Project Access uses electronic records along with paper files, so there is a computer portion as well. You will be asked to verify your name, contact information, and demographics; what types of education or training you have had; your work history and future goals; your housing situation and the members of your household; any medical providers you are seeing or have seen in the past. Next are two (2) **Assessments** or questionnaires: **The Enrollment Assessment** and **The Health Profile**. Your Care Manager will ask if you have any questions and provide you with Project Accessôs Notice of Privacy Practices, a copy of the HIPPA Form, a copy of the Patient Responsibility Agreement, and her/his Business Card.

Step 6: Your Care Manger will now conduct a **File Review**. S/he will look over the paperwork you submitted, the forms you completed, and your responses to the assessments, to see if you are approved.

Step 7: Enrollment Decision

If you brought all the necessary documentation for your Care Manger to make an enrollment decision, you should receive an **Enrollment or Denial Letter** in the mail within 1 to 2 weeks of your appointment. Attached to the Enrollment Letter will be a Project Access Identification Card. This Card, along with a picture ID, must be presented whenever you see a medical provider.

If you did not bring all the necessary documentation or your Care Manger determines more documentation is needed in order to make an enrollment decision, you will receive a **Request for Missing Documentation Letter**. This Letter will list the requested documents as well as the time frame during which your Care Manager is asking them to be returned.

Step 8 : **Scheduling of Tests, Treatments, or Specialty Consults** After receiving an order and related medical records, your Care Manager will schedule medical appointments or direct you to services as needed and as available. You must keep in contact with your Care Manger throughout the process.

The Enrollment Process:

What to Expect

APPALACHIAN MOUNTAIN PROJECT ACCESS

Phone 423.232.6700

Fax 423.232.6707

www.**projectaccesseasttn**.org

Your Access, Their Generosity

In order to be considered for enrollment in Project Access, a patient must first be referred by a participating provider.

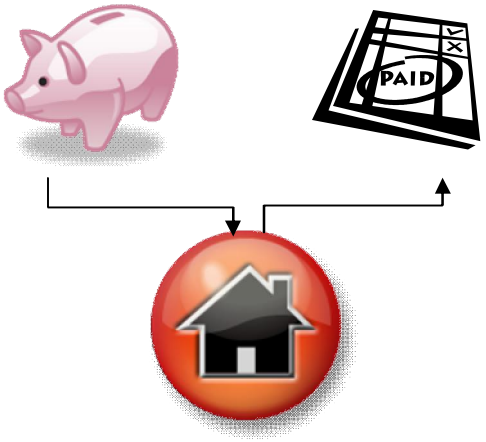
Step 1: **Ask** your medical provider if s/he participates. If not, ask her or him if they would be willing to sign-up with us. They can visit our website or call us for more information.

Step 2: Our office receives a **Referral** from your physician, nurse, or other medical provider. **Step 3**: Within 3-7 days after receiving the referral, we will send out an **Information Letter**. This letter will go to the address on the referral form, so make sure your provider has your most current contact information.

Step 4: You will have 30 days from the date on the Letter to call our office and answer some **Quick Eligibility Questions**. These questions are aimed at finding out if you meet General Eligibility Criteria, such as Residency and Income.

Step 5: If you meet General Eligibility Criteria, we will schedule a time for you to come in for an **Intake or Enrollment Appointment** with a Care Manager. Enrollment Appointments can be scheduled at our Johnson City office or at our satellite sites in Sullivan County.

Make sure to review the **List of Required Documents** and bring all the paperwork with you. Your Care Manager can make copies. If you are having difficulty gathering the required documents, please call our office for assistance.



You will need to bring proof of any source of income going into the household AND any type of expense being paid out of the household. Your Gross Income cannot exceed 150% of the Federal Poverty Level (or $16,335 annually for a household of one).

Enrollment Appointment

If you are unable to keep your scheduled appointment, please contact Project Access by 3 pm on the prior business day. Due to the number of referrals we receive daily, patients are allowed only two (2) appointment opportunities before their file will be closed.

Your Care Manager will be the person who helps link your Primary and Specialty Care Providers. S/he will explain the services offered by Project Access and the responsibilities of patients enrolled in our program. You will be asked to complete and/or sign several **Forms**.

- **Needs Assessment**
- **SF-12 Health Survey**
- **Medication Log**
- **HIPPA or Release of Information**
- **Patient Responsibility Agreement**
- **Acknowledgement, Waiver, and Appeals Process**