass Community Center
1000 W. Paterson
Kalamazoo, MI
(269) 342-4084

SERVICE: Care management, home visits,
parenting support, education, referrals to
community resources, infant items, WIC,
Medicaid/transportation, and more.

ELIGIBILITY: Pregnant women and their
babies under two years old who live within
49001, 49007 and 49048 zip codes.

HOURS: by location

FEES:

HEALTHY KIDS FOR PREGNANT WOMEN

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: Medicaid is available to an
eligible woman while she is pregnant,
including the month her pregnancy ends and
during the two calendar months following the
month her pregnancy ends, regardless of the
reason.

ELIGIBILITY: There is an income limit for
this program.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: n/a



Social Health Insurance - Pregnant Women & Families

Department of Human
Services
(269)337-4900

Douglass Community
Center
(269) 342-4084

Family Health Center
(269)349-2641

Kalamazoo County
Health and Community
Services
(269)373-5200

LOW INCOME FAMILIES (LIF)

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: Most beneficiaries are enrolled in a Medicaid health plan and receive a comprehensive package of health care benefits including vision, dental, and mental health services. Families that receive cash assistance (Family Independence Program or FIP) are automatically eligible for this program. Families don't have to apply for FIP in order to receive health care coverage under this program.

ELIGIBILITY: There are income and asset tests.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES:

MATERNITY OUTPATIENT MEDICAL SERVICES (MOMS)

Department of Human Services
322 Stockbridge
Kalamazoo, MI 49001

(269) 337-4900
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: Prenatal and postpartum outpatient pregnancy-related services for pregnant or recently pregnant women.

ELIGIBILITY: Women who are pregnant or recently pregnant, live in Michigan, and are 185% or below the Federal Poverty Level, are not eligible for full Medicaid, or whose Medicaid application is pending. Other women who may be eligible for MOMS include teens, who because of confidentiality concerns, choose not to apply for Medicaid, and non-citizens who are only eligible for emergency services only.

The women must use Medicaid benefits if and when they become available. Prenatal health care services will be covered by MOMS and/or Medicaid for the entire pregnancy and for two months after the pregnancy ends. There is an income test for all persons except teens.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES:

Social Health Insurance - Pregnant Women & Families

Department of Human
Services
(269)337-4900

Douglass Community
Center
(269) 342-4084

Family Health Center
(269)349-2641

Kalamazoo County
Health and Community
Services
(269)373-5200

NURSE FAMILY PARTNERSHIP

**Kalamazoo County Health and
Community Services**
3299 Gull Road
Nazareth, MI 49074

(269)373-5026

SERVICE: Nurse-Family Partnership is a voluntary prevention program providing nurse home visitation services to low income, first-time mothers in the area. Specially trained nurses begin services early in pregnancy and continue visitation through the child's second year. Nurses provide support, education and counseling on health, behavioral, self-sufficiency, and parenting issues as they work with the mother towards:

- having a healthy pregnancy and a healthy baby
- becoming a better parent
- building a strong network of support
- making the home child-friendly and safe
- obtaining referrals for healthcare,
- childcare, job training and other support services available in the community
- seeking educational opportunities and develop job skills

ELIGIBILITY: First time mothers who are low-income.

HOURS:

FEES: n/a

SPECIAL N SUPPORT

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: Special N Support is available for 4 months. Most beneficiaries are enrolled in a Medicaid health plan and receive a comprehensive package of health care benefits including vision, dental, and mental health services.

ELIGIBILITY: Special N Support is available to families that received Low Income Families (LIF) Medicaid or cash assistance (FIP) but are no longer eligible due to income from child support payments.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES:

Social Health Insurance - Pregnant Women & Families

Department of Human
Services
(269)337-4900

Douglass Community
Center
(269) 342-4084

Family Health Center
(269)349-2641

Kalamazoo County
Health and Community
Services
(269)373-5200

TRANSITIONAL MEDICAL ASSISTANCE (TMA)

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: Most beneficiaries are enrolled in a Medicaid health plan and receive a comprehensive package of health care benefits including vision, dental, and mental health services. TMA is available for up to 12 months.

ELIGIBILITY: TMA is available to families that have received LIF or cash assistance (FIP) in at least 3 of the last 6 months. The family is no longer LIF/FIP eligible because a parent has too much income from employment.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES:

TRANSITIONAL MEDICAL ASSISTANCE PLUS (TMA-PLUS)

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: A comprehensive package of health care benefits including vision, dental, and mental health services.

ELIGIBILITY: TMA-Plus assists beneficiaries in achieving self-sufficiency by extending medical coverage for families unable to purchase employer-sponsored health care coverage. TMA-Plus is available to adults after the 12 months of TMA. There is only an income limit. There are monthly premiums based on the number of adults and how long they have been in the TMA-Plus program.

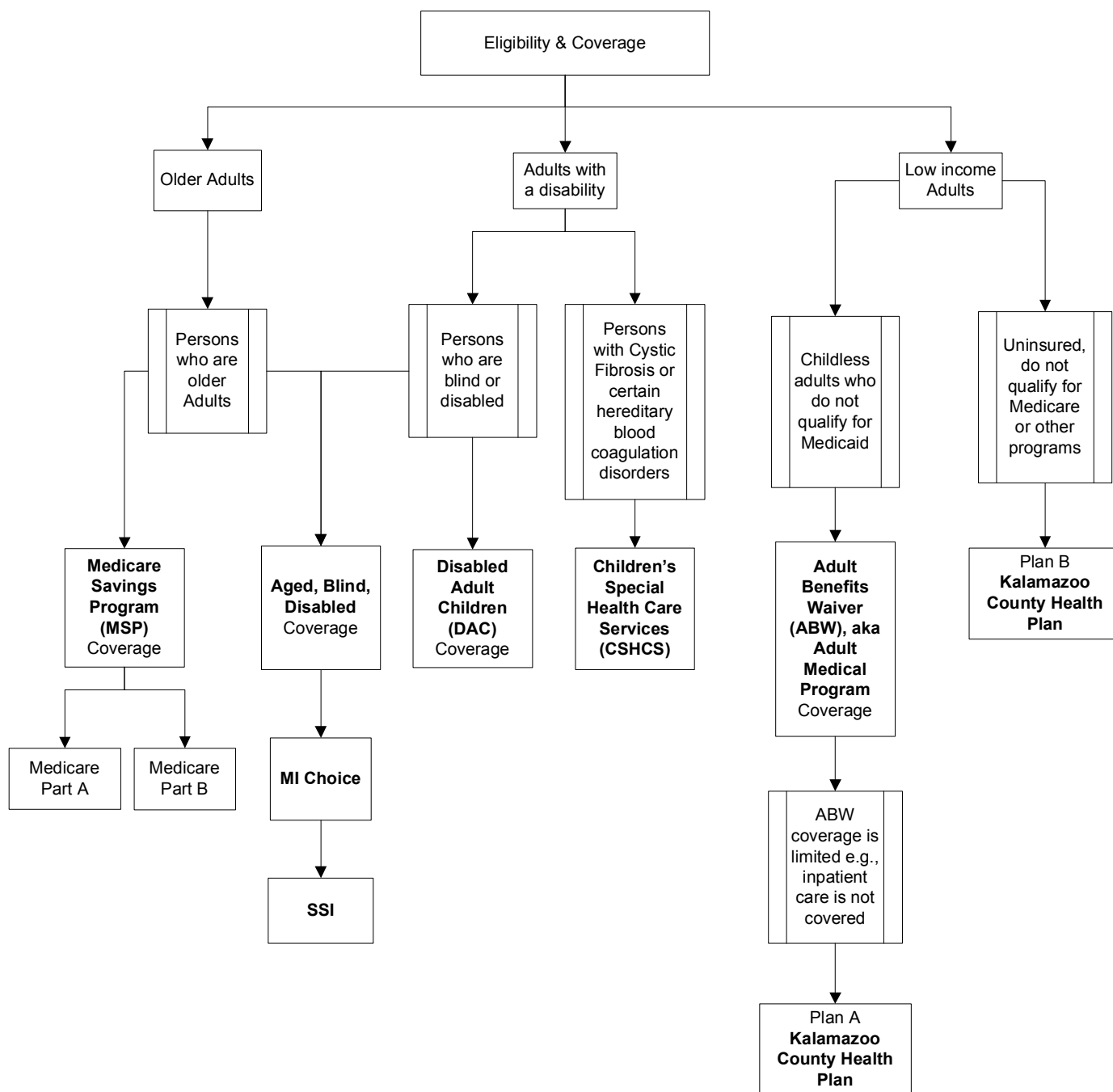
HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES:

Health Care Coverage

through the Department of Human Services (DHS) and
Kalamazoo County Health and Community Services (KCHCS)

Adults



Social Health Insurance - Adults

Department of Human
Services
(269)337-4900

Family Health Center
(269)349-2641 Main
(269)344-6168 Plan B

Kalamazoo County
Health and Community
Services
(269)373-5200

United States Social
Security Administration
(269)381-2313
(800)772-1213

ADULT BENEFITS WAIVER (ABW) **a.k.a., ADULT MEDICAL PROGRAM** **(AMP)**

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: ABW/AMP medical coverage is limited (e.g., inpatient coverage is not covered). However, pharmacy is included. Some counties have a county health plan that the person must be enrolled in to receive ABW/AMP benefits. Some services may require prior authorization from the county health plan or state (if there is no health plan in the county of residence).

ABW Beneficiaries will get a **mihealth card**. If you are enrolled in an ABW County Health Plan, you will also get a health card from that Health Plan in addition to the mihealth card. Take both the County Health Plan ID card and the mihealth card with you when you need medical services.

ELIGIBILITY: ABW/AMP provides basic medical care to low income childless adults who do not qualify for Medicaid. There are asset and income tests.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES:

AGED, BLIND, DISABLED

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: Most beneficiaries are enrolled in a Medicaid health plan and receive a comprehensive package of health care benefits including vision, dental, and mental health services.

ELIGIBILITY: Medicaid is available to persons who are aged, blind, or disabled. There are income and asset tests. If the income is over the income limit, persons may incur medical expenses that equal or exceed the deductible and still qualify for this program.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES:

Social Health Insurance - Adults

Department of Human
Services
(269)337-4900

Family Health Center
(269)349-2641 Main
(269)344-6168 Plan B

Kalamazoo County
Health and Community
Services
(269)373-5200

United States Social
Security Administration
(269)381-2313
(800)772-1213

CHILDREN'S SPECIAL HEALTH CARE SERVICES (CSHCS)

**Kalamazoo County Health and
Community Services**
3299 Gull Road
Nazareth, MI 49074

(269)373-5010 CSHCS information

**Michigan Department of Community
Health**
Capitol View Building
201 Townsend Street
Lansing, MI 48933

(800)359-3722: CSHCS Family Phone Line
cshcsfc@michigan.gov: email address

SERVICE: Provides certain approved
medical service coverage to some adults with
special health care needs including physical
and mental disabilities.

ELIGIBILITY: Persons 21 and older with
cystic fibrosis or certain blood coagulating
disorders may qualify for services.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: None

DISABLED ADULT CHILDREN (DAC)

Department of Human Services
322 Stockbridge Avenue
Kalamazoo, MI 49001
(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: Most beneficiaries are enrolled in
a Medicaid health plan and receive a
comprehensive package of health care
benefits including vision, dental, and mental
health services.

ELIGIBILITY: A person who had a disability
or blindness before age 22 may be eligible to
receive Medicaid benefits in his/her adult
years. This person must also be receiving
DAC benefits from Social Security.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: n/a



Social Health Insurance - Adults

Department of Human
Services
(269)337-4900

Family Health Center
(269)349-2641 Main
(269)344-6168 Plan B

Kalamazoo County
Health and Community
Services
(269)373-5200

United States Social
Security Administration
(269)381-2313
(800)772-1213

KALAMAZOO COUNTY HEALTH PLANS

Family Health Center

117 W. Paterson
Kalamazoo, MI 49007
(269) 349-2641 Main

(269)337-4900 Plan A
(269)344-6168 Plan B

SERVICE: Covers medically necessary health care services for those who qualify to be members of the Kalamazoo County Health Plan.

Plan A

Residents eligible for the Adult Benefits Waiver (ABW) program through the State of Michigan are enrolled in Kalamazoo Health Plan, Plan A. This program is NOT insurance. It provides basic medical care to low income childless adults who do not qualify for Medicaid. **Enrollment in Kalamazoo Health Plan, Plan A is done by the local Department of Human Services (DHS): 269-337-4900.**

Plan B

Residents who do not meet the requirements for Medicaid, Medicare, or any other program may be eligible for a community-sponsored program called Kalamazoo Health Plan, Plan B. This program is NOT insurance. It provides basic medical care at little or no cost to the member. For more information, please call the following number to reach your **local enrollment office, the Family Health Center, for Plan B: 269-344-6168.**

ELIGIBILITY: Kalamazoo County resident, cannot have any private health insurance or be eligible for Medicaid, Medicare, MOMS, MICHild or Healthy Kids.

HOURS: Monday-Friday: 9:00 AM-5:00 PM

FEES: No fee to enroll

MEDICARE SAVINGS PROGRAM (MSP)

Department of Human Services

322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: The Medicare Savings Program pays for certain Medicare costs. In some cases, the beneficiary may be refunded a portion of the Medicare Part B premium on an annual basis.

ELIGIBILITY: There is an asset test. The income amount determines what is covered.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: n/a

Social Health Insurance - Adults

Department of Human
Services
(269)337-4900

Family Health Center
(269)349-2641 Main
(269)344-6168 Plan B

Kalamazoo County
Health and Community
Services
(269)373-5200

United States Social
Security Administration
(269)381-2313
(800)772-1213

MEDICARE & SUPPLEMENTAL SECURITY INCOME (SSI)

Social Security Administration
317 S. Drake Rd.
Kalamazoo, MI 49009

(800)772-1213 National
www.socialsecurity.gov

(269)381-2313 Main: Local office
(866)331-9088 Main: Local office
(269)381-9119 FAX
(269)381-9046 TTY
(800)325-0778 TTY: Local Office
Mi.Fo.Kalamazoo@ssa.gov

SERVICE: The Social Security office assigns social security numbers, processes retirement, disability, **Medicare**, survivor's claims and claims for **SSI**. SSI is a cash benefit to low income adults who are aged, disabled, or blind. SSI beneficiaries are automatically eligible for Medicaid and the comprehensive package of health care benefits including, vision, dental, and mental health services. Medicaid may continue even if SSI stops.

ELIGIBILITY: The Social Security Administration determines eligibility.

HOURS: Monday-Friday 9:00 AM-4:00 PM

FEES: No fees

MI CHOICE

Department of Human Services

322 Stockbridge Avenue
Kalamazoo, MI 49001

(269)337-4900 Main
(269)337-5139 FAX
www.michigan.gov/dhs

SERVICE: The MIChoice waiver provides home and community based health care services for aged and disabled persons. The program's goal is to allow persons to remain at home to receive health services. MIChoice Beneficiaries are not enrolled in a Medicaid health plan but still receive a comprehensive package of health care benefits including vision, dental, and mental health services. In addition, the waiver may provide other benefits to help the person remain at home.

ELIGIBILITY: Services for aged and disabled persons. If they did not receive such services, these persons would require nursing home care. The cost of care at home must be less than the cost of care in a nursing home.

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES:

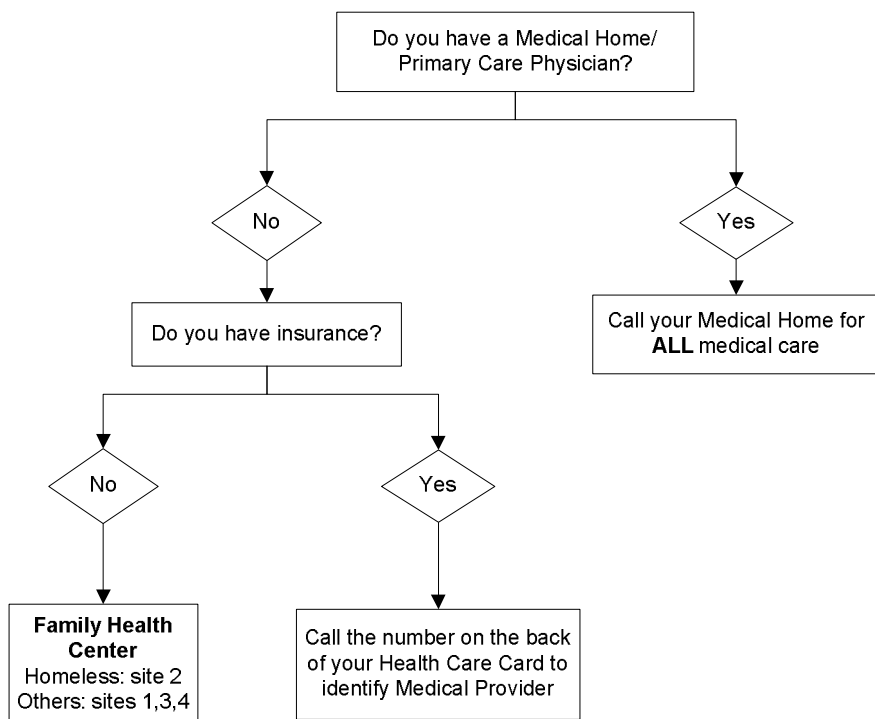


Medical Home Primary Care Physician

Medical Home means that you get care from a doctor who will help you stay well. This office will help you to take care of yourself when you are ill. The doctor will help you with diseases like diabetes (blood sugar problems) or high blood pressure.

When should I call my medical home?

For regular check-ups and colds and flu that don't get better. Anything that is not an emergency and can be handled when the office is open. AFTER office hours, call your medical home office and then call the number given in the office's voice message.



Family Health Center

Five Sites

1. Main – 117 W. Paterson St.,
2. Health Clinic for the Homeless – 431 N. Rose St.
3. Kalamazoo South – 2030 Portage Rd.
4. Portage – 325 Centre St., Portage
5. Edison – 924 Russell St., Edison School

Medical Home/Primary Care Physician

Family Health Center
(269)349-2641

Borgess Medical Center
(269) 226-7000

Family Health Center
117 W Paterson
Kalamazoo, MI 49007

(269)349-2641 Main
(269)385-2217 Healthcare for the Homeless
(269)488-0813 Service/Intake
(269)377-1702 Edison School Based
Health Center
(269)349-0888 Portage Rd
(269)488-7342 Centre St., Portage
(269)349-4373 FAX
www.fhckzoo.com/

SERVICE: This agency provides primary health care services for the medically underserved and medically indigent residents of Kalamazoo County. It has an on site pharmacy, children's dental, OB/GYN, family practice, pediatrics and laboratory.

ELIGIBILITY: Anyone

HOURS: Vary by site and program.

FEES: \$45 average visit; sliding scale based on income available

Healthcare for the Homeless

The Healthcare for the Homeless site provides quality comprehensive healthcare to homeless clients in Kalamazoo County. Along with medical care we also provide case management, substance abuse counseling and referrals, complimentary services that include referrals for massage therapy and acupuncture, vouchers for dental services, and enabling services that includes transportation such as cab rides and bus tokens. Our primary goal is to improve the health status and outcomes for homeless individuals and families by improving access to primary care and other critical services.

Family Health Center - continued

Managed Care

This area features a modern office, waiting room and private counseling rooms where patients can visit with specialists about their insurance and health benefits and to receive help accessing assistance programs.

Obstetrics/Gynecology

We specialize in general women's medical care, diagnosis and treatment of disorders of the female reproductive system, and care of pregnant women. Our key provider is board-certified and has cared for the under-served population in Kalamazoo County for more than 20 years. Thanks to our new facility, our OB/GYN area is easier to navigate and more private for our patients. We administer the Healthy Babies - Healthy Start program for Kalamazoo County, a federal program created to reduce high fetal and infant mortality rates by helping women have healthy pregnancies and healthy babies.

Social work

They are adept at crisis assessment and intervention. The social work team is familiar with community resources and provide a valuable link to community agencies.

WIC (Women, Infants, Children)

WIC is a federal program that serves to safeguard the health of low-income women, infants and children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care.

Medical Home/Primary Care Physician

Family Health Center
(269)349-2641

Borgess Medical Center
(269)226-7000

Borgess Medical Center

1521 Gull Road
Kalamazoo, MI 49048

(269)226-7000 Main
(269)226-4815 Emergency
(269)226-8135 Physician Referral
(800)828-8135 Physician Referral

www.borgess.com

Choose "Physician" from upper right corner of website to search for a physician by area of interest, specialty, or by name.

SERVICE: Provides primary and specialty medical services to both adults and children including: general adult medicine, women's health, senior healthcare, newborn care, adolescent medicine, immunizations, lactation consultations, x-ray service, preventive health care and after hours helpline.

ELIGIBILITY: Call to determine if practice is accepting new patients

HOURS: Vary by location

FEES: Accept most insurance carriers including Medicaid and Medicare, participate with PPOs and HMOs.

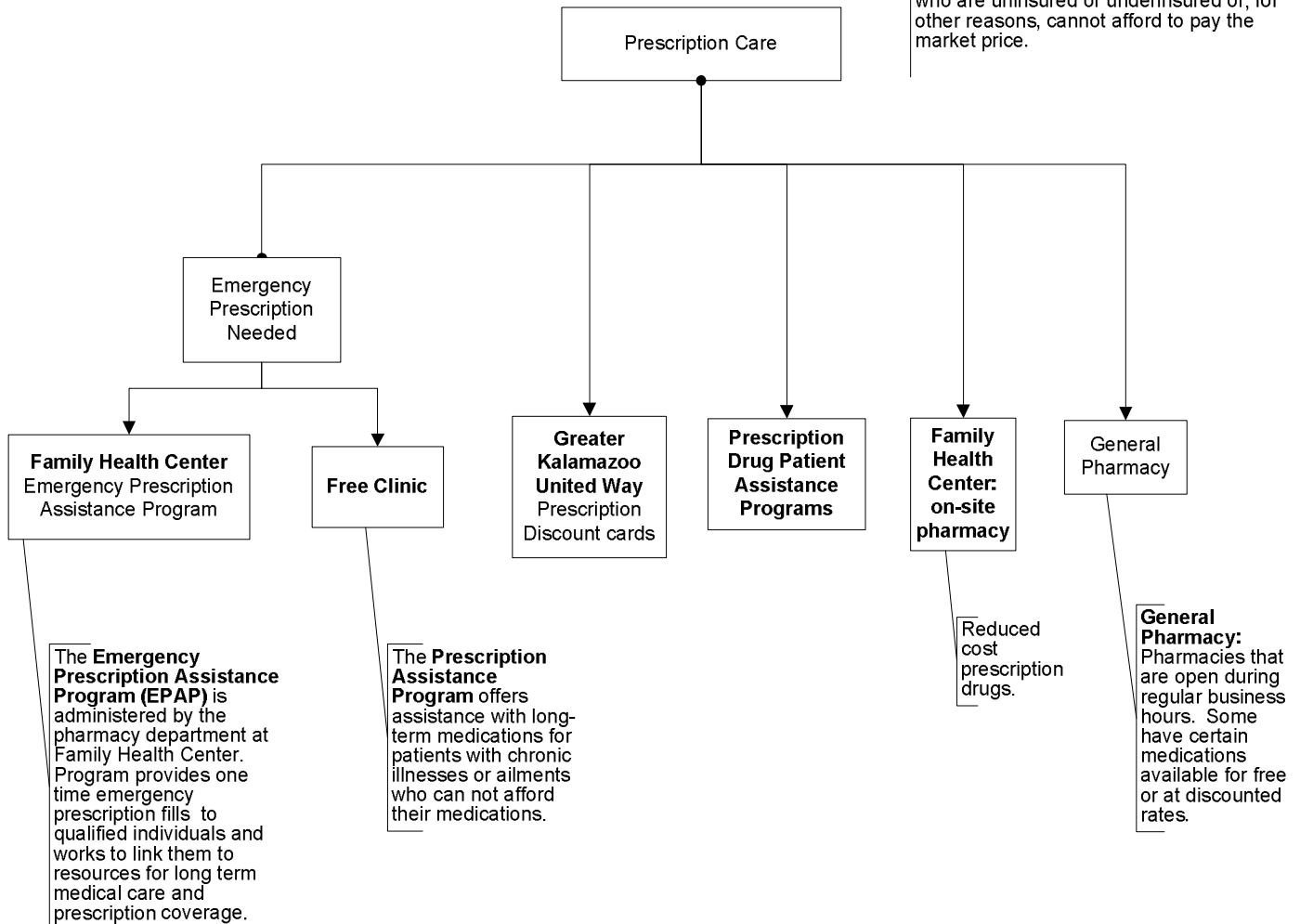
Prescription Assistance

Prescription Expense Assistance:
Provide financial assistance to purchase necessary prescription drugs for people who would be in an emergency situation without assistance.

Prescription Medication Service:
Programs that provide access to brand name or difficult to obtain prescription drugs or supportive services that help patients take their medication as prescribed by their physician.

Prescription Discount Card: Private organizations that issue cards that offer discounts on prescriptions at participating pharmacies.

Prescription Drug Patient Assistance Programs: Companies that make free or low-cost brand name or generic prescription drugs available to patients who are uninsured or underinsured or, for other reasons, cannot afford to pay the market price.



Prescription Assistance

Family Health Center
(269)349-2641 Main
(269)488-0835 Pharmacy

Free Clinic
of Kalamazoo
(269)344-0044

Greater Kalamazoo
United Way
(269)343-2524

Family Health Center
117 W Paterson
Kalamazoo, MI 49007

(269)349-2641 Main
(269)488-0813 Prescription Assistance
(269)349-4373 FAX
www.fhckzoo.com

SERVICE: The Emergency Prescription Assistance Program (EPAP) is administered by the pharmacy department at Family Health Center. This program is for one time emergency prescription fills and is not designed to be an ongoing provider of free medication. One of the roles of the EPAP department is to link the patient with various resources for long term medical care and prescription coverage. EPAP works closely with the Kalamazoo County Health Plan and the Family Health Center to provide the necessary ongoing care for these individuals.

ELIGIBILITY: Anyone

HOURS: Pharmacy
Monday - Friday 8:00 AM-8:00 PM
Saturday 9:00 AM-1:00 PM

FEES: \$45 average visit; sliding scale based on income available.

Free Clinic of Kalamazoo
2918 Portage
Kalamazoo, MI 49001

(269)344-0044 Service/Intake
(269)344-0914 FAX
(269)344-2507 Administrative
<http://www.kazoofreeclinic.org>

SERVICE: The Prescription Assistance Program offers assistance with long-term medications for patients with chronic illnesses or ailments who can not afford their medications. Call (269) 344-0044 for more information.

ELIGIBILITY: The Free Clinic of Kalamazoo serves adults between the ages of 18 and 64 who live in Kalamazoo County and are uninsured. Each patient's financial history is reviewed for eligibility and each patient is given individual consideration. The clinic is unable to see patients with Medicaid or Medicare or those who have been seen at the Family Health Center within the past year.

HOURS:
Monday & Wednesday 8:30 AM-5:00 PM,
registration until 3:00 PM
Tuesday & Thursday 9:00 AM-9:00 PM,
registration until 7:00 PM

FEES: Contributions accepted.

Prescription Assistance

Family Health Center
(269)349-2641 Main
(269)488-0835 Pharmacy

Free Clinic
of Kalamazoo
(269)344-0044

Greater Kalamazoo
United Way
(269)343-2524

PRESCRIPTION DISCOUNT CARD

Greater Kalamazoo United Way (GKUW)
709 S. Westnedge Ave.
Kalamazoo, MI 49007-6003

(269) 343-2524

<http://kalamazoounitedway.org>

You can print one out from website or pick one up at GKUW.

SERVICE: Prescription drug discounts to those who don't have health insurance, or who need medicine not covered by their insurance plan. This card could lower the cost of your medicine by an average 35%.

Local participating pharmacies:
Askler's Augusta Pharmacy, D&W, Family Health Center Pharmacy, Fred's Vicksburg Community Pharmacy, Galesburg Pharmacy, Gull Pointe Pharmacy, Harding's, Hills Pharmacy, Kalamazoo Hematology & Oncology, Meijer, MSU-KCMS Pharmacy, Oakwood Plaza Pharmacy, Portage Pharmacy, Quinn's Pharmacy, Redcrown Pharmacy, Richland Village Drug, Sam's, Target, Western Michigan University Health Center Pharmacy, Walmart, West Lake Drug and Westside Pharmacy.

Additional information about this program is available online at www.FamilyWize.org

ELIGIBILITY: Everyone

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: none

PRESCRIPTION DRUG PATIENT ASSISTANCE PROGRAMS

Partnership for Prescription Assistance
1-888-4PPA-NOW (1-888-477-2669)
www.pparx.org

SERVICE: The Partnership for Prescription Assistance (PPA) program will connect patients in need to public and private assistance programs. A single point of access for more than 475 public and private assistance programs. Over 2,500 brand-name and generic prescription medicines are available through participating patient programs.

ELIGIBILITY: varies

HOURS: Monday-Friday 8:00 AM-5:00 PM

FEES: vary

Pfizer Helpful Answers:
(866) 706-2400

SERVICE: Pfizer Helpful Answers is a family of assistance programs for uninsured and underinsured patients who need help getting their Pfizer medicines. These programs provide Pfizer medicines for free or at a saving to patients who qualify. Some programs also offer reimbursement support.

ELIGIBILITY: varies

HOURS:

FEES: vary

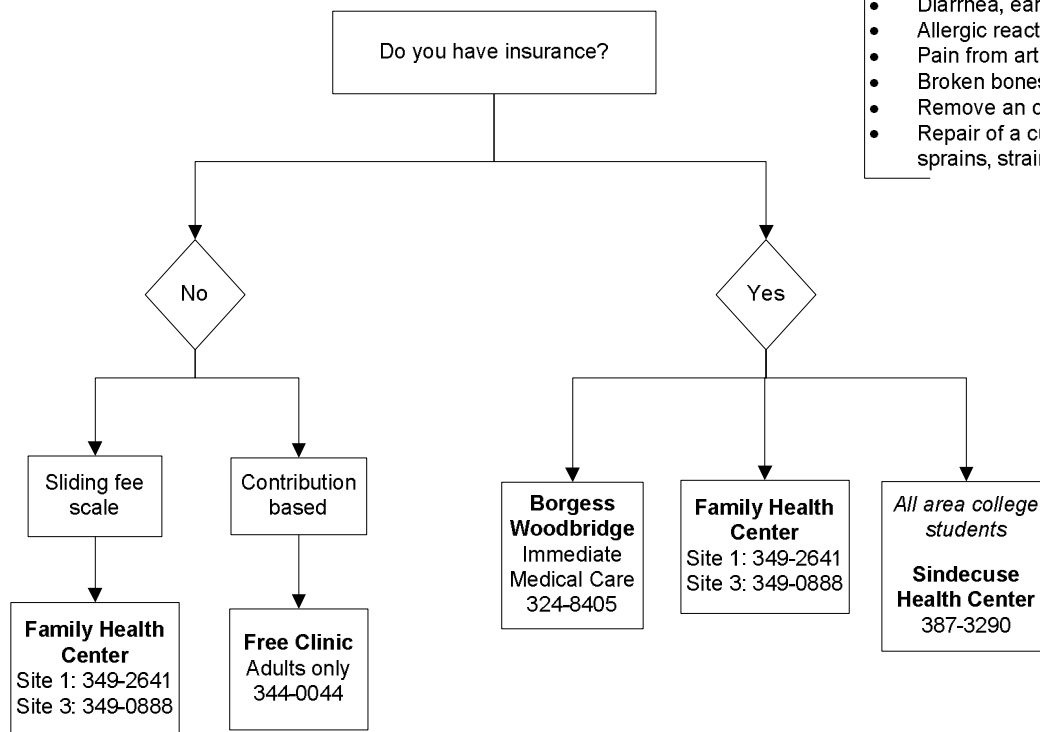
Urgent Care

Immediate medical attention: days, evenings, and weekends.

Urgent Care Clinic is like a mix of your medical home and emergency room. The office hours are longer than the hours of your medical home office and you don't need an appointment.

A clinic like this will care for less serious problems such as:

- Fever, cough, sore throats.
- Diarrhea, ear aches, minor burns.
- Allergic reactions.
- Pain from arthritis/gout.
- Broken bones.
- Remove an object from your body.
- Repair of a cut, eye injuries, sprains, strains.



Family Health Center

Five Sites

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5. Edison – 924 Russell St., Edison School

Urgent Care

Borgess at Woodbridge
Hills - Immediate Care
(269)324-8405

Family Health Center
(269)349-2641

Free Clinic
of Kalamazoo
(269)344-0044

Sindecuse Health Center
(269)387-3290

**Borgess at Woodbridge Hills -
Immediate Care**
7901 Angling Road
Portage, MI 49024

(269)324-8405

SERVICE: Provide relief to individuals requiring treatment for many common medical conditions including cuts and abrasions, respiratory infections, strep throat, simple fractures and workman's compensation follow-up and more

ELIGIBILITY: Anyone

HOURS:

Monday -Friday 7:00 AM -10:00 PM

Saturday 10:00 AM - 8:00 PM

Sunday and Holidays 9:00 AM - 5:00 PM

FEES: Accept most major carriers including Medicaid and Medicare. Fee for service is an option. Fees dependent on care provided.

Family Health Center
117 W Paterson
Kalamazoo, MI 49007

(269)349-2641 Main
(269)349-4373 FAX
www.fhckzoo.com/

SERVICE: Walk-in clinic offers treatment of minor and acute illness. No chronic illness and no medicine refills.

ELIGIBILITY: Anyone

HOURS:

Monday -Friday 8:00 AM - 8:00 PM

Saturday 8:00 AM - 1:00 PM

FEES: \$45 average visit; sliding scale based on income.

Urgent Care

Borgess at Woodbridge
Hills - Immediate Care
(269)324-8405

Family Health Center
(269)349-2641

Free Clinic
of Kalamazoo
(269)344-0044

Sindecuse Health Center
(269)387-3290

Free Clinic of Kalamazoo

2918 Portage
Kalamazoo, MI 49001

(269)344-0044 Service/Intake
(269)344-0914 FAX
(269)344-2507 Administrative
<http://www.kazoofreeclinic.org>

SERVICE: The daily walk-in clinics offer diagnosis and treatment of minor and acute illness as well as dental screenings on Tuesday and Thursday evenings. Clients are referred to appropriate services in the community if necessary at little or no cost.

ELIGIBILITY: The Free Clinic of Kalamazoo serves adults between the ages of 18 and 64 who live in Kalamazoo County and are uninsured. Each patient's financial history is reviewed for eligibility and each patient is given individual consideration. The clinic is unable to see patients with Medicaid or Medicare or those who have been seen at the Family Health Center within the past year.

HOURS:

Monday & Wednesday 8:30 AM-5:00 PM,
registration until 3:00 PM
Tuesday & Thursday 9:00 AM-9:00 PM,
registration until 7:00 PM

FEES: None

Sindecuse Health Center

1903 W. Michigan Ave.
Kalamazoo, MI 49008-5201

(269) 387-3290: For appt. or info.
www.wmich.edu/shc/

SERVICE: Provides primary health care services by appointment or Same-Day Care Clinic, which is designed for acute minor illness or injury that cannot wait for an appointment.

Also provides crisis intervention, short term counseling, assistance with financial and insurance needs, pharmaceutical patient assistance, or Plan First! reproductive care.

Anonymous HIV counseling, testing and education available. Call 387-4HIV for more information or 387-3263 to schedule an appointment.

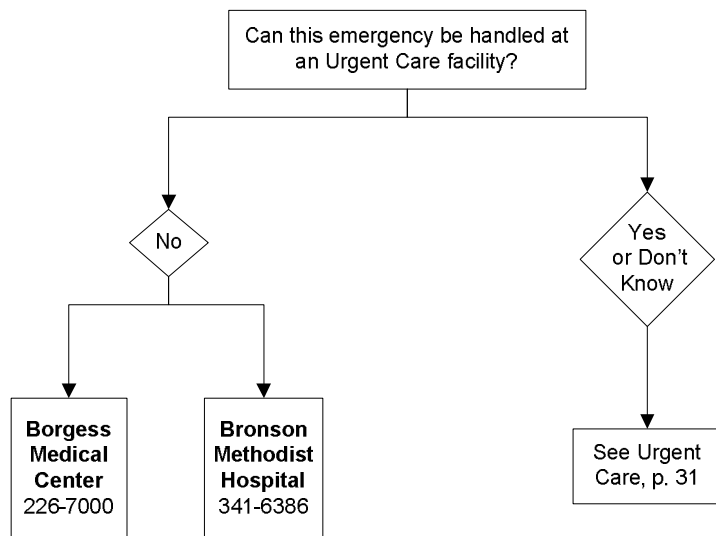
ELIGIBILITY: All students enrolled at Western Michigan University, Kalamazoo College, Kalamazoo Valley Community College and Davenport College may receive health care services. In addition, spouses of WMU students and their children (ages 12 and older) may access our services for a fee. Campus visitors and camp participants are also welcome to receive acute care.

HOURS: Fall and Spring semesters:

Monday: 8:00 AM-6:00 PM
Tues., Wed., Fri.: 8:00 AM-5:00 PM
Thur.: 9:00 AM-5:00 PM
Sat.: 10:00 AM-1:00 PM

FEES: Vary depending on student status and insurance carrier.

Emergency Room Care



If you have insurance, call the number on the back of your card to identify your covered provider(s).

Emergency room is where you may get care for injuries that cause a lot of pain or may lead to serious changes in your life or even death.

When should I go to the Emergency room?

- If you have been shot or stabbed.
- Burned your eye from a fluid that splashed into your eye.
- Broken bone through the skin.
- Lots of bleeding.
- Chest pain or bad stomach pain.
- Trouble breathing.
- Deep cut needing stitches.
- Bad burn.
- Head injury when you might be out of it after the injury.
- Sudden weakness or trouble talking.
- Any emergency that might lead to death.

Emergency Room

Borgess Medical Center
(269) 226-7000

**Bronson Methodist
Hospital**
(269) 341-7654

Borgess Medical Center/Health Alliance
1521 Gull Road
Kalamazoo, MI 49048

(269)226-7000 Main
(269)226-4815 Emergency
www.borgess.com

SERVICE: Emergency department is a Level 1 trauma center. Provides care to persons experiencing serious trauma or injury such as accidental drowning, serious falls, motor vehicle accidents, and falls that threaten the life of the patient.

ELIGIBILITY: Persons with serious medical conditions.

HOURS: 24 hours

FEES: Accept most insurance carriers including Medicaid and Medicare, PPOs and HMOs.

Bronson Methodist Hospital
601 John Street
Kalamazoo, MI 49007

(269)341-7654 Main
(269)341-6386 Emergency
www.bronsonhealth.com

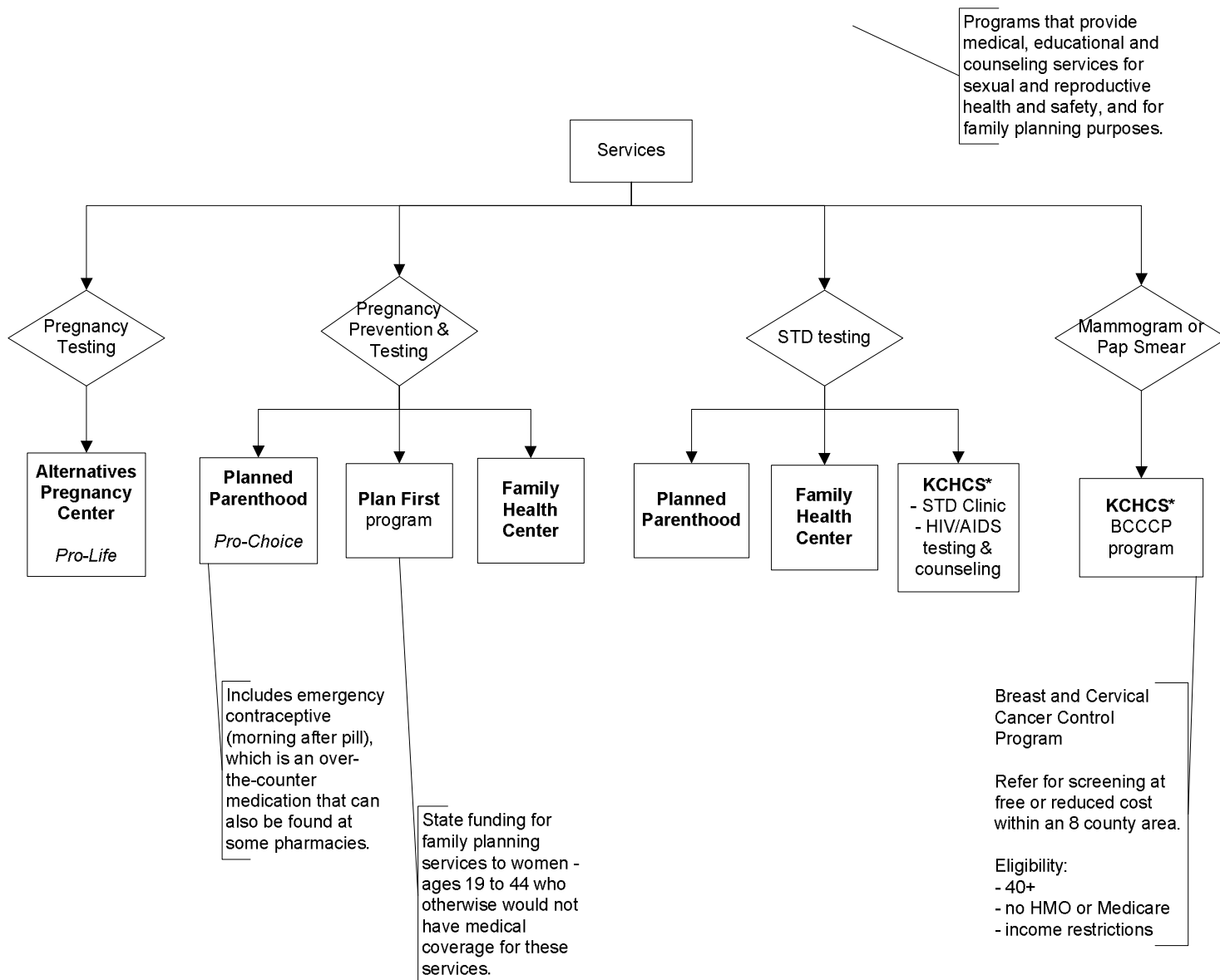
SERVICE: Level 1 trauma services for both adults and children. Treat all types of emergencies, including serious conditions, such as heart attacks, stroke, trauma, breathing problems, or serious burns, as well as less severe conditions that are not life-threatening, but require prompt medical attention. These include minor cuts, aches, colds, or sprains.

ELIGIBILITY: Anyone

HOURS: 24 hours; Monday-Friday

FEES: Variable

Reproductive Health Care



* Kalamazoo County Health and Community Services

Reproductive Health Care

Alternatives Pregnancy
Care Center
(269)345-0725

Bronson Methodist
Hospital
(269)341-7979

Family Health Center
(269)349-2641

Kalamazoo County
Health and Community
Services
(269)373-5200

Planned Parenthood of
SC Michigan
(269)372-1205

Alternatives Pregnancy Care Center
4200 W Michigan, Suite 100
Kalamazoo, MI 49006

(269)345-0725 Main
(269)345-1032 FAX
www.pregnantinkalamazoo.com

SERVICE: Provides pregnancy tests, peer counseling, maternity and infant clothing, prenatal classes, ultra sound, post-abortion support groups, and adoption referral. Pro-Life provider.

ELIGIBILITY: Anyone

HOURS: Monday-Friday 10:00 AM-4:00 PM

FEES: No Fees

BRONSON WOMEN'S SERVICE

Bronson Methodist Hospital
601 John Street
Suite N-1200
Kalamazoo, MI 49007

(269)341-7979 Main
(269)341-6261 Fax
www.bronsonhealth.com

SERVICE: Childbirth that's less medical, more natural, and care for women of all ages, Bronson is pleased to offer Michigan's largest midwifery practice. Offers maternity care, prenatal care, delivery, physical exams, family planning and contraception counseling, treatment of ovarian cysts, treatment of sexually transmitted diseases, infertility counseling, etc.

ELIGIBILITY: Women of all ages.

HOURS: Monday - Friday 8:00 AM - 4:30 PM

FEES: To confirm coverage of services, please contact your insurance carrier/network prior to obtaining services. Payment plans available for those without insurance.

Reproductive Health Care

Alternatives Pregnancy
Care Center
(269)345-0725

Bronson Methodist
Hospital
(269)341-7979

Family Health Center
(269)349-2641

Kalamazoo County
Health and Community
Services
(269)373-5200

Planned Parenthood of
SC Michigan
(269)372-1205

Family Health Center
117 W Paterson
Kalamazoo, MI 49007

(269)349-2641 Main
(269)349-4373 FAX
www.fhckzoo.com/

SERVICE: Walk-in clinic offers pregnancy testing, birth control, and STD testing.

ELIGIBILITY: The OB/GYN Walk-in Clinic is open to both established patients and new patients. Patients must bring proof of insurance, co-payment and picture ID. Patients without medical insurance may bring proof of income (last 2 pay check stubs, award letter, etc.), ID and \$20 to apply for the sliding fee scale.

HOURS: Vary

FEES: \$45 average visit; sliding scale based on income. Pregnancy testing may be free.

**Kalamazoo County Health and
Community Services**
3299 Gull Road
Nazareth, MI 49074

(269)373-5203 STD Clinic

(269)373-5208 HIV/AIDS - call for more information including other testing locations.

(269)373-5213 or (888)243-4087 for Breast & Cervical Cancer Control Program (BCCCP).

SERVICES:

STD: Confidential clinic provides complete screening for STD's and counseling for STD risk reduction.

HIV/AIDS: Free, anonymous HIV counseling and testing, educational programs, and outreach services.

BCCCP: Free Clinical Breast Exam, Pelvic Exam and Pap Testing (when due), Mammogram without Computer Aided Detection (CAD). Reduced cost Mammogram (with CAD) and some Diagnostic Tests.

ELIGIBILITY: STD Clinic for ages 12 years and older. HIV/AIDS testing and counseling - anyone. BCCCP has age, income and insurance requirements.

HOURS: Vary

FEES: Vary



Reproductive Health Care

Alternatives Pregnancy
Care Center
(269)345-0725

Bronson Methodist
Hospital
(269)341-7979

Family Health Center
(269)349-2641

Kalamazoo County
Health and Community
Services
(269)373-5200

Planned Parenthood of
SC Michigan
(269)372-1205

PLAN FIRST!

1-800-642-3195
www.healthcare4mi.com

SERVICE: Provides birth control and related sexual health care services to women who qualify by income. Services available through this program include office visits for exams & tests, pregnancy testing & counseling, emergency contraception, birth control supplies & devices, lab tests, sterilizations for women 21 and older.

ELIGIBILITY: Women ages 19-44 who otherwise would not have medical coverage for these services.

Planned Parenthood of South Central MI

4201 W Michigan Avenue
Kalamazoo, MI 49006

(269)372-1200 Main
www.ppscmi.org

Kalamazoo County Health and Community Services

3299 Gull Road
Nazareth, MI 49074

No pregnancy testing. Plan First! applications only; pick up at KCHCS's WIC office.

Sindecuse Health Center

1903 W. Michigan Ave.
Kalamazoo, MI 49008-5201

(269) 387-3290: For appt. or info.

Planned Parenthood of South Central MI

4201 W Michigan Avenue
Kalamazoo, MI 49006

(269)372-1205 Main
(269)372-1279 FAX
(269)372-1200 Alternate
www.ppscmi.org

SERVICE: Offers sexual health care services to women and men of all sexual orientations. Presentations by education staff and peer educators may be arranged. Education materials are available for loan or purchase. Pro-Choice provider.

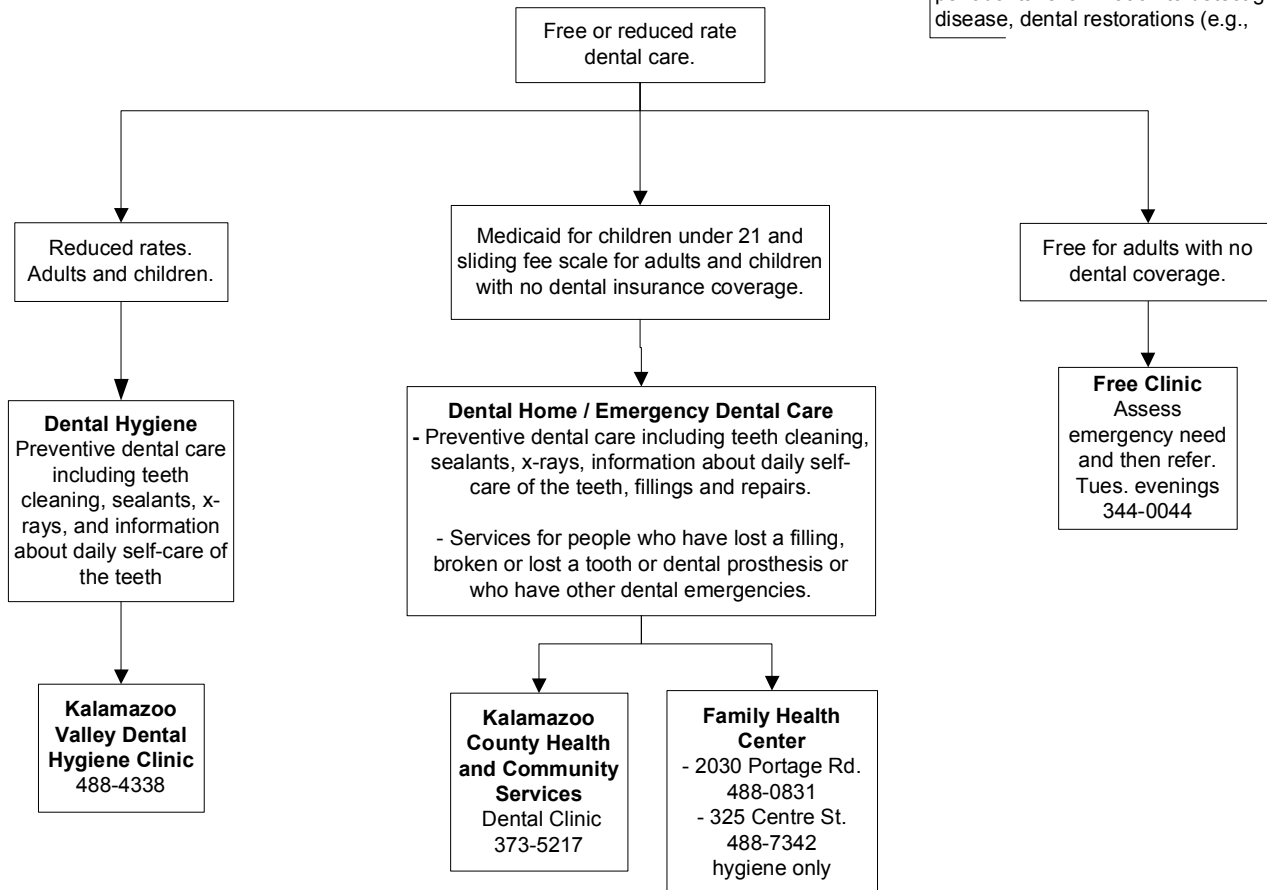
ELIGIBILITY: Adult and adolescent males and females. Parental or judicial consent is necessary for abortions for minors. A State mandated 24 hour waiting period is also necessary before any abortion procedure.

HOURS: Monday, Wednesday, Friday
8:00 AM - 5:00 PM
Tuesday Noon - 7:00 PM
Thursday 8:00 AM - 7:00 PM
Saturday 10:00 AM - 2:00 PM

FEES: Sliding scale, Medicaid, insurance. Some no-interest loans are available.

Dental Care

Programs that provide primary oral health care for patients of all ages. General dentists are responsible for the diagnosis, treatment, management and overall coordination of specialized services related to the patient's oral health needs. Services generally include an oral health history, preventive dental cleanings, dental radiographs, oral cancer screening, an examination of the teeth to detect tooth decay or other problems, a periodontal examination to detect gum disease, dental restorations (e.g.,



Dental Care

Family Health Center
(269)349-2641

Free Clinic
of Kalamazoo
(269)344-0044

Kalamazoo County
Health and Community
Services
(269)373-5200

KVCC-Dental Clinic
(269)488-4338

Kalamazoo County Health and Community Services

3299 Gull Road
Nazareth, MI 49074

(269)373-5200 Main
(269)373-5363 FAX
www.kalcounty.com/hcs

SERVICE: The Kalamazoo County Health and Community Services Dental Clinic include the following services dental cleanings, X-rays, dental sealants, fluoride treatment, fillings: amalgams (silver), composites (white), crowns, dentures, removable partial dentures, and extractions.

ELIGIBILITY: Priority given to uninsured and Medicaid/Medicare recipients. Eligibility based on income guidelines. Medicaid accepted for children under the age of 21. Medicaid no longer covers preventive or restorative dental services for adults. However, if an adult is having pain, Medicaid will cover an emergency visit. Only insurance accepted is Medicaid and MICHild. A sliding fee scale for those with no dental insurance is available.

HOURS:
Monday - Friday, 8:00 AM - 4:30 PM
Closed for lunch from 12:45 - 1:30 PM

FEES: Accept Medicaid and MICHild. Also offer a sliding fee scale for those with no dental insurance. Medicaid covers preventive and restorative dental procedures for persons under the age of 21 years. If you are an adult and having pain, Medicaid will cover an emergency visit.

Family Health Center
2030 Portage Rd
Kalamazoo, MI 49001

325 Centre Street
Portage, MI 49002

(269)349-2641 Main
(269)349-0833 Dental
www.fhckzoo.com/

SERVICE: Provide urgent care, cleanings, fillings, extractions (tooth removal), and all phases of dentistry in a clean, pleasant and modern environment.

ELIGIBILITY: Anyone

HOURS:
Monday, Wednesday, Thursday, Friday
8:00 AM - 5:00 PM
Tuesday 8:00 AM - 8:00 PM

FEES: \$45 average visit; sliding scale based on income available

Dental Care

Family Health Center
(269)349-2641

Free Clinic
of Kalamazoo
(269)344-0044

Kalamazoo County
Health and Community
Services
(269)373-5200

KVCC-Dental Clinic
(269)488-4338

Free Clinic of Kalamazoo
2918 Portage
Kalamazoo, MI 49001

(269)344-0044 Service/Intake
(269)344-0914 FAX
(269)344-2507 Administrative
www.kazoofreeclinic.org

SERVICE: Assessment of urgent dental needs and then referral, as needed.

ELIGIBILITY: The Free Clinic of Kalamazoo serves adults between the ages of 18 and 64 who live in Kalamazoo County and are uninsured. Each patient's financial history is reviewed for eligibility and each patient is given individual consideration. The clinic is unable to see patients with Medicaid or Medicare or those who have been seen at the Family Health Center within the past year.

HOURS: Tuesday evening

FEES: None

Kalamazoo Valley Community College
6767 West O Avenue
Kalamazoo, MI 49003

(269)488-4338
www.kvcc.edu

SERVICE: Offers dental cleaning, dental x-rays and fluoride treatments. **NO REPAIR WORK**, fillings or bridge work.

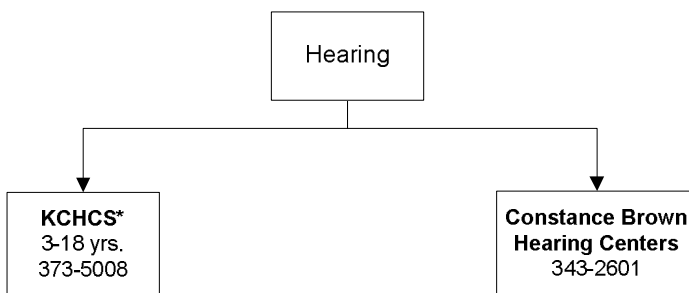
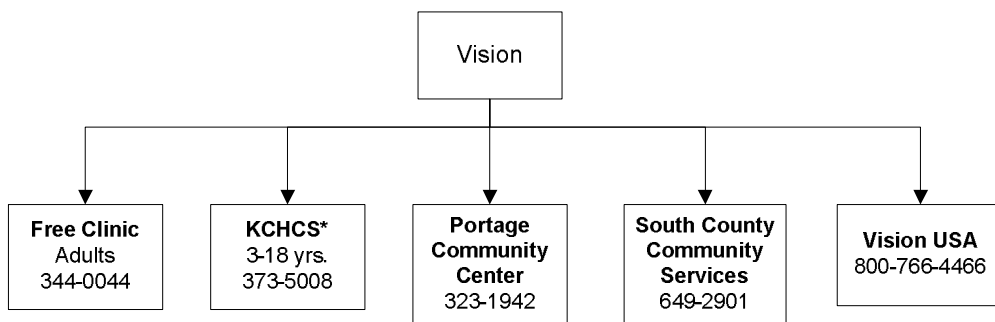
ELIGIBILITY: Anyone

HOURS: Hours change from semester to semester.

FEES: Reduced rates.

Vision & Hearing

Vision screening and eye glasses, hearing screening and hearing aids.



* Kalamazoo County Health and Community Services

Vision & Hearing

Constance Brown
Hearing Centers
343-2601
(877)343-2601

Free Clinic
of Kalamazoo
(269)344-0044

Kalamazoo County
Health and Community
Services
(269)373-5200

Portage Community
Center
(269)323-1942

American Optometric
Association
(800)766-4466

Constance Brown Hearing Centers

1634 Gull Road Suite 201 (Lower Level)
Kalamazoo Medical Arts Building
Kalamazoo, MI 49048

4855 W. Centre Avenue (Lower Level)
Oak Park Centre
Portage, MI 49024
Entrance is on 12th Street

(269)343-2601 Main
(877)343-2601 Toll Free

SERVICE: The centers provide hearing evaluation and therapy, hearing aid consultation and provision and public education. Free hearing aid clinics are held on the first Monday of most months.

ELIGIBILITY: Anyone with a speech, hearing, or language problem or question

HOURS:
Monday - Thursday, 7:00 AM-6:00 PM
Portage location closed noon - 1:00 PM

FEES: Based on ability to pay with financial assistance available to assist those adults who need a hearing test, hearing aid or hearing aid repair and whom also have incomes up to 200% of the poverty level. Hearing aid cleaning clinics are free.

Free Clinic of Kalamazoo

2918 Portage
Kalamazoo, MI 49001

(269)344-0044 Service/Intake
(269)344-0914 Fax
(269)344-2507 Administrative
<http://www.fpchc.org/>

SITE MANAGER: Jane Zwiers, RN,
Director

SERVICE: Provides a financial screening service for the Lions Club that allows qualified people to have eye exams and eyeglasses for a reduced price to residents of Kalamazoo city. If you live outside the city of Kalamazoo they will check with outlying Lions Clubs. Also has information on location for donating glasses.

ELIGIBILITY: Uninsured, low-income residents within Kalamazoo city or county, depending on the program. A caseworker evaluates monthly income and expenses to determine the level of assistance needed. Does not take Medicaid clients.

HOURS:
Monday & Wednesday 8:30 AM-5:00 PM,
registration until 3:00 PM
Tuesday & Thursday 9:00 AM-9:00 PM,
registration until 7:00 PM
Friday 9:00 AM-1:00 PM

FEES: No fee for screening



Vision & Hearing

Constance Brown
Hearing Centers
343-2601
(877)343-2601

Free Clinic
of Kalamazoo
(269)344-0044

Kalamazoo County
Health and Community
Services
(269)373-5200

Portage Community
Center
(269)323-1942

American Optometric
Association
(800)766-4466

**Kalamazoo County Health and
Community Services**
3299 Gull Road
Nazareth, MI 49074

(269)373-5200 Main
(269)373-5363 FAX
www.kalcounty.com/hcs

SERVICE: Provides preschool and school
age child screening for vision and hearing to
identify vision and hearing loss in children as
early as possible

ELIGIBILITY: Kalamazoo County residents
ages 3 - 18 years.

HOURS:
Monday - Friday, 8:00 AM - 4:30 PM Closed
for lunch from 12:45 - 1:30 PM

FEES: Fees vary by service. Accepts
Medicaid and MI Child. Sliding Fee scale
also utilized.

Portage Community Center
325 E. Centre
Portage, MI 49002

(269)323-1942 Main
(269)323-1438 Fax

SERVICE: Referrals to the Portage Lions
Club for assistance with eye exams and
glasses.

ELIGIBILITY: Must reside in the Portage
Public School District and/or the City of
Portage and income qualify.

HOURS:
Monday - Friday, 8:00 AM - 5:00 PM
Summer: M - F, 8:30 AM - 4:30 PM

FEES: No fee

Vision & Hearing

Constance Brown
Hearing Centers
343-2601
(877)343-2601

Free Clinic
of Kalamazoo
(269)344-0044

Kalamazoo County
Health and Community
Services
(269)373-5200

Portage Community
Center
(269)323-1942

American Optometric
Association
(800)766-4466

South County Community Services
101 S Main Street
Vicksburg, MI 49097

(269)649-2901 Main
(269)649-2553 FAX

SERVICE: Provides a financial screening service for the Lions Club that allows qualified people to have eye exams and eyeglasses for a reduced price.

ELIGIBILITY: Serves the residents of the townships of Prairie Ronde, Schoolcraft, Brady, Pavilion, Wkeshma, and Climax. This includes the villages of Schoolcraft, Vicksburg, Fulton, Scotts, Climax.

HOURS:
Monday - Friday, 8:30 AM-4:30 PM
June, July, Aug: M - F, 8:00 AM-4:00 PM

FEES:

VISION USA - American Optometric Association

243 N. Lindbergh Boulevard
Saint Louis, MO 63141

1-800-766-4466, 7 a.m.-7 p.m., CST (M-F)

Service description:Coordinates the provision of free vision exams to individuals whose financial circumstances limit their access to such care. Eligible individuals are linked with a volunteer doctor of optometry who will provide a comprehensive eye exam at no charge. Doctors donating their services may be limited in some areas. Eyewear may also be provided at no cost or for a small fee in some cases.

Eligibility:Individuals must have a job or live in a household where there is one working member, have no vision insurance; have income below an established level based on household size; and not have had an eye exam within two years.

Fees:None for eye exam. May be a small fee for eyewear.

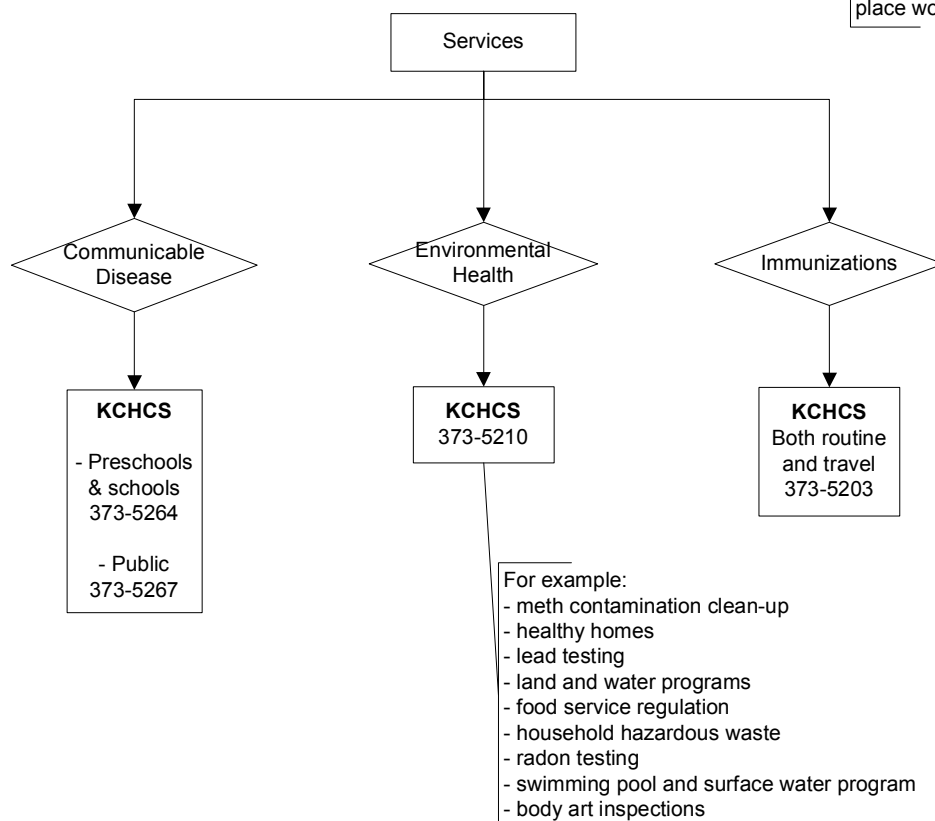
HOURS:
Monday - Friday, 7:00 AM-7:00 PM, CST



Public Health

Kalamazoo County Health and Community Services

Public Health: Programs that protect and improve the health of the population through comprehensive efforts at the community level to prevent, control and eradicate disease and disabilities; eliminate environmental health hazards; promote sanitary living conditions; and recognize, prevent and control conditions in the workplace that constitute health hazards or place workers at risk for accidents.



Public Health Care

Kalamazoo County Health
and Community Services
(269) 373-5200

Kalamazoo County Health and Community Services

3299 Gull Road
Nazareth, MI 49074

(269)373-5200 Main
(269)373-5363 FAX
www.kalcounty.com/hcs

SERVICE: Several divisions & bureaus that focus on personal, community, and environmental health, as well as services for the aging, Community Action, Headstart, Transportation, Veterans services and Dental Clinic.

ELIGIBILITY: All Kalamazoo County residents age 3 and up.

HOURS:
Monday - Friday, 8:00 AM - 4:30 PM
Closed for lunch from 12:45 - 1:30 PM

FEES: Fees vary by service. Accepts Medicaid and MI Child. Sliding Fee scale also utilized.

Medical Teaching Clinic

Kalamazoo Center for
Medical Studies
(269) 337-4400

Medical Teaching Clinic: an accredited
medical residency training program typically
affiliated with a medical school.

Kalamazoo Center for Medical Studies

1000 Oakland Drive
Kalamazoo, MI 49008

(269)337-4400 Main
(269)337-4234 FAX
programs@kcms.msu.edu
www.kcms.msu.edu/index.html

MSU/KCMS is a community based clinical
setting for teaching medical students and
residents, as well as serving the community's
population in an outpatient care setting.
MSU/KCMS provides interdisciplinary team
care including physicians, physician's
assistants, nurse practitioners, nurses, medical
social workers, respiratory therapists, and
ancillary services as needed.

SERVICE: Services administered by resident
physicians continuing their training,
supervised by established physicians.
Services include pediatrics, family medicine,
adolescent medicine/teen clinic, internal
medicine, surgery, orthopedic surgery, and
psychiatry.

ELIGIBILITY: Kalamazoo County residents
only as assigned by insurance plans.

HOURS: Monday - Friday 8:00 AM-5:00 PM
MSU/KCMS does not provide care on a walk
in basis, but by appointment only.

FEES: Medicaid, Medicare, & other
insurances.

Transportation

ONLY for Medicaid HMOs

Transportation Information

Plans that operate within Kalamazoo area.

CareSource

- Must give 3-5 day notice
- 866-712-1057

Great Lakes Health Plan

- Must give 3-5 day notice
- 800-903-5253 or 877-892-3995

Health Plan of Michigan

- Cost \$2.00 each way
- 800-821-9369