DESCRIPTION OF SERVICES

“Health Care Within Your Reach”
The information in this booklet explains what is covered in the **Primary Care Access Program (PCAP)**. Keep this booklet to refer to when you need information on PCAP coverage, or you can contact your Medical Home.

**WHAT IS THE PRIMARY CARE ACCESS PROGRAM (PCAP)?**

- PCAP is a health coverage program for low-income, uninsured adults living in Santa Clara County.
- Quality primary health care services are provided through Community Health Centers that serve as the enrollee’s Medical Home.
- Nominal fees may apply for services, check with your Medical Home.
- If you, the enrollee receive services from a doctor or location that is not part of the PCAP network, you will be responsible for paying for those services.

The Primary Care Access Program (PCAP) only provides coverage for primary care services. Check with your Medical Home for coverage of PCAP non-covered services like, inpatient hospitalization, emergency services and specialty care.

**PCAP ELIGIBILITY**

PCAP is available to individuals meeting the following criteria:

- Age 19 or older;
- Resident of Santa Clara County;
- Household income less than or equal to 200% of the Federal Poverty Level; and
- Not eligible for:
  - Full Scope Medi-Cal coverage
  - Covered California subsidies
  - Employer health insurance

**PCAP EFFECTIVE DATE**

The PCAP effective date is based on when the application is submitted. If eligible, the effective date of coverage will be the first day of the month following the month of application.

PCAP Information Line 1-888-363-3394 (toll-free)
CAN I CHANGE MY MEDICAL HOME?
A Medical Home is the Community Health Center you get your primary care services from. Changing your Medical Home may ONLY be done:

- Within the first 30 days of enrolling in PCAP for any reason;
- Once a year during your annual renewal process;
- If you move or change jobs; or
- If you have a major change in your life or health situation.

Call your Medical Home to make an appointment with an enrollment counselor for help. Approved changes to Medical Home will become effective on the first day of the following month.

HOW DO I MAKE AN APPOINTMENT?

- Call your Medical Home to make an appointment to see your Primary Care Physician (PCP). The appointment line for your Medical Home is on your PCAP Identification Card (ID) card.
- It’s important for you to get a check-up even if you are not sick. At your first visit, your doctor will look at your medical history, find out how your health is today and begin any new treatment you might need.

APPOINTMENT DAY

- Be on time for your appointment. Give yourself plenty of time to get to your appointment. If you need directions, ask your Medical Home how to get there.
- Bring Your PCAP ID Card. Remember to bring your PCAP ID card with you to obtain covered services.
- Cancelling appointments. Call your Medical Home right away if you need to cancel your appointment or you cannot make it on time. By cancelling your appointment, you allow someone else to be seen by the doctor. If you miss your appointment, call right away to make another one.
COVERAGE: PRIMARY CARE SERVICES

Primary and Preventive Care

- Treatment of routine medical conditions such as, regular check-ups and health screenings that are important to your ongoing health care. All primary and preventive care services are done by your Medical Home. Call your Medical Home to make an appointment for a regular check-up.
- Nominal fees may apply for services, check with your Medical Home.

Laboratory Services

- PCAP covers blood work, urine tests, throat cultures, and other lab tests your PCP decides are medically necessary.
- These tests must be ordered by your PCP.

Radiology Services

- PCAP covers basic radiology (x-ray) services your PCP orders such as, mammograms, chest x-rays, and other medically necessary tests.

Pharmacy Services

- Prescriptions from an approved Formulary (list of drugs) are covered when ordered by your PCP.
- Call your Medical Home if you do not know where to get your medicine.

PCAP NON-COVERED SERVICES AVAILABLE THROUGH OTHER COVERAGE PROGRAMS AT YOUR MEDICAL HOME OR SANTA CLARA VALLEY MEDICAL CENTER (SCVMC)

The following is a partial list of services that you may receive through other coverage programs:

- Dental Services
- Emergency Department
- Family Planning
- Genetic Testing & Counseling
- Inpatient Hospital Services
- Mental Health Services
- Pregnancy

PCAP NON-COVERED SERVICES

The following is a partial list of services that are not covered by PCAP:

- Services not Medically Necessary
- Acupuncture
- Chiropractic
- Cosmetic Surgery
- Durable Medical Equipment (DME)
- Hearing and Hearing Aids
- Infertility
- Long-term Care
- Non-Emergency Transportation
- Organ Transplants
- Specialty Care
- Substance Abuse Services
- Urgent Care Services
- Travel Immunizations
- Vision Services
- Weight Loss Surgeries

PCAP Information Line 1-888-363-3394 (toll-free)
RENEWAL

- Every year you must go to your Medical Home to fill out a new application to renew your coverage. You will need to turn in recent copies of required papers.
- You will get a renewal letter in the mail each year to remind you that it is time to renew.
- Once you receive your renewal letter, make an appointment with your Medical Home to renew your PCAP coverage. Call your Medical Home before your renewal date if you do not get a renewal letter.
- If you do not renew your coverage every year, you will be disenrolled from PCAP.

DISENROLLMENT

To “disenroll” means that you leave PCAP and are no longer an enrollee.

Voluntary Disenrollment
Voluntary disenrollment is when you choose (ask) to no longer have PCAP for any reason. If you want to disenroll from PCAP, call your Medical Home. You will receive a letter from PCAP with the date of your disenrollment. Disenrollment will become effective on the last day of the requested month.

Involuntary Disenrollment
Involuntary disenrollment is when you are disenrolled for a reason other than your own choice. You will be disenrolled from PCAP if any of the following happens:

- You do not renew your participation every year;
- Your application was not complete or it had errors;
- You move outside of Santa Clara County;
- You get employer health insurance;
- You become eligible for government sponsored health insurance such as Medi-Cal or Medicare, or health insurance subsidies through Covered California;
- You made untrue statements in your application or renewal materials; or
- Your Medical Home or PCAP learns that you no longer qualify for the program.
| PCAP Information Line 1-888-363-3394 (toll-free) |

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<tr>
<th>Asian Americans for Community Involvement (AACI)</th>
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| **AACI Health Center - Moorpark** | 2400 Moorpark Avenue | Suite 319  
San Jose, CA 95128  
(408) 975-2763 |

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<th>Community Health Centers</th>
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<td><strong>Gardner Family Health Network</strong></td>
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| **Alviso Health Center** | 1621 Gold Street  
Alviso, CA 95002  
(408) 935-3900 |
| **CompreCare Health Center** | 3030 Alum Rock Avenue  
San Jose, CA 95127  
(408) 272-6300 |
| **Gardner Downtown Health Center** | 725 East Santa Clara Street | Suite 103  
San Jose, CA 95112  
(408) 918-0500 |
| **Gardner Health Center** | 195 East Virginia Street  
San Jose, CA 95112  
(408) 918-5500 |
| **Gardner South County Health Center** | 7526 Monterey Street  
Gilroy, CA 95020  
(408) 848-9400 |
| **St. James Health Center** | 55 East Julian Street  
San Jose, CA 95112  
(408) 918-2600 |

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<th><strong>Indian Health Center of Santa Clara Valley</strong></th>
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| **Main Clinic** | 1333 Meridian Avenue  
San Jose, CA 95125  
(408) 445-3400 ext. 3690 |
| **Silver Creek Clinic** | 1642 East Capitol Expressway  
San Jose, CA 95121  
(408) 445-3400 ext. 2560 |
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<td><strong>MayView Community Health Center</strong></td>
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| Mountain View Clinic | 900 Miramonte Avenue | 2nd Floor  
Mountain View, CA 94040  
(650) 965-3323 |
| Palo Alto Clinic | 270 Grant Avenue  
Palo Alto, CA 94306  
(650) 327-8717 |
| Sunnyvale Clinic | 785 Morse Avenue  
Sunnyvale, CA 94085  
(408) 746-0455 |
| **North East Medical Services (NEMS)** |
| 1715 Lundy Clinic | 1715 Lundy Avenue | 108 - 116  
San Jose, CA 95131  
(408) 573-9686 |
| 1870 Lundy Clinic | 1870 Lundy Avenue  
San Jose, CA 95131  
(408) 573-9686 |
| **Planned Parenthood Mar Monte** |
| Blossom Hill Health Center | 5440 Thornwood Drive | Suite G  
San Jose, CA 95123  
(408) 281-9777 |
| Mar Monte Community Clinic | 2470 Alvin Avenue | Suite 60  
San Jose, CA 95121  
(408) 774-7100 |
| Mountain View Health Center | 225 San Antonio Road  
Mountain View, CA 94040  
(650) 948-0807 |
| San Jose Health Center | 1691 The Alameda  
San Jose, CA 95126  
(408) 287-7526 |
| **School Health Clinics of Santa Clara** |
| Washington Neighborhood Health Clinic | 100 Oak Street  
San Jose, CA 95110  
(408) 295-0980 |
PCAP is administered by Valley Health Network