

## **I. Special Features of FamilyHealth-Center for Older Adults**

### **A. Interdisciplinary Team**

Your care is planned and provided by an Interdisciplinary Team comprised of qualified health professionals. Your Team includes a primary care provider, registered nurse, social worker, physical therapist, occupational therapist, recreational therapist/activity coordinator, dietician, transportation coordinator, home care coordinator, personal care assistant and center director.

The Team's expertise is used to assess your care needs and to get the opinion of additional specialists if necessary. Together, with you and your designated representative (an individual selected by the participant or medical durable power of attorney (MDPOA)), the Team creates a plan of care designed just for you.

### **B. Authorization of Care**

Your Team will work with you to help enhance your health and independence. Your Team will reassess your care needs on a regular basis. Any changes in your care plan must be reviewed and authorized by the Team. We encourage you to call your Team if you have any questions regarding your care.

### **C. Facilities**

You will receive many of your covered services at the FamilyHealth-Center for Older Adults Center. We arrange for transportation to and from the Center, as well as all other medical appointments.

### **D. Primary Care and Other Providers**

The categories of health professionals who may provide care to you include primary care provider (physician, nurse practitioner, physician's assistant), registered nurse, social worker, rehabilitation and recreation therapists, home care or center aide, specialist (i.e., cardiologist, surgeon, psychiatrist, etc.), dentist, podiatrist and others.

Your FamilyHealth-Center for Older Adults primary care provider will care for you at the Center or in your home when necessary. FamilyHealth-Center for Older Adults has contracts with specialists, pharmacy, laboratories, x-ray services, hospitals and nursing facilities.

FamilyHealth-Center for Older Adults guarantees access to all covered services, although the availability of specific providers may vary. For a listing of FamilyHealth-Center for Older Adults contract providers, please refer to FamilyHealth-Center for Older Adults' Provider Directory, included as an insert in your enrollment packet. The Provider Directory will be provided to you upon request.

FamilyHealth-Center for Older Adults provides and pays for covered services. Participants may be fully liable for the cost of unauthorized services, except for emergency care and urgently needed care as described in Section XI.

**E. Care Tailored to Your Situation**

We have flexibility in providing your care according to your medical, functional, emotional, cognitive and social needs, always considering your preferences. We make services available in the most appropriate setting including your home, in our Center, in hospitals, nursing facilities, etc.