



University of Utah
UUMG
MEDICAL GROUP

MEMORANDUM

TO: Department Faculty Physicians

FROM: David J. Bjorkman, M.D.
Executive Medical Director
Associate Dean, School of Medicine

DATE: November 12, 2002

RE: Health Access Project (HAP) Patients

Dear Colleague,

Earlier this year, the University of Utah Health System (hospital and physicians) was approached to participate in the Health Access Project (HAP). HAP is a not for profit organization that helps coordinate the care of uninsured patients (i.e., uninsured patients receive needed care in the appropriate setting), and is designed to spread-out the burden/responsibility of caring for uninsured patients. HAP has approached all hospitals and physicians in Salt Lake County to provide non-compensated care to a limited number of uninsured patients as referred from HAP case managers.

At the May 20, 2002 UUMG Board Meeting, it was recommended and approved that UUMG participate in the program to the extent that HAP patients coming through the University of Utah Hospital's emergency room are referred within our system for specialty care; noting that those referrals will come from inside the system, not from outside physicians, and will be limited to a designated number of patients not to be exceeded (approximately 38 patients). UUMG's leadership will closely monitor this program to ensure UUMG physicians are not overburdened by this commitment.

From time-to-time, you may be asked to treat a HAP patient as referred to you by a HAP case manager located in the University Hospital. The UUMG Board respectfully asks that you provide appropriate care to such patients with the understanding that neither you, your Department, nor the University will receive compensation for care provided.

Please contact myself or Don Zarkou, UUMG Director of Contracting & Reimbursement at 741-8937 (pgr: 329-9834) if you have questions or concerns.

Thank you.

Memorandum

Date: December 13, 2002

To: Clinics Managers, Patient Access Department, Front end Clinic Staff

From: Sherrie Woodmancy, Director, Patient Access Department University of Utah Hospitals & Clinics

Re: Health Access Project (HAP)

Recently, the University Hospitals & Clinics and the University of Utah Medical Group (UUMG) agreed to participate in a pre-approval process for a limited number of uninsured patients with extreme financial hardship. The patients within this group have used or misused the University Hospital Emergency Room for their primary care, mental health issues, or specialty care access, initiating a referral from the Emergency Room staff to the Health Access Project (HAP). HAP is a federally-funded project that assists low-income, uninsured, Salt Lake County residents in accessing healthcare and mental health services through a more appropriate—and more cost-effective—system. HAP attempts to move clients out of the ER and into appropriate primary, specialty, or peripheral services. This is accomplished through an extensive case management system. Sam Augustine is the HAP Case Manager assigned to University Hospitals & Clinics; he is stationed in the Emergency Room (pager # 480-0781).

It has been agreed that individuals that qualify for HAP do not need to go through the standard financial counseling process. HAP requires documentation of financial status and only accepts clients who can demonstrate extreme financial hardship. HAP accounts are identified by placing the code “**D95**” on Allegra and E-chart records. Additionally, HAP clients are issued a HAP Identification Card to present at all medical appointments. The D95 code is internally controlled and should not be entered on any account without the approval of a HAP representative or a previously-trained hospital member. An internal database is maintained that lists eligible clients. If in doubt, please call Sam Augustine to verify patient HAP eligibility.

Thank-you.