

<b>CASWELL COUNTY POLICIES AND PROCEDURES</b>			
Policy Number:	11	Title:	Employee Health and Wellness Medical Access Program
Date of Adoption:	5/19/18	Date of Last Revision:	Page 1

## **I. OVERVIEW**

1. In an effort to improve the health of the Caswell County Government workforce and reduce the cost of providing health insurance to employees, the Caswell County Board of Commissioners created the My Wellness, My Way Wellness Program.
2. Caswell County Board of Commissioners recognizes that removing barriers that allow employees better access to care can also help improve health outcomes and reduce costs.
3. By utilizing the Caswell County Health Department's (CCHD) clinical services, employees can receive health services locally thereby reducing the employee absenteeism, lowering health care costs, and achieving higher productivity. In addition, it will decrease the need for out of county medical care needs for employees for preventive care and treatment.
4. CCHD provides a convenient and affordable way for employees to receive medical care for routine illnesses, non-work related injuries, as well as well visits or physicals. CCHD's clinic provides individualized medical intervention to patients. In addition, CCHD provides immunizations, STD testing and treatment, and family planning services. CCHD will cooperate with the employees Primary Care Provider to provide health risk assessments and ongoing support and counseling to help prevent and manage chronic conditions. These services are affordable, convenient, confidential, accessible, and of high quality.
5. CCHD is committed to providing the strictest confidentiality to all patients, including fellow county employees.
  - a. CCHD ensures that care is provided in compliance with HIPAA Laws and in accordance with agency confidentiality standards. HIPAA Breaches or violation may subject the agency and/or the individual health department employee to prosecution.
  - b. Only staff who are providing direct care or support to the patient have access to patient information.
  - c. All records are maintained in an electronic health record format, which logs access of any health department staff member accessing the record.
6. Caswell County Health Department provides services, by appointment, Monday through Friday, 8:00 a.m. to 5:00 p.m. and until 7:00 p.m. on Tuesdays.

## **II. POLICY**

1. It is the policy of the Caswell County Government that its employees, who receive services through the Caswell County Health Department's Primary Care Program, will not have to use sick or annual leave for the length of their appointment.
2. Employees will not be charged a co-pay when receiving services at Caswell County Health Department. Employees will be responsible for charges incurred during their visit that may not be covered by insurance, such as lab tests, procedures, or medications/treatments.

## **I. PURPOSE**

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- A. The purpose of this policy is to increase access to care for county employees by, providing a convenient and affordable option by utilizing services provided at Caswell County Health Department

## **II. PROCEDURE**

1. Caswell County Health Department's provides services, by appointment, Monday through Friday, 8:00 a.m. to 5:00 p.m. and until 7:00 p.m. on Tuesdays.
  - a. It is recommended that county employees call (336-694-4129 x 144) for an available appointment.
  - b. CCHD will make every effort work county employees into the schedule as soon as possible in order to reduce wait time for the employee.
  - c. Employees may walk-in for an appointment to be seen, but are not guaranteed an appointment immediately. It is recommended that if the walk-in wait time for your appointment is extensive (greater than 60 minutes) that you return to your work site and return approximately 15 minutes prior to your scheduled appointment.
2. The Health Department suggests that employees download the new patient paperwork from its website ([www.caswellinc.us](http://www.caswellinc.us)) and bring the completed paperwork with them to their first visit. This will help to facilitate a shorter visit.
3. Services will be billed to the employee's BCBNC health plan.
  - a. Services not covered by the employee's BCBNC health plan or if the employee has not yet met their deductible, will be billed to the employee as any other health care provider would bill the services.
  - b. Part-time employees who are not covered under county insurance will be assessed fees based on income and the sliding fee scale.
4. All employees receiving services through CCHD will receive a note validating the time spent at CCHD for those services.
  - a. The employee shall present the validation note to their immediate supervisor upon their return to work.
  - b. This will provide confirmation of time spent at the Health Department for supervisory staff when waiving annual/sick leave.
  - c. The employee will receive a note from the Provider if he/she needs to be taken out of work, just as they would from any other medical provider.

## **III. TARGET**

1. This policy is for all employees of Caswell County.