

# Your Guide



2225 Enterprise Drive Suite 2507  
Westchester IL 60154  
(708) 531 0680  
[www.accesstocare.org](http://www.accesstocare.org)

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## Access to Care

### Services Available through the Program

Doctors in family practice and internal medicine participate in the program. Services provided by doctors under the program are limited to a specific set of routine basic health care services which exclude some procedures normally provided by primary care physicians.

#### Services Include

- Visits to your Access to Care doctor
- Most lab tests ordered by your Access to Care doctor
- Most X-rays ordered by your Access to Care doctor
- Most prescription drugs prescribed by your Access to Care doctor

#### Services Not Included

- Physicals/the completion of disability, workman's compensation, employment or school forms
- Family Planning/Birth Control
- Care provided by an obstetrician or gynecologist
- Prenatal Care
- Sexually transmitted disease diagnosis and treatment
- Ultrasounds and IVP's, except Breast Ultrasounds
- Well Baby Care and Child Care
- Immunizations
- Cat Scans or MRI tests
- Hospital Care
- Emergency Room Care
- Care provided by non-primary care physician or specialist
- Over-the-counter drugs and equipment (except diabetic testing supplies)

#### Payment Requirement for Services not Included

Medical Services, lab tests, X-rays and/or prescriptions ordered by any doctor other than your assigned Access to Care doctor are not covered. If you have any questions about whether a procedure is covered by the Access to Care program, call the Access to Care office at 708-531-0680 before you have the procedure done. Non-covered services will not be paid for by the program regardless of whether your Access to

Care physician performs or orders it. If you have a non-covered procedure you will be responsible for full payment.

#### Identification Cards

Keep your Access to Care identification card with you at all times since you must show this to receive program services and prescriptions. Only you may use your identification card to receive medical services and medication. **If a replacement card is necessary, there will be a \$5 charge per card.**

#### Fees

Access to Care doctors will charge you \$5 for each office visit. Walgreens pharmacy will charge you \$15 per prescription for generic drugs, \$30 per prescription for preferred brand drugs and \$40 for non-preferred brand drugs. There will be a \$5 charge for each lab and/or X-ray procedure. You should be prepared to pay these fees in full at the time you receive services.

#### Enrollment Period

Your enrollment in the Access to Care program will automatically expire on the expiration date shown on your identification card unless you have re-enrolled by that time. You may not receive any notice before your eligibility expires. You should apply for re-enrollment one month before the expiration date. A re-evaluation of eligibility will occur at each re-enrollment. Because the cost of the program may be higher than expected, program services are not guaranteed and may end at any time even during your enrollment period.

#### Doctor Services

Only specific doctors are participating in the Access to Care program. Each enrollee will have a designated doctor or physician site.

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1. Under certain circumstances, you may be transferred to another Access to Care doctor. If you or your doctor request your transfer to another doctor, it may take up to 60 days to provide you with a new Access to Care doctor.
2. Your Access to Care doctor may not be available at all times and may refer you to another participating doctor. This is the only time we will pay for services, lab tests, X-rays or prescriptions provided or ordered by a doctor who is not your Access to Care doctor. However, this other doctor must be a participating Access to Care doctor. Before going to any other doctor it is your responsibility to call the Access to Care office at 708-531-0680 to find out whether he/she is a physician participating in the Access to Care program.
3. Physician services, tests or prescription medications provided at Cook County Health and Hospital System sites including the Oak Forest Hospital Specialty Clinics and Fantus Clinics at Stroger Hospital are not covered by the Access to Care program. These services are offered on a sliding fee scale based on your income and you are responsible for full payment.
4. Referrals made for specialty care by your Access to Care physician are done as a courtesy and are not part of the Access to Care program. This includes any discussion between your Access to Care doctor and any specialist regarding your care or prescription needs, as well as the completion of any application for disability etc.

**If you do not speak English, you must bring an adult with you who can translate when you go to the doctor's office.**

## **Pharmacy Services**

Most prescription drugs are covered under the Access to Care program. You must show your Access to Care identification card and pay Walgreens pharmacy \$15 per prescription for generic drugs, \$30 per prescription for formulary brand drugs and \$40 for non-formulary brand drugs. You will be given generic medicine unless your Access to Care doctor makes a special request for a brand name drug. Note: if you request a brand name drug without a special notation from your physician, you will be responsible for the full cost of the medication.

Prescriptions at Walgreens are limited to 30-day doses without exception. Over-the-counter drugs and equipment (except diabetic testing supplies) are not covered by the program. Prescriptions from doctors other than your Access to Care doctor (except as indicated above) will not be covered through the Access to Care program.

Your packet includes alternate sources for your prescription medications. Medications not covered through the Access to Care program may be available from these other resources.

## **Lab and X-ray Services**

A specific set of basic lab and X-ray procedures are available through the program when ordered by your Access to Care doctor. You may have to go to a location other than your doctor's office for these procedures. When you call for an appointment or go for lab or X-ray services, you should identify yourself as an Access to Care patient. You must show your Access to Care identification card and the order from your doctor. You will be required to pay \$5 for each ordered procedure.

For a List of Covered Radiology and Lab Procedures visit [www.accesstocare.org](http://www.accesstocare.org)

**If you receive services at any facility other than the following sites, you will be responsible for the entire cost of these services. Lab and X-ray services are available only at the following locations.**

## **X-ray Service Providers**

### **NORTH**

#### ***Alexian Brothers Medical Center***

800 Biesterfield Rd.  
Elk Grove Village  
847-437-5500, ext. 4538

#### ***Bright Light Radiology***

31 S. Arlington Heights Rd.  
Elk Grove Village  
847-439-2315

#### ***Glenbrook Hospital***

2100 Pfingsten Rd.  
Glenview  
847-657-5860

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**Nesset Health Center**

(Only if your doctor is at Nesset Health Center)  
1775 Ballard Rd.  
Park Ridge  
847-318-2000

**North Shore University Health System**

2650 Ridge Ave.  
Evanston  
888-364-6400

**Northwest Community Treatment Centers**

15 S. McHenry Rd.  
Buffalo Grove  
847-459-6100

**St. Alexius Medical Center**

1555 Barrington Rd.  
Hoffman Estates  
847-843-2000

**SOUTH****Chicago Ridge Medical Imaging**

9830 S Ridgeland Ave.  
Chicago Ridge  
708-423-1819

**Christ Hospital**

4440 W 95th St.  
Oak Lawn  
708-425-8000

**Little Company of Mary Hospital**

2800 W. 95th St.  
Evergreen Park  
708-422-6200

**Little Company of Mary Care Stations**

4901 W. 79th St.  
Burbank  
708-422-0300

6700 West 95th St.

Oak Lawn  
708-499-2273

**Palos Community Hospital**

12251 S. 80th Ave.  
Palos Heights  
708-923-4000

**Palos Primary Care Center**

Immediate Care Center South Building  
15300 West Ave.  
Orland Park  
708-460-5550

**South Suburban Hospital**

17850 S. Kedzie Ave.  
Hazel Crest  
708-799-8000, ext. 3270

**St. James Hospital**

30 E 15th St.  
Chicago Heights  
708-756-1000

**WEST****Gottlieb Memorial Hospital**

701 W North Ave.  
Melrose Park  
708-538-5333

**LaGrange Memorial Hospital**

(Only if your doctor is on staff at  
LaGrange Memorial Hospital)  
5101 S Willow Springs Rd.  
LaGrange  
708-352-1200

**Westlake Hospital**

1225 W Lake St.  
Melrose Park  
708-681-3000

**West Suburban Hospital**

(does not do mammograms)  
3 Erie Ct.  
Oak Park  
708-383-6200

**CHICAGO****Resurrection Health Care**

7435 W Talcott Ave.  
Chicago  
773-774-8000

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## **Lab Service Providers**

### **NORTH**

#### ***ACL Laboratories***

Patient Service Center  
2010 S. Arlington Heights Rd., Suite 235  
Arlington Heights  
847-593-1579

#### ***Center for Advanced Care***

1700 Luther Lane, Suite 1260  
Park Ridge  
847-723-3533

#### ***LabCorp***

Patient Service Centers  
121 S. Wilke Rd., Suite 405  
Arlington Heights  
847-368-1336

#### ***Northwest Community Treatment Centers***

1710 N. Randall Rd., Suite 250  
Elgin  
847-214-8157

450 Dundee Ave.  
Elgin  
847-695-2473

2601 Compass Rd., Suite 130  
Glenview  
847-729-0776

2334A W. Higgins Rd.  
Hoffman Estates  
847-884-0154

#### ***Quest Diagnostics***

Patient Service Centers  
1100 W. Central Rd., Suite 402  
Arlington Heights  
847-342-0344

2591 Compass Rd., Suite 110  
Glenview  
847-657-0412

2500 W. Higgins Rd., Suite 460  
Hoffman Estates  
847-781-0691

337 W. Northwest Highway  
Palatine  
847-963-8354

1600 W. Dempster St., Suite 218  
Park Ridge  
847-795-8116

808 E. Woodfield Rd., Suite 400  
Schaumburg  
847-619-0305

4709 W. Golf Rd., Suite 806  
Skokie  
847-674-4615

### **SOUTH**

#### ***ACL Laboratories***

Patient Service Centers  
South Suburban Hospital  
Physician Office Building, Suite 2500  
17850 S. Kedzie Ave.  
Hazelcrest  
708-647-8745

10522 S. Cicero Ave., 1st Floor  
Oak Lawn  
708-229-0284

Christ Hospital  
Physician Office Building  
4400 W. 95th St., Suite 401  
Oak Lawn  
708-423-0431

14434 S. John Humphrey Dr.  
Orland Park  
708-873-1504

11800 Southwest Highway  
Palos Heights  
708-923-3255

1517 80th Ave., Suite D  
Tinley Park  
708-429-5113

18210 S. LaGrange Rd.  
Tinley Park  
708-478-2870

#### ***Doctor's General Laboratory***

9243 S. Roberts Rd.  
Hickory Hills  
708-599-5666

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**Evergreen-Sheridan Laboratories, Ltd.**

9760 S. Kedzie Ave.  
Evergreen Park  
708-423-2660

**LabCorp**

Patient Service Centers  
19150 Kedzie Ave., Suite 101  
Flossmoor  
708-647-8507

17665 Torrence Ave.  
Lansing  
708-474-8323

10837 S. Cicero Ave.  
Oak Lawn  
708-422-0457

14475 John Humphrey Dr.  
Orland Park  
708-873-1897

16325 S. Harlem Ave., Suite 110  
Tinley Park  
708-429-8264

**WEST****CML – Chicago Market Labs Inc.**

Patient Service Centers  
MacNeal  
3249 S. Oak Park Ave.  
Berwyn  
708-783-5117

47 S. 6th Ave., 1st Floor  
LaGrange  
708-588-9615

620 S. Maple Ave., Suite 5800  
Oak Park  
708-848-0437

3722 S. Harlem Ave., Lower Level  
Riverside  
708-783-6931

**Medstar**

(Call and identify yourself as an Access to Care member.)

4531 W. Harrison St.  
Hillside  
708-488-1000

**Quest Diagnostics**

Patient Service Centers  
471 W. Army Trail Rd., Suite 101  
Bloomington  
630-351-1955

610 S. Maple St., Suite 5800  
Oak Park  
708-848-0437

**CHICAGO****LabCorp**

Patient Service Center  
6191 N. Canfield Ave.  
773-594-9826

**Quest Diagnostics**

Patient Service Centers  
4126 N. Milwaukee Ave.  
773-736-3814

4801 W. Peterson Ave., Suite 205  
773-777-0154

**Responsibilities of Members:**

- 1. You are responsible** for making appointments with your Access to Care doctor. You should identify yourself as an Access to Care patient when phoning for an appointment.
- 2. You are responsible** for the full payment of visits to any doctor other than the one that appears on your Access to Care identification card and for the full payment of any medical tests other doctors order.
- 3. You are responsible** for presenting your Access to Care identification card whenever you go for medical, pharmacy, lab or X-ray services.
- 4. You are responsible** for paying the appropriate co-payments to Access to Care doctors and pharmacies; and for each lab and/or X-ray procedure. You are also responsible for full payment of services not covered by Access to Care.
- 5. You are responsible** for notifying the Access to Care program of any changes in name, address, telephone number or if you become ineligible for the program during the enrollment period.

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Eligibility requirements are:

- a. residence in suburban Cook County or in northwest Chicago (north of North Ave. and west of Pulaski Rd.); and
  - b. family income less than 300% of the federal poverty level;\* and
  - c. ineligible for Medicaid (Public Aid) or Medicare; and
  - d. no health insurance for doctor office visits (unless individual deductible is \$1500 or more)
- 6. You are responsible** for re-enrolling prior to the expiration date on your identification card if you wish to remain in the Access to Care program. Non-English speaking individuals should have an adult translator available for enrollment and re-enrollment.
- 7. Access to Care enrollment and privileges will be terminated** for abuse of the program such as:
- a. lack of compliance with the Access to Care program procedures, responsibilities or eligibility requirements; or
  - b. repeated lack of compliance with your Access to Care physician's therapeutic direction or abusive behavior directed toward the physician or office staff; or
  - c. giving your Identification card as an Access to Care enrollee to any other person to use; or
  - d. participating in Medicare, Medicaid or receiving health benefits for doctor office visits under any other program; or
  - e. deliberate omission or misrepresentation of any information provided to the Suburban Primary Health Care Council, the administrators of the Access to Care program.

\*Federal poverty levels are revised and published in the Federal Register in February of each year.

## **Members' Rights**

You may file a grievance if:

1. You believe you have been unfairly terminated or declared ineligible.
2. You believe you have been discriminated against on the basis of race, color, sex, national origin, age or handicap by an employee, agent or contractor of the Access to Care program, other than a physician.
3. You believe that an employee, agent or contractor of the Council, other than a physician, has violated any established policy or procedure of the Access to Care program.
4. Grievances must be submitted in writing within 14 days of the event to:

Access to Care  
2225 Enterprise Drive, Suite 2507  
Westchester, Illinois 60154

A copy of the grievance procedure is available upon request from the Access to Care office.

## **Disclaimer**

The doctors participating in the Access to Care program are not employees, agents or partners of the Access to Care program. The program is not responsible in any way for the amount or quality of medical care services received from participating doctors. The program is not engaged in the practice of medicine and does not hold itself out as a medical facility. The Access to Care program will not function as a resource for medical advice with respect to medical diagnosis and/or medical treatment.

Community Health Services on next page

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## Other Health Care Services Available in the Community

The Access to Care program does not provide some basic health care services which are already available in the community at a reduced cost or free of charge. These services can be accessed by contacting the Cook County Department of Public Health, local health departments and social service agencies. Contact information follows.

### Cook County Department of Public Health

- Breast and Cervical Cancer Screening
- Vision and Hearing Screening
- Public Health Nursing Home Visit Programs
- Prenatal
- Tuberculosis
- WIC Clinic

For detailed information call one of the following sites:

Southwest District Office  
Bridgeview, 708-974-6160

North District Office  
Rolling Meadows, 847-818-2860

### WIC

#### CEDA Offices

Blue Island	708-371-5728
Chicago locations	
Diversey Pkwy.	773-545-7159
Irving Park Rd.	773-685-1507
Chicago Heights	708-754-4576
Des Plaines	847-294-1802
Evanston	847-328-3511
Harvey	708-339-3614
Maywood	708-236-5024
Morton Grove	224-534-7433
Mount Prospect	224-324-3848
Oak Lawn	708-423-1131
Oak Park	708-445-3314
Rolling Meadows	847-670-6980
Skokie	847-967-1851
Summit	708-458-0012
Wheeling	847-243-9270

The following health departments and social service agencies offer a variety of services such as school physicals and immunizations. Many of them have specific residency and income requirements. Please call the numbers listed below for further information.

#### Berwyn Health Department

708-788-6600

#### Cicero Health Department

708-656-3600 ext. 147

#### Cottage Grove Medical Center

Ford Heights, 708-753-5800

#### Evanston Health Department

847-866-2952

#### Oak Park Health Department

708-358-5480

#### Orland Township Clinic

708-403-4222

#### Park Forest Health Department

708-748-1118

#### Palos Township Clinic

708-598-4418

#### Robbins Health Center of Cook County

708-293-8100

#### Schaumburg Township Nurse

847-285-4551

#### Skokie Health Department

847-933-8252

#### Stickney Township Clinic

708-424-9200

#### Well Child Conference, Elgin

847-741-7370

#### Worth Township Clinic

708-371-3393

Always check with your local township office to determine what services it may offer.