



Woodhull  
Medical Center  
&  
The North  
Brooklyn Health  
Network

# HHC\* Options *Platinum*

*ArtistAccess*

## Q & A

Over the past 6 months, a consortium of artist service organizations and unions - including Dance/NYC, DTW, and NYFA—and Brooklyn's Woodhull Medical Center, have developed an artist-specific healthcare initiative based at Woodhull as a pilot project. Currently hosted by Woodhull, *ArtistAccess* may eventually be offered by many of NYC's public hospitals. The program offers affordable healthcare for all NYC-based artists and arts workers, and offers the unique option of artists exchanging creative services for medical care. Woodhull Medical Center is committed to bringing quality healthcare to all patients, regardless of income or immigration status. *It is Woodhull Medical Center's strict policy that all information regarding income or immigration status during the financial eligibility process will be kept strictly confidential.* Please read on for a comprehensive overview the new *HHC Options/ArtistsAccess* program.

**Q** What is the HHC Options Plan?

**A** HHC Options is a financial assistance program that reduces all your healthcare costs to an affordable level. Fees are based on income and can range from \$15 to \$60 for a doctor visit. You always see your own doctor each time you visit the Center.

**Q** What about the *Platinum* part?

**A** The *Platinum Experience* is the Center's commitment to every patient:

- To be treated with dignity and respect
- To be made to feel special
- To have the patient's time valued
- To be provided with a safe environment

**Q** Who is eligible for HHC Options?

**A** Uninsured individuals who are not eligible for government programs such as Medicaid because of income or immigration status. HHC Options is available to all NYC residents, not just Brooklynites and is available to arts workers such as administrators, technicians, etc. Artists only are eligible for the Art Exchange program (see page 3).

**Q** Is HHC Options a family or an individual plan?

**A** HHC Options is not an insurance plan. It is an individual plan: a husband and wife or domestic partners apply separately—but are eligible for the same coverage based on individual incomes. Children are covered under New York State programs, and the Center's Financial Counselors are eager to help enroll eligible children.

**Q** Is HHC Options available for doctor visits as well as hospitalization, emergency room, medical and surgical procedures?

**A** Yes.

**Q** Is there a monthly membership fee for HHC Options?

**A** No. You pay as you see a physician or healthcare provider. Depending on income, your doctor or emergency room visits can range from \$15 to \$60 per visit. Income-based fees also apply to other health services such as surgery and hospital stays.

\* Health and Hospitals Corporation, City of New York

## *ArtistAccess*

### Q & A

**Q** Does HHC Options provide prescription drug coverage?

**A** Yes. An HHC Options member pays \$10 per prescription up to a limit of 4 prescriptions, or \$40, *per visit*. All subsequent prescriptions written on the same visit are free. This prescription benefit is applicable only to prescriptions filled at the Medical Center's pharmacy.

**Q** If I become an HHC Options member, how long does my eligibility last?

**A** Your eligibility lasts for 12 months and can be renewed subject to a re-evaluation of financial status.

**Q** What documents are needed to apply for HHC Options?

**A**

- An ID card such as a passport, birth certificate, driver's license, employee ID card, etc.
- Proof of address such as a utility bill or a current postmarked envelope addressed to you.
- Proof of income such as a self-declaration of income, a pay stub, a letter from your employer, or If you have no income, a supporting letter from a relative or friend. Call 1.800.244.5600 for more information.

**Q** How do I enroll in HHC Options?

**A** Call 1.800.244.5600 to make an appointment with a Financial Counselor at Woodhull Medical Center. Your meeting with the Financial Counselor can be on the same day as your first appointment with your primary physician or can be done in advance.

**Q** Where is Woodhull Medical Center?

**A** Woodhull is located in North Brooklyn at 760 Broadway, Brooklyn, NY at the intersection of Broadway and Flushing Avenue where Bushwick, Williamsburgh and Bedford-Stuyvesant come together.

**Q** How do I get there?

**A** By bus:

- #'s 10, 40, 46, 47, 54, 57 or 62

By Subway:

- J or M to Flushing Avenue on weekdays
- J on weekends
- G to Flushing Avenue, Walk down Flushing Avenue to Broadway
- L to Myrtle Avenue, change to the J or M to Flushing Avenue

**Q** What is the *ArtistAccess* program?

**A** The *ArtistAccess* program is a special "way in" to the HHC Options program for artists of all disciplines to receive ongoing quality healthcare at affordable rates.

*ArtistAccess*

## Q &amp; A

**Q** What does *ArtistAccess* offer?

**A** *ArtistAccess* offers several services designed specifically to meet the needs of artists. Among them:

- A dedicated phone number, 1.800.244.5600, staffed by counselors familiar with both the HHC Options and *ArtistAccess* programs for you to call to receive more information about the program and/or to set up your first appointment with your primary physician.
- Your financial eligibility will be determined by Financial Counselors aware of the nature of artists' employment cycles, based on your income. Eligibility can be determined either in advance of your first physician visit or just prior to your first appointment. *Please note: no artist will be turned away from medical care. Based on your income, you will be eligible for either government programs such as Medicaid, or a fee-for-service arrangement based entirely on your ability to pay.*
- On your first visit, you will be met in the lobby of Woodhull Medical Center and escorted to your first physician appointment. A translator can also be available if needed.

**Q** Can I exchange my art for healthcare?

**A** Woodhull Medical Center recognizes that artists possess special talents that can lift spirits, bring hope, and provide a momentary break from one's concerns. Performances or artistic activity enjoyed by individuals or groups of hospitalized patients are desirable. For each hour of performance or artistic activity, 40 credits worth of health care services will be added to your personalized health care account. Credits may be exchanged for an equivalent value of health care services in dollars. When you need health care at Woodhull, the fee (your fee scale will be determined at your first visit with a Financial Counselor) will be charged to your health care account. For example, if you performed or provided artistic activity for one hour, your health care account would contain 40 credits. If your doctor visit costs \$20 (as determined by your fee scale), 20 credits will be deducted from your health care account. The result? A free doctor visit plus enough credits left over for another free doctor visit or prescriptions! Interested? The financial counselor will help set you up for an interview with Woodhull staff to discuss your performance plan. Please see the application for the art exchange program attached, and please bring a completed application with you to your first meeting with the Woodhull Creative Art Therapy Department.

**Q** Is *ArtistAccess* offered only at Woodhull Medical Center and its satellite clinics?

**A** The HHC Options program is offered by all city hospitals. The *ArtistAccess* program is designed as a pilot project at Woodhull Medical Center only. Based on an evaluation of the pilot program, it is expected that *ArtistAccess* will be implemented at other city hospitals\* after the pilot.

\*City hospitals are: (most hospitals have extensive satellite physician's offices)

In **Manhattan**: Bellevue Hospital Center, Metropolitan Hospital Center, Harlem Hospital Center

In **Brooklyn**: Woodhull Medical and Mental Health Center, Kings County Hospital Center, Coney Island Hospital

In **Queens**: City Hospital at Elmhurst, Queens Hospital Center

In the **Bronx**: Jacobi Medical Center, Lincoln Medical and Mental Health Center, North Central Bronx Hospital

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