



# **HealthCare Options**

**Rene Duran**  
**HealthCare Options**  
**Provider Relations Representative**

# What is Health Care Options?

- Health Care Options provides care and medication for the indigent who are not enrolled or do not qualify for any other public or private insurance program.
- HCO will pay for basic health care services for individuals who are determined eligible for coverage.
- Primary, preventive and specialty care services are provided through the HCO Network providers.
- ER Inpatient/Outpatient hospital care and pharmaceuticals are provided ONLY by University Medical Center (UMC).

# Program Overview

- Managed Care environment
- Primary Care home for indigent
- Member access to preventative care
- Reduction in escalation of illnesses
- Reduction in ER visits

# Eligibility

- Determined by UMC Hospital –Enrollment Services Unit
- Must meet income and resident requirements

Family income must be at 100% of federal poverty level or less.  
Must live in El Paso and at least one member of your family must have a social security number to apply.

- May not be eligible for any other insurance coverage such as Medicaid or Private Insurance.
- Must have services pending at UMC, i.e. lab, x-rays etc.

# Re-enrollment Process

- Coverage is continuous for a period of 12 months.
- Members are required to re-apply to maintain their benefits.
- A member due for re-enrollment will receive a notification 2 months prior to their termination date with instructions for re-enrollment.

## Termination

- Does not re-apply
- Other health insurance coverage
- Moved out of the service area

# Health Care Options ID Card



The image shows a Health Care Options ID Card for Donald Duck. The card is white with a blue vertical bar on the right side. The top left features the 'HealthCARE' logo in blue and 'OPTIONS of EL PASO' in a brown box. Below this, the ID number '1045230' and 'EFFECTIVE: 06/01/2010' are listed, along with 'TermDate 05/31/2011'. The member's name 'DUCK, DONALD' and 'DOB: 04/05/1938' are shown, with 'Not Transferable' noted. The name 'DREW, DEAN' and phone number '(915)520-2170' are also present. At the bottom left, it states 'A PROGRAM ADMINISTERED BY' and 'EL PASO FIRST Health Plans Inc.'. The blue bar on the right contains 'EPCCS EL PASO COUNTY CLINICAL SERVICES, INC.' at the top, '\$15 PCP/SPECIALIST' in the middle (circled in red with an arrow pointing to it from the text 'Co-pay info'), and '532-3778' at the bottom.

**HealthCARE**  
OPTIONS of EL PASO

1045230 EFFECTIVE: 06/01/2010  
TermDate 05/31/2011

DUCK, DONALD  
DOB: 04/05/1938 Not Transferable

DREW, DEAN  
(915)520-2170

A PROGRAM ADMINISTERED BY **EL PASO FIRST**  
UN PROGRAMA ADMINISTRADO POR Health Plans Inc.

**EPCCS**  
EL PASO COUNTY  
CLINICAL SERVICES, INC.

**\$15 PCP/SPECIALIST**

**532-3778**

Co-pay info

# HCO Network Providers

Provider Directories have been developed specifically for HCO Network.

- Members must choose a PCP within the HCO Network.
- Specialty Care requires a referral from the members PCP.
- Laboratory Services for covered benefits must be referred to UMC Hospital.
- UMC is the ONLY participating Hospital for the HCO Program.

# Health Care Options Covered Benefits

- Medical visits for Primary Care, Chronic Care and Urgent needs
  - Annual Physical Exams
  - Cardiac Services
  - Diabetic supplies
  - Diagnostic Imaging at UMC
  - Lab Services
  - Emergency Medical Services at UMC
  - Well Woman Exam
  - Immunizations



# Network Pharmacies

- Prescriptions must follow the UMC Hospital Formulary.
- Prescriptions can **ONLY** be filled at these locations.

## **UMC Main Pharmacy**

4824 Alberta  
El Paso, Texas 79905  
915-521-7705

## **UMC Northeast Pharmacy**

9849 Kenworthy  
El Paso, Texas 79924  
915-745-4247

## **UMC Ysleta Pharmacy**

300 S. Zaragoza, Bldg B  
El Paso, Texas 79907  
915-860-4039

## **UMC East Pharmacy**

1485 George Dieter Dr, Ste  
107  
El Paso, TX 79936  
(915) 521-7087

## **UMC Fabens Pharmacy**

101 Potasio  
Fabens, Tx 79838  
(915) 521-2271

# Prior Authorizations

- Authorizations for OUTPATIENT/Scheduled procedure requests, INPATIENT notifications and Clinical Information must be directed to Health Services Department. All Prior Authorizations must be submitted by Fax to :

**(915)298-7866** – Outpatient/Scheduled Procedures

**(915)298-5278** – Inpatient Notifications

- ❖ 72 hour turnaround time applies to all Prior Authorization Requests

# Taking Care of Our Providers

- The HCO check is processed once a week (Thursday).
- Claims must be received by El Paso First within 95 days from DOS
- Corrected claims must be re-submitted within 120 days from the R.A. (Remittance Advice)
- May submit electronic HCO claims using Payer ID EPF37



**Rene Duran**  
**HealthCare Options**  
**Provider Relations Representative**  
**915-298-7198 ext. 1037**  
**rduran@epfirst.com**



**Thank You for  
Attending Providers!**