

Insurance Tips

If you do not have health insurance, please schedule an appointment with our CAC (Certified Application Counselor) who will meet with you and help you apply for special programs and/or service discounts. You may also call if you are having insurance problems.

Please ask to make an appointment for help with insurance. If you are not covered by insurance at the time of your visit, you **may** be responsible for payment. To seek assistance with insurance applications, including Medicaid, call 330-723-9688, option 1.

Co-payments are payments that are determined by your insurance coverage or income and all payments, including co-payments, are expected at the time of service. We accept cash, checks, MasterCard, Visa, Discover, and money orders.

Please bring your insurance card to every visit. Let us know if you have had any changes in your insurance so that we can bill correctly for your care.

Insurance Tips:

It is important that you keep your insurance active so that you do not have any time without insurance coverage. Here are some tips:

- Always tell your insurance company and/or Ohio Medicaid if you change your name or address so that you will always receive any important information that is sent to you.
- Always read messages or letters from your insurance company or Ohio Medicaid and follow any instructions. If you have any questions about messages or letters, call the Health Center and one of our billing specialists may be able to help.
- If you are asked to bring information about your income to the health center, please make sure you bring all requested information.
- Even when you have insurance, you may have fees to pay. However, based on your income you may be able to pay reduced fees for services. (see Sliding Fee Discount Program insert)
- Medicaid coverage needs to be renewed every year, so make sure that you are aware of when your insurance expires so that you are always covered.

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