What is the Community Health Care Network?

The Fairfax County Community Health Care Network (CHCN) is a partnership of health professionals, physicians, hospitals, and local government. CHCN was formed to provide primary health services for low income, uninsured residents of Fairfax County and the cities of Fairfax and Falls Church, who cannot afford primary medical care services for themselves and their families.

The Fairfax County Health Department operates three health centers located in Fairfax, Alexandria, and Reston. These centers have been established to provide the kind of medical care offered in a family doctor's office. When needed, medical specialists, ancillary services, and other referrals will be made, as available.

Who is eligible for CHCN?

A person may be eligible for CHCN if he/she:

- **lives in Fairfax County, the City of Fairfax, or the City of Falls Church,**
- **does not have access to primary health care, and**
- **has a family income at or below 200 percent of the Federal Poverty Level.**

How do I enroll in CHCN?

Applications are taken at the centers and, if approved, a health center card is issued.

- **Verification of income,**
- **Proof of address,**
- **Lack of affordable health insurance, and**
- **Identification for each family member is required for CHCN services.**

People of all ages will be served. Enrollment staff are available to work with clients that do not have all of the information.

Health Department CHCN Center Locations

CHCN — Merrifield

8221 Willow Oaks Corporate Drive #450
Fairfax, VA 22031
703-237-3446 TTY 711

CHCN — South

8350 Richmond Highway #301
Alexandria, VA 22309
703-704-5333 TTY 711

CHCN — North

11484 Washington Plaza West #300
Reston, VA 20190
703-689-2180 TTY 711

Clinic Hours — All Locations

Monday & Tuesday: 10:00 a.m. to 6:30 p.m.
Wednesday to Friday: 8:00 a.m. to 4:30 p.m.

Enrollment Office Hours — All Locations

Monday & Tuesday: 10:00 a.m. to 6:30 p.m.
Wednesday & Thursday: 8:00 a.m. to 4:30 p.m.
Friday: Administrative processing, no appointments

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Fairfax County is committed to nondiscrimination on the basis of disability in all County programs, services, and activities. Special accommodations will be provided upon request.

For further information call:
703-246-2411
TTY 711

CHCN Web site:
www.fairfaxcounty.gov/hd/pcs/hdchcn.htm

Fairfax County Health Department

Community Health Care Network CHCN

Health Care Services

for low-income, uninsured residents of Fairfax County, Cities of Fairfax & Falls Church

www.fairfaxcounty.gov/hd

What do I pay for CHCN services?

Co-payments for services are based on a sliding scale. Co-payments are paid when you are seen by a health center provider, specialist, or when you pick-up medications.

The family income level and the associated co-payment for each office visit is printed on the health center card. Patients are responsible for prescription co-payments ranging between $6 and $25. The amount of co-pay will depend on the type of drug. No one will be denied service based on inability to pay.

What if I need to go to the hospital?

CHCN does not cover hospital visits. However, Inova Fairfax, Inova Fair Oaks, and Inova Mt. Vernon Hospitals have a charity care program for which all County residents can apply. If you go to the hospital for emergency care or for a planned surgery, you need to ask the hospital about the charity care program, which discounts the hospital bill according to your income. Other hospitals have charity care as well.

If a CHCN provider sends you to the hospital for a certain test, you will need to get a referral from the center to take with you.

What do I do if I am sick and the clinic is closed?

Call the Health Center number listed on the back of your card. An after-hours advice line is available. However, if you have an emergency, call 911 or go to the hospital emergency room. If you go to the emergency room:

- Show your health center card and tell them you are enrolled in CHCN.
- Apply for charity care. Remember, CHCN is not responsible for your emergency room bill.

How do I talk with my provider?

For routine and follow-up care, make an appointment to speak with your medical provider. You may also leave a message and a medical provider will call you back.

Patient Responsibilities

- Once you are enrolled in CHCN, bring copies of your medical records to your first visit at the center.
- Make a follow-up appointment to discuss test results or other issues with your medical provider.
- A parent or legal guardian must accompany all children under 18 years of age.
- Report all changes in your address, family income, family size, or health insurance coverage to the CHCN Enrollment office within ten days.
- Carry your health center card to all appointments.
- Keep all appointments; you must call with at least 24 hours' notice to cancel or reschedule appointments. Specialists usually require 48 hours or more for cancellations.
- Follow your medical provider's orders. Follow through with all referrals.
- Pay all your co-payments for treatment visits and prescriptions at the time of service. If you cannot pay or need other kinds of help with your medical problem, contact the Nurse Manager or Referral Specialist at the center.
- <u>You must re-verify your eligibility before your card expires in order to continue receiving health care from the CHCN</u>. **Eligibility periods are printed on health center cards.**

CHCN Services	Services NOT Covered by CHCN
✔ Minor emergency care	☒ Payment of emergency room and hospital bills
✔ Care of acute and chronic diseases	☒ Provider visits or prescriptions that are not pre-authorized
✔ Check-ups, vaccinations, flu shots	
✔ Laboratory services	
✔ Limited referrals for x-ray and diagnostic services	
✔ Limited pharmacy assistance	☒ Some prescriptions ☒ Over-the-counter medications ☒ Prescription written by an emergency room physician for more than a 3-day supply
✔ After hours consultation	
✔ Limited referrals to participating physicians for specialized care	☒ Specialty care ☒ Eye glasses, hearing aids, prosthetic devices and other medical equipment
✔ Referrals to certain services offered at Health Department district offices and other County and nonprofit organizations	☒ Maternity care ☒ Dental care
✔ Limited behavioral health services	☒ Psychiatric and mental health care and most related prescriptions ☒ Drug and alcohol treatment
✔ Family Planning Walk-in -Clinic (offered 1-afternoon per week)	
✔ Nutrition services	