



# Elmwood Health Center

An affiliate of PeopleInc

## Your Health Matters

SHARING NEWS, GOALS AND ACCOMPLISHMENTS OF THE ELMWOOD HEALTH CENTER

SUMMER/FALL 2019



### Important News

#### Continue to Have Your Primary Care Provider be at the Elmwood Health Center

##### Health Insurance Enrollment Information

If you are contacted by a health insurance carrier (including your current one) about switching to a new product that they may be offering, be sure to ask if your **Elmwood Health Center provider (by name and location)** is a participating provider in their network. Health care insurance open enrollment period is fast approaching which is a period of time when you can choose to change who your health insurance is provided by. Again, be sure to ask if your **Elmwood Health Center provider (by name and location)** is a participating provider in their network.

**Please remember – it’s important to ask that specific question!** If your Primary Care Provider (PCP) is not a participating provider, and you select a plan not having verified if they are or not, you may find out that you will not be able to be seen at the Elmwood Health Center once you have made a change either in a plan or carrier. Again, be sure to ask if your PCP, **by name and location**, is part of the provider network of any health plan that you are considering.

If you have any questions, call the Elmwood Health Center at **716.874.4500**.



### The Mission of the Elmwood Health Center

The Elmwood Health Center is committed to providing optimal, compassionate, patient centered health care to those throughout the Western New York community in an open and accessible manner whereby the unique needs of the patient as well as their family are central to the delivery of services to everyone.



## From the desk of...

Did you know that the Elmwood Health Center is 25 years old this year? Starting out as a special place for special people, it is now known throughout Western New York for providing high quality health care to everyone that becomes a patient here. Serving a diverse patient population, including both a large percentage of people with developmental disabilities, as well as the general public of all ages, the Elmwood Health Center has grown from 500 patients in 1994, to well over 5,000 patients today.

The Elmwood Health Center team now provides for over 38,000 visits on an annual basis and over the years has expanded services available, including adult and pediatric primary health care; podiatry; counseling services; gynecology and neurology; as well as occupational, physical and speech therapies.

As to our achievements, and in addition to being certified as a Level 3 Patient-Centered Medical Home by the National Council for Quality Assurance (NCQA), the Elmwood Health Center has received national recognition for its creative use of electronic health information. The Elmwood Health Center has been awarded a National Outcomes Excellence Award for its advanced use of electronic health information (eHIT) in patient care delivery, as well as having been recognized as a Health IT Visionary by New York State eHealth Collaborative. In addition, and in partnership with HEALTHeLINK, the Elmwood Health Center pioneered the online reporting of childhood immunizations to the NYS Department of Health.

As a founding member of the Safety Net Association of Primary Care Affiliated Providers of Western New York, the Elmwood Health Center is committed to providing health care services to various populations in Western New York. The staff make it a priority to be sensitive and professional to all patients, while recognizing the differences in people and adapting the delivery of the care that we provide to meet their specific needs.

Thank you to all of our staff and partners who provide excellent care and to our patients for trusting us with their healthcare needs. Here's to 25 years and counting!

Sincerely,

Vice President, People Inc.  
and Executive Director, Elmwood Health Center

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## Patient and Family Advisory Committee

The Elmwood health Center has formed a Patient Family Advisory Council (PFAC), which is made up of a diverse group of patients, families and other caregivers of patients. The purpose is to get direct feedback from our patients and their caregivers on the services delivered at the health center. We want to hear what is going well and what improvements are needed to help patients achieve their best possible health. Our first meeting was held September 17, 2018, followed by meetings held January 28 and April 30, 2019. The committee is chaired by Colleen Schiffhauer, WHNP-BC, Clinical Practice facilitator. The Elmwood Health Center team worked together to make improvement in our operations based upon the feedback that was provided at these meetings. As a result, we are pleased to announce that our billing statements will be revised to be much more user-friendly in the near future. This committee will continue to meet to make improvements in how we do business.

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## Prescription Refills



For the Elmwood Health Center to deliver excellent and efficient care, there are two ways to have your prescriptions refilled. One way is to have your pharmacy contact our office or you can use your portal account and send us a message. For more information on the portal, contact one of our friendly staff members. Remember to give us three to five business days to process your refill request. Prior authorizations required by your insurance company may take up to 30 days to be processed by your insurance. Your pharmacy will notify you if a prior authorization is necessary.

## Elmwood Health Center Participating in Medicaid Managed Care Organization Member Incentives

The Elmwood Health Center is pleased to announce to our patients that there are incentives offered by certain insurance companies to increase patient engagement. The ultimate goal is to improve the overall health of Western New York community. If you are a member of a Medicaid Managed Care organization, such as BlueCross BlueShield of Western New York, Fidelis Care, Independent Health or YourCare, you may be eligible to receive gifts if you complete certain health screenings.

Examples of possible gifts from your insurance plan:

Description	Ages Eligible	Potential Incentive
Child Well-Child Visit	3 to 6 years old	\$25 Gift Card
Adolescent Well-Care Visit	12 to 17 years old	\$25 Gift Card
Mammogram Screening	Women Age 40+	\$25 Gift Card
Colon Cancer Screening	Men and Women Age 50+	\$25 Gift Card
Adult Preventative Visit	Men and Women Age 18+	\$25 Gift Card

### For more information, call your Managed Care Organization:

BlueCross BlueShield: 1.866.231.0847

Fidelis: 1.888.343.3547

Independent Health: 1.800.501.3439

YourCare: 1.844.337.7144

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## Call Us First!

The Elmwood Health Center providers want to be your first contact when you or your family member needs urgent medical care. Our providers are available 24 hours a day, seven days a week for urgent care problems. Call 716.874.4500, even when we are closed. We offer same day appointments and extended hours, including, early morning, week-night and Saturday hours. Help us coordinate the best medical care for you or your family member by first calling your health care provider, who knows you best. Please call the Elmwood Health Center before going to an urgent care center or emergency room. Keep in mind that if a medical emergency should arise, go directly to the nearest hospital emergency department or call 911 immediately.



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## Importance of Preventative Care

Schedule yourself or your family member for a yearly check-up or annual physical (with your or your family member's healthcare provider). Regular health exams and tests can help find problems before they start. They also can help find problems early when your chances for treatment or cure are better. Having a regular check-up with your healthcare provider can help your chances for living a longer, healthier life.

**As a reminder, the EHC offers both evening and weekend appointments for your convenience. Our current office hours are:**

**Monday – Thursday: 8:00 AM – 8:00 PM • Friday: 8:00 AM – 5:00 PM • Saturday: 8:00 AM – 12 Noon**



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## Make it Easier to Manage Your Health: Use the Patient Portal!

FollowMyHealth is a patient portal that gives you a safe and confidential way to communicate with us. All you need is an e-mail address and internet access.

Using the patient portal will let you:

- Request non-urgent appointments
- Request medication refills
- Submit referral requests
- Receive e-mail notifications when new information is available to you on the portal, such as lab results and visit summaries
- Print copies of lab, x-rays and referral orders, as well as many other documents, saving you time from picking them up



**Download Follow My Health  
from the Apple App Store  
or Google Play today.**

Signing up for FollowMyHealth Patient Portal is easy! Just share your e-mail address with our Front Desk staff and an electronic invitation will be e-mailed to you or go to [elmwoodhealthcenter.org](http://elmwoodhealthcenter.org) and click on the Patient Portal button.

**Let our family care for yours.** We understand how important the health of your family is to you. Let the caring professionals at the Elmwood Health Center provide the quality person-centered health care you deserve.

2128 Elmwood Avenue, Buffalo NY 14207  
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All major health insurance plans accepted.



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