

VIP



Medical Society of Delaware
VOLUNTARY INITIATIVE PROGRAM

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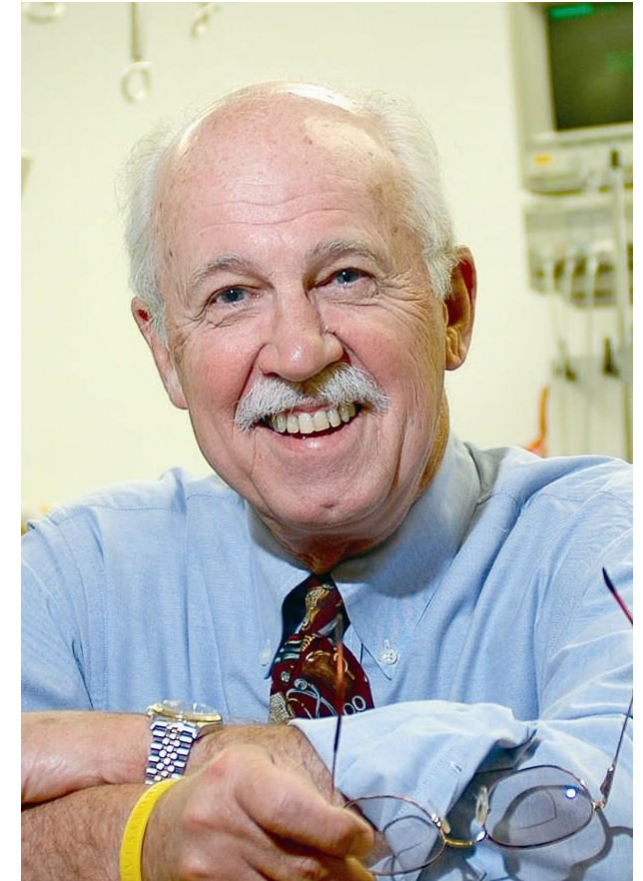


A Little History

The Voluntary Initiative Program (VIP) at the Medical Society of Delaware first offered a helping hand to Medicaid recipients in the 90's and then, since 2001, to the residents of Delaware without insurance.

The concept was envisioned by Dr. James Marvel, during his first MSD presidency, to address the Medicaid crisis of the early 90's, a time when many Delaware physicians were closing their practices to Medicaid patients because of low reimbursements, causing them to be dispersed unequally among fewer physicians statewide.

Dr. Marvel envisioned that MSD could act as the “gatekeeper” to insure the doctors who agreed to see Medicaid patients were not overwhelmed with Medicaid's low reimbursements.



*Dr James Marvel, past President of MSD
1991-1992 and 2004-2005*

Finding a Solution at a Time of Change



In the late 90s's, Medicaid moved to managed care and the focus shifted to the growing struggle of the uninsured residents of Delaware.

MSD took actions to restructure the VIP program, launching a new version of the Voluntary Initiative Program on June 11, 2001. VIP was rebuilt as a solution to getting quality affordable health care access to the overwhelming number of low income, uninsured people residing in Delaware.

Partnering with the State of Delaware



VIP has become the nexus for assigning primary care physicians/health homes and arranging referrals to specialty physicians enrolled in the Community Healthcare Access Program (CHAP) that was administered by Wheeler Associates representing the Delaware Health Care Commission.

CHAP was a program for low income, uninsured residents of Delaware whose annual income was 200% or below the Federal Poverty Level (FPL). **In 2015, CHAP was redesigned into what today is known as the Health Care Connection (HCC).**

HCC is administered by the Delaware Division of Public Health with funding support from the Delaware Health Fund. VIP is administered by the Delaware Foundation for Medical Services (DFMS), a supporting foundation of the Medical Society of Delaware.

Programs – Health Care Connection (HCC) and Screening for Life (SFL)



▶ Mission:

- ❑ simplify the way uninsured Delawareans are screened for financial eligibility for existing public programs and resources;
 - ❑ link them with appropriate financial resources and a medical health home; and
 - ❑ ensure a continuum of care.
- ▶ Medical services are provided in the community through community-based Health Care Centers; and by private doctors who participate in the Medical Society of Delaware's Voluntary Initiative Program (VIP). VIP is a network of private physicians statewide who accept HCC patients in their practices and serve as their health home or provide medical subspecialty services.

Mission: The Screening for Life Program's mission is to improve the well being of Delawareans by reducing the cancer burden.

SFL fulfills this mission in the area of breast, cervical, colorectal, lung and prostate cancer screening in its target population. SFL partners with other DPH programs including Tobacco Prevention & Control, Diabetes and Heart Disease Prevention & Control and State Service Centers (public health clinics) in service delivery, public and professional education, and program evaluation.

The VIP is an unprecedented statewide system of volunteer care for uninsured Delawareans and is the first and only such program in Delaware that integrates public, private, community-based and hospital medicine.

Who is Eligible for the program?

In order to be eligible for the program, a patient must:

- ✓ Be uninsured
- ✓ Be at or below 200% of the Federal Poverty Level (FPL)
- ✓ Not qualify for any other public health insurance option
- ✓ Be exempt or ineligible for the ACA Marketplace



The Division of Public Health (DPH) Health Care Connection program determines participation eligibility.

To inquire about membership or eligibility, please call 2-1-1 or email DHSS_DPH_Healthaccessde@Delaware.gov

What to expect when an HCC patient arrives for their appointment...



Patients are screened for program eligibility by DPH during the application process



There is only one application that is used for both the HCC and the SFL programs



Individuals enrolled in the HCC are registered in a unique DPH-administered system and **receive an enrollment identification card**, rights and responsibilities and other routine correspondence



Upon HCC enrollment, the individual is transferred to VIP case management staff for primary care physician assignment (health home)

What to expect when an HCC patient arrives for their appointment...(cont'd)



Referrals are processed for medical specialty care, laboratory, radiology, surgical procedures and other allied health service needs.



HCC is not insurance but does link enrollees to discounted medical services that they may need at a cost they can afford.



The program is for adults; citizen children are not eligible for HCC (they may be enrolled into the *Delaware Healthy Children* Program.)



HCC patient incomes are determined, and a code denotes everyone's "Level" on the HCC patient's identification card. FPL limits are updated annually by the federal government in February

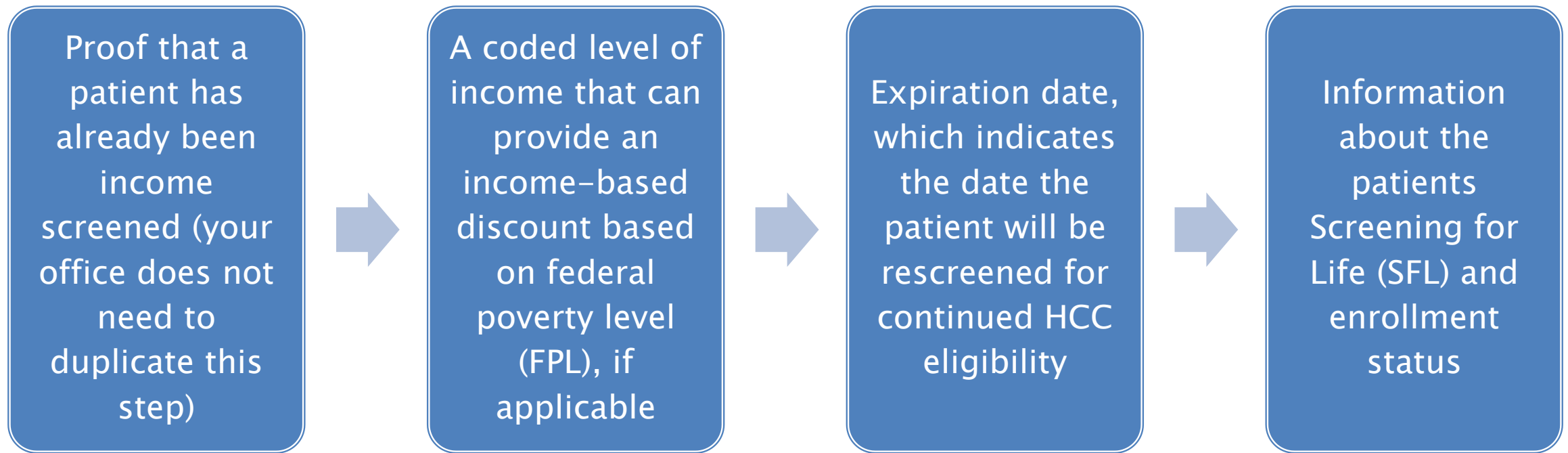
Patient Enrollment

Each patient applies for the program by completing an application that is submitted to and processed by the Health Care Connection.

There is just one application for the Health Care Connection (HCC) and Screening for Life (SFL) – patients may be enrolled in both or possibly just one depending on their need. Factors such as age and insurance coverage may affect their enrollment.

DPH's HCC Coordinators contact our VIP staff at MSD to advise which patients are enrolled and Alessandra, the HCC/VIP Health Services Coordinator will assign each patient a primary care physician and handle any medical referrals needed for the patient.

The identification card provides the following:



How are patients referred to see a VIP Dr?

Patients can be referred several different ways:

- by a DPH Enrollment Specialist
- by a VIP Health Coordinator
- by a FQHC Health Promotion Advocate (HPA)
- can come from state agencies or communities



What is required of me as a VIP physician?

While participating in VIP, physicians designate how many HCC patients they are willing to serve and how often they will serve those patients – also you can change this amount at any time.

Each physician also stipulates what they will charge for office visits.

At VIP, we track the patients assigned to these physicians so we can honor limits that may have been placed by the physicians.



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Pharmacy Assistance



VIP Staff provides centralized pharmacy assistance for all HCC enrollees.

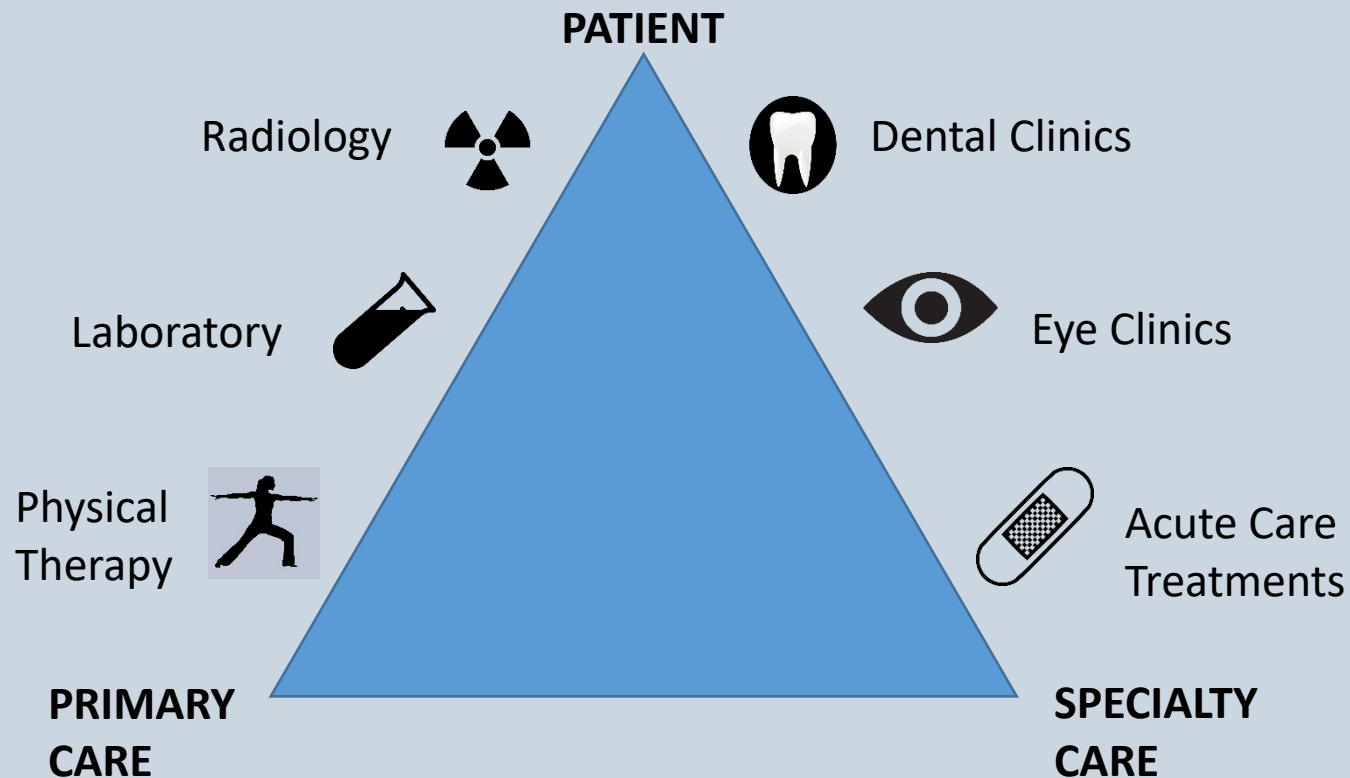
Pam Taylor has been with VIP for over 15 years and has an established protocol for the collection of information and paperwork that is required by various pharmaceutical programs.

Patients may be eligible for no cost or low-cost medication

Providing Pam with a patient's medication list is vital to ensuring she provides patients with this information.

Health Services Coordinator

The connection between patients and physician care



Pharmacy Coordinator



The connection between your patients and medications, needed supplies, & community health resources

- Helping to improve patient compliance
- Providing specialized follow up as needed – medication assistance, connection to needed resources such as the Diabetes Program

Adding Needed Services

VIP staff found that patients were now able to see a physician but needed assistance accessing medications. A VIP Pharmacy Coordinator was added to the staff in 2007 to research patients' medications for discounted pricing or free programs. The estimated savings to VIP patients since 2007 is over \$6,000,000!

Today, VIP's Diabetes Assistance Program offers a FREE bilingual speaking glucose meter to all enrolled diabetics along with supplies that are designed to greatly benefit patients who suffer from retinopathy and peripheral neuropathy.

The prescription assistance program has also established resources for durable medical equipment such as CPAP's, BIPAP's, walkers, canes and wheelchairs at a much needed cost reduction to the patients.



Help is Still Needed Today

Today, even with the Affordable Care Act (ACA), there are people in Delaware who are not able to pay for adequate insurance or simply not eligible for it.

VIP/HCC PROVIDES A RELIABLE SAFETY NET to them by providing over 700 primary care and specialty physicians statewide.

**BUT MORE
PHYSICIANS ARE
NEEDED IN VIP!**



- Cardiology
- ENT
- Orthopaedics
- Gastroenterology
- Pulmonology
- Dermatology
- OB/GYN

How can you help your patients access assistance through VIP?

1 – When you discharge an HCC patient with a referral:

- Make sure they know to call the Health Coordinator, Alessandra Mariz (302) 224-5190
- Send a referral form by fax (302) 366-1354
(alternate fax # if any issues with above number: (302) 455-7745)
- Include the patient's notes from the last relevant office visit

2 – When you discharge an HCC patient with a prescription, or other needs (such as equipment, etc):

- Make sure they know to call the Pharmacy Coordinator, Pam Taylor (302) 366-1143
- Send a list of the patient's current medications to Pam

3 –At the time of enrollment, every HCC patient is provided with the HCC Patient Services Flyer that has contact information for VIP staff



Let us link you with a network of lower cost doctors and medical services!

The Health Care Connection program (HCC) can help you get the healthcare you need at a price you can afford.

We may have a lower cost resource in your area! Call us when you need:

- **Primary Care Physician (PCP):** A doctor to see you for physicals, checkups and regular sick visits.
- **Specialty Care Physician (SCP):** A doctor to see you for a specific medical problem, like your heart (cardiologist), feet (podiatrist), or an illness, like diabetes or asthma.
- **Lab Work:** When your doctor wants you to get a blood or urine test.
- **X-ray /Diagnostic Imaging:** When a doctor says you need tests like an X-ray, MRI, or CT Scan.
- **Prescription Help for Chronic Illnesses:** Help for getting medicine that you have to take regularly, over a long period of time.
- **Physical Therapy**
- **Surgery**

How can HCC help you?	Who to call:	What happens next?
Who do I call for a low cost Specialty Care Physician (SCP)?	VIP Services: 1-866-996-2427 Option 1 Medical Society of Delaware	Your PCP must fax a referral form to VIP Services. This will help us find an SCP with the HCC discount.
Who do I call for discount on: Lab or X-ray services? Vision and Dental services?	VIP Services: 1-866-996-2427 Option 1 Medical Society of Delaware	The HCC Health Coordinator can tell you about affordable lab or x-ray resources most convenient to you.
Who do I call for help with my prescription costs?	VIP Services: 1-866-996-2427 Option 2 Medical Society of Delaware	The HCC Pharmacy Coordinator will find out if the prescriptions you take regularly are available at a discount or possibly even at no cost.
I have some general medical questions. Who do I call?	VIP Services: 1-866-996-2427 Option 3 Medical Society of Delaware	The HCC nurse has resources to guide you in finding solutions to your questions.
I have questions about a lab/x-ray bill. Who do I call?	VIP Services: 1-866-996-2427 Option 1 Medical Society of Delaware	The HCC Health Coordinator can help you determine if a CHAP discount was mistakenly omitted.
* My income has changed. * My family size has changed. * I have insurance now. Who needs to know?	Enrollment Services: 302-744-1040 or 2-1-1 Central Care Coordinator	We will see if you may qualify for any other medical benefits through the State of Delaware.
How can I get a new HCC membership card?	Enrollment Services: 302-744-1040 or 2-1-1 Central Care Coordinator	We will ask for your current address and a new card will be sent to you.
I have questions about a doctor bill. Who do I call?	Enrollment Services: 302-744-1040 or 2-1-1 Central Care Coordinator	The SFL Financial Advisor will help you determine if the charge is covered by SFL or discounted by HCC.
I have questions about cancer screenings? What office do I contact?	Enrollment Services: 302-744-1040 or 2-1-1 Central Care Coordinator	The SFL Coordinators have resources to guide you in making the most of your SFL benefits.

¡Déjenos contactarte a la cadena médicos y servicios médicos a un bajo costo!

¡El programa HCC puede ayudarte a obtener la atención médica que necesitas a un precio que puedes pagar!

¡Es posible que tengamos los recursos de menor costo en tu área. Llámenos cuando necesites:

- **Médico de cabecera (médico primario):** Un medico que puede hacerte un examen físico, controles, y visitas medicas en caso de enfermedad.
- **Especialista:** Ver un medico para un problema de salud específico como el corazón (cardiólogo), pies (podiatra) o una enfermedad como diabetes o asma.
- **Laboratorio:** Cuando tu medico quiere que hagas un examen de sangre u orina.
- **Rayos X / Diagnóstico de Imagen:** Cuando tu medico dice que necesitas un examen como rayos X, MRI, o CT Scan.
- **Ayuda para los medicamentos o Enfermedades Crónicas:** Ayuda para obtener los medicamentos que tomas regularmente o por largo tiempo.
- **Terapia Física**
- **Cirugía**

¿Cómo puede HCC ayudarte?	¿A quién llamar?	¿Qué sucede después?
¿A quién llamo para encontrar una especialista a bajo costo?	Servicios VIP: 1-866-996-2427 Opción 1 La Sociedad de Médicos de Delaware	Tu médico de cabecera tiene que mandar un referido por fax a la oficina de HCC. Esto nos ayudará para encontrar un médico apropiado para ti.
¿A quién llamo para descuentos: para los servicios de laboratorios o rayos X?	Servicios VIP: 1-866-996-2427 Opción 1 La Sociedad de Médicos de Delaware	La coordinadora de HCC puede ayudarte a encontrar los servicios de laboratorios/rayos X en tu área y a bajo costo.
¿A quién llamo para ayuda con mis medicamentos?	Servicios VIP: 1-866-996-2427 Opción 2 La Sociedad de Médicos de Delaware	La coordinadora de la farmacia de HCC puede ayudarte a encontrar los medicamentos que necesitas en tu área y a bajo costo (o a veces completamente gratuita).
Tengo preguntas generales sobre mi salud. ¿A quién llamo?	Servicios VIP: 1-866-996-2427 Opción 1 or 2 La Sociedad de Médicos de Delaware	Las coordinadoras del programa VIP/HCC tienen los recursos para guiarle en la búsqueda de soluciones a sus preguntas.
Tengo preguntas sobre una cuenta (bill) de un laboratorio/rayos X. ¿A quién llamo?	Servicios VIP: 1-866-996-2427 Opción 1 La Sociedad de Médicos de Delaware	La coordinadora de HCC puede ayudarte confirmar si has recibido un descuento con HCC.
* Los ingresos de mi casa han cambiado. * El número de personas en mi familia ha cambiado. * Ahora tengo seguro de salud o Medicaid. ¿Quién debe saberlo?	Servicios de Enrolamiento: 302-744-1040 o 2-1-1 Coordinador Central	Veremos si podrías calificar para cualquier otro beneficio médico a través del estado de Delaware.
¿Como puedo obtener una tarjeta nueva de HCC? ¿A quién llamo?	Servicios de Enrolamiento: 302-744-1040 o 2-1-1 Coordinador Central	Preguntaremos para una dirección nueva y podemos mandarte una tarjeta nueva.
Tengo preguntas sobre una cuenta (bill) que he recibido de mi doctor de cabecera. ¿A quién llamo?	Servicios de Enrolamiento: 302-744-1040 o 2-1-1 Coordinador Central	El Asesor Financiero de "SFL" te ayudará a determinar si la carga está cubierto por SFL o descontado por HCC.
Tengo preguntas sobre las pruebas para prevenir los cánceres? ¿A quién llamo?	Servicios de Enrolamiento: 302-744-1040 o 2-1-1 Coordinador Central	Los Coordinadores de SFL tienen recursos para asegurar que recibas los mejores de los beneficios posibles con SFL.

This HCC Patient Services Flyer is 2 sided – English & Spanish

Let us know when you need more sent to your office!

Tell me about the benefits of VIP!

For the VIP participants:	For your HCC enrolled patients:
Dedicated VIP staff – you can call or email us any time with questions, concerns or ideas	Access to an array of health care services
No time spent by your office on financial screenings	Access to a personalized primary “health home” assignment
No need to calculate the discounted charge	Access to discounted specialty services
VIP staff manages follow-up care including specialty referrals, diagnostic testing, and medication assistance	Access to discounted diagnostic resources (labs, x-rays, medical equipment, etc.)
Increased patient compliance due to access to all areas of health care	Access to discounted medication and personal assistance to obtain no cost medication
VIP staff provides specialized follow up as needed – medication assistance, connection to needed resources such as the Diabetes Program	Access to one-on-one direction to resources and use of services to receive the optimum discount
	Dedicated VIP staff – patients can call or email us any time for assistance

I am ready to join VIP, what is next?



There is a simple online registration form to complete (survey monkey) that is used for physicians, allied health professionals and other ancillary service providers to enroll. You can access this directly from MSD's website.



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Voluntary Initiative Program (VIP)

MSD has renewed the contract with the Division of Public Health (DPH) to continue the Voluntary Initiative Program into the fiscal year 2022. This makes this the 20th consecutive year that MSD has proudly served the community in this capacity. The staff at MSD and the network of contributing physicians throughout the state will continue to serve the uninsured, low income residents of Delaware who are enrolled in the Health Care Connection program through DPH.

If you are a physician interested in participating or you have questions regarding the VIP program, please contact **Michelle Seymour at 302-224-4905 or email Michelle.Seymour@medsocdel.org**

The Voluntary Initiative Program (VIP) is part of the [Health Care Connection \(HCC\)](#), a state-funded program that helps coordinate charitable services by physicians and provides additional health service resources for patients.

What We Do

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[DELPAC](#)

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[Delaware Medical Journal](#)

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Contact us

Michelle Seymour, MSD Manager of Membership and Community Outreach
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www.medicalsocietyofdelaware.org – click “What We Do” on the black banner and click
“Initiatives/Voluntary Initiative Program (VIP)”

<https://dhss.delaware.gov/dhss/dph/dpc/chap.html>

