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Welcome to HealthPAC!

About this Handbook

This handbook explains how HealthPAC participants can receive services covered by HealthPAC. Please read it before making your first health care appointment.

What is HealthPAC?

HealthPAC is a program created by the County to provide affordable health care to Alameda County residents without insurance.

HealthPAC stands for Health Program of Alameda County

What makes this program special is that you get to choose a Medical Home to go to when you’re sick, AND for regular and preventive care to help you stay healthy. To learn more about what a Medical Home is, please see page 3.

With HealthPAC:

- You can choose your own Medical Home.
- Your Medical Home will get to know you and your health history.
- You have a Medical Home and Customer Service Center to call when you need help.
- If you have to pay for services, you know how much your services will cost before you get them.
- You don’t have to wait until you’re sick to get health care.

HealthPAC is NOT Health Insurance

While HealthPAC provides basic and ongoing health care to Alameda County residents, the program does not provide the same range of benefits as most health insurance plans. HealthPAC offers you a limited network of health care providers (that means there are only certain places that you can go for health care). If you use other services or other providers, you will likely get billed.

If you have health insurance, do not drop it. Insurance is always a better choice.
How HealthPAC Works

Your Medical Home

When you enrolled in HealthPAC, you chose a Medical Home. A list of the Medical Homes you can choose from is in the “Where to Go for Care” section of this Handbook, starting on page 5. Your Medical Home is the health care facility (in most cases, a clinic) that will provide your basic health care, keep track of your health information and help coordinate the health care services that you need. Some of these services may include:

- Wellness check-ups and preventive services
- Care when you are sick or injured
- Care for ongoing health issues, such as asthma or diabetes
- Mental health care and health education
- Prescriptions for medicine

Your Medical Home is the first place you should call when you need care. The address and telephone number of your Medical Home are printed on your HealthPAC ID Card.

What You Have to Pay for Services

What you have to pay for health care services (also called a co-pay) depends on your income. This was determined when you enrolled in the program. Some HealthPAC Participants do not have to pay any co-pays.

Please see the HealthPAC Co-Pay Page at the end of this booklet. Co-pays are subject to change at any time. If you have questions about how much you have to pay for health care services, please contact your Medical Home.

Your ID Card and How to Use It

New HealthPAC participants receive an identification (ID) card. Always carry your HealthPAC ID card with you. Show your ID card when you:

- Visit your Medical Home
- Access health care services of any kind
- Pick up prescriptions

Request a new ID card if:

- Any information is incorrect
- Your card is lost or stolen
- Your Medical Home or other information changes

Your card has this information on it:

Name: This is the person who is eligible to receive benefits under HealthPAC. You can’t let anyone else use your card.

HealthPAC ID: This is the HealthPAC Participant Identification Number.

DOB: This is your date of birth.

Sex: This is your sex – female or male.

Language: This is the language that you prefer to speak.

Medical Home: This is the phone number and address of your Medical Home.

Effective Date: This shows when your enrollment in HealthPAC is effective.

Renewal Month: You can renew your application up to two months before the Renewal Month.

Please see the “Staying Enrolled” section of this handbook on page 14 for more information.

Co-pay: These are the amounts that you will need to pay for certain medical services, usually at the time of an appointment. Please see the Co-pay Page for more detail.
Customer Service

Your Medical Home and HealthPAC Customer Service are here to help you when:

- You have questions about your health care
- You have questions about how HealthPAC works
- You have a problem
- Your address or phone number change
- You want to change your Medical Home

HealthPAC Customer Service
1-877-879-9633 (CRS for hearing and speech-impaired callers: 711)
Monday–Friday, 8:30 a.m.–5 p.m.
How to Get Care

Making an Appointment

To make an appointment, just call your Medical Home. The phone number and address are printed on your HealthPAC ID Card. If you need help finding your Medical Home, call HealthPAC Customer Service at 1-877-879-9633, Monday–Friday, 8:30 a.m.–5 p.m.

Be sure to bring your HealthPAC ID Card to all of your health care appointments. If you can’t keep the appointment, call your Medical Home and cancel or reschedule at least 48 hours in advance.

Where to Go for Care

If you get care outside the HealthPAC clinic and hospital network, you are responsible to pay for 100% of the cost.

Your Medical Home
Your Medical Home is your partner in keeping you healthy. Make sure you go to your Medical Home for regular check-ups to keep you healthy.

As a HealthPAC Participant you can choose which Medical Home you’d like to get care from. Once you choose a Medical Home, that is where you will go for health care. The HealthPAC Medical Homes are listed below by city. If you want to change your Medical Home you can call your Medical Home or HealthPAC Customer Service at 1-877-879-9633.

Hospital Care
If you need care in a hospital, you can go to Highland Hospital, an Alameda Health System facility. You are covered for ONLY emergency and inpatient care at Alameda Hospital, San Leandro Hospital, and St. Rose Hospital. If you have a life-threatening emergency, dial 911 or go to the nearest hospital.

Specialist Services
Some Medical Homes provide specialist services. If your Medical Home does not provide specialist services that you need, your Medical Home will refer you to a specialist within Alameda Health System.

HealthPAC Medical Home Network

HealthPAC’s network of contracted clinics and hospitals consists of the following Medical Homes:

BERKELEY

Ashby Health Center – LifeLong Berkeley Primary Care
3075 Adeline Street Suite 280
Berkeley, CA 94703
Phone: (510) 981-4100  Website: www.lifelongmedical.org
Languages spoken by staff: English, Spanish, Tagalog

Over 60 Health Center – LifeLong Over 60 Health Center
3260 Sacramento St.
Berkeley, CA 94703
Phone: (510) 981-4100  Website: www.lifelongmedical.org
Languages spoken by staff: Cantonese, English, Mandarin, Russian, Spanish
West Berkeley Family Practice – LifeLong West Berkeley
837 Addison St.
Berkeley, CA 94710
Phone: (510) 981-4100  Website: www.lifelongmedical.org
Languages spoken by staff: English, French, Spanish

West Oakland Health Council – William Byron Rumford Medical Clinic
2960 Sacramento St.
Berkeley, CA 94702
Phone: (510) 549-3166  Website: www.wohc.org
Languages spoken by staff: English

FREMONT

Tri-City Health Center- Irvington Clinic
40910 Fremont Blvd.
Fremont, CA 94538
Phone: (510) 770-8040  Website: www.tri-cityhealth.org
Languages spoken by staff: Cantonese, English, Farsi, Mandarin, Punjabi, Spanish

Tri-City Health Center – Liberty Site
39500 Liberty St.
Fremont, CA 94538
Phone: (510) 770-8040  Website: www.tri-cityhealth.org
Languages spoken by staff: Cantonese, English, Farsi, Mandarin, Punjabi, Spanish

Tri-City Health Center – Mowry Site I
2299 Mowry Ave., Suite 3-B
Fremont, CA 94538
Phone: (510) 770-8040  Website: www.tri-cityhealth.org
Languages spoken by staff: Cantonese, English, Farsi, Mandarin, Punjabi, Spanish

Tri-City Health Center – Mowry Site II
1999 Mowry Ave., Suite F & Suite N
Fremont, CA 94538
Phone: (510) 770-8040  Website: www.tri-cityhealth.org
Languages spoken by staff: Cantonese, English, Farsi, Mandarin, Punjabi, Spanish

Tri-City Health Center – Main Street Village Site
3607 Main St., Suite B
Fremont, CA 94539
Phone: (510) 770-8040  Website: www.tri-cityhealth.org
Languages spoken by staff: Cantonese, English, Farsi, Mandarin, Punjabi, Spanish

HAYWARD

Hayward Wellness – Alameda Health System
664 Southland Mall Dr.
Hayward, CA 94545
Phone: (510) 266-1770  Website: www.wintonahs.org
Provides real time language interpreter services for the following languages: American Sign Language (by appointment), Amharic, Arabic, Bosnian, Burmese, Cantonese, Cambodian/Khmer, Croatian, Dari, Farsi, French, Hindi, Korean, Laotian, Mandarin, Mien, Nepali, Pashtu, Punjabi, Russian, Shanghainese, Spanish, Thai, Tigrinya, Urdu, Vietnamese.

St. Rose Hospital (emergency services only)
27200 Calaroga Ave.
Hayward, CA 94545  Phone: (510) 264-4000  Website: www.strosehospital.org

Tiburcio Vasquez Health Center – Mission Health Center  
22331 Mission Blvd.  
Hayward, CA 94541  
Phone: (510) 471-5880  Website: www.tvhc.org  
Languages spoken by staff: Cambodian, English, Farsi, Spanish, Tagalog

Tiburcio Vasquez Health Center – Firehouse Clinic  
28300 Huntwood Ave.  
Hayward, CA 94544  
Phone: (510) 398-7474  Website: www.tvhc.org  
Languages spoken by staff: Cambodian, English, Farsi, Spanish, Tagalog

LIVERMORE

Axis Community Health – Livermore Site  
3311 Pacific Ave.  
Livermore, CA 94550  
Phone: (925) 462-1755  Website: www.axishealth.org  
Languages spoken by staff: English, Spanish

NEWARK

Newark Wellness – Alameda Health System  
6066 Civic Terrace Ave.  
Newark, CA 94560  
Phone: (510) 505-1600  Website: www.newarkahs.org  
Provides real time language interpreter services for the following languages: American Sign Language (by appointment), Amharic, Arabic, Bosnian, Burmese, Cantonese, Cambodian/Khmer, Croatian, Dari, Farsi, French, Hindi, Korean, Laotian, Mandarin, Mien, Nepali, Pashtu, Punjabi, Russian, Shanghainese, Spanish, Thai, Tigrinya, Urdu, Vietnamese.

OAKLAND

Asian Health Services – Roland & Kathryn Lowe Medical Center  
835 Webster St.  
Oakland, Ca 94607  
Phone: (510) 318-5800  Website: www.asianhealthservices.org  
Languages spoken by staff: Cantonese, English, Mandarin

Asian Health Services – Asian Medical Center  
818 Webster St.  
Oakland, CA 94607  
Phone: (510)986-6880  Website: www.asianhealthservices.org  
Languages spoken by staff: Cantonese, English, Khmer, Korean, Laotian, Mandarin, Mien, Tagalog, Vietnamese

Asian Health Services – Frank Kiang Medical Center  
250 East 18th St., 2nd Floor  
Oakland, CA 94606  
Phone: (510) 986-6860  Website: www.asianhealthservices.org  
Languages spoken by staff: Burmese, Cantonese, English, Khmer, Korean, Mandarin, Mongolian, Tagalog, Vietnamese
Alameda Health System – Eastmont Wellness
6955 Foothill Blvd., Suite 200
Oakland, CA 94605
Phone: (510) 567-5999  Website: www.alamedah Healthsystem.org
Provides real time language interpreter services for the following languages: American Sign Language (by appointment), Amharic, Arabic, Bosnian, Burmese, Cantonese, Cambodian/Khmer, Croatian, Dari, Farsi, French, Hindi, Korean, Laotian, Mandarin, Mien, Nepali, Pashtu, Punjabi, Russian, Shanghainese, Spanish, Thai, Tigrinya, Urdu, Vietnamese.

Alameda Health System – Fairmont Hospital, Rehabilitation and Wellness
15400 Foothill Blvd.
San Leandro, CA 94578
Phone: (510) 895-4200  Website: www.alamedahealthsystem.org
Provides real time language interpreter services for the following languages: American Sign Language (by appointment), Amharic, Arabic, Bosnian, Burmese, Cantonese, Cambodian/Khmer, Croatian, Dari, Farsi, French, Hindi, Korean, Laotian, Mandarin, Mien, Nepali, Pashtu, Punjabi, Russian, Shanghainese, Spanish, Thai, Tigrinya, Urdu, Vietnamese.

Alameda Health System – Highland Hospital & Highland Wellness
1411 East 31st St.
Oakland, CA 94602
Phone: (510) 437-8500  Website: www.alamedahealthsystem.org
Provides real time language interpreter services for the following languages: American Sign Language (by appointment), Amharic, Arabic, Bosnian, Burmese, Cantonese, Cambodian/Khmer, Croatian, Dari, Farsi, French, Hindi, Korean, Laotian, Mandarin, Mien, Nepali, Pashtu, Punjabi, Russian, Shanghainese, Spanish, Thai, Tigrinya, Urdu, Vietnamese.

La Clínica de La Raza – Clínica Alta Vista
1515 Fruitvale Ave.
Oakland, CA 94601
Phone: (510) 535-6300  Website: www.laclinica.org
Languages spoken by staff: English, Spanish

La Clínica de La Raza – San Antonio Neighborhood Health Center
1030 International Blvd.
Oakland, CA 94606
Phone: (510) 238-5462  Website: www.laclinica.org
Languages spoken by staff: Arabic, Cantonese, English, Spanish, Vietnamese

La Clínica de La Raza – Transit Village
3451 East 12th St.
Oakland, CA 94601
Phone: (510) 535-3650 (new patients); (510) 535-3500 (existing patients)  Website: www.laclinica.org
Languages spoken by staff: English, Spanish

Downtown Oakland Clinic – LifeLong Downtown Oakland
616 16th St.
Oakland, CA 94612
Phone: (510) 981-4100  Website: www.lifelongmedical.org
Languages spoken by staff: English, Spanish

Howard Daniel Clinic – LifeLong Howard Daniel Clinic
9933 MacArthur Blvd.,
Oakland, 94605
Phone: (510) 981-4100  Website: www.lifelongmedical.org
Languages spoken by staff: English, Spanish

**East Oakland Clinic – LifeLong East Oakland**
10700 MacArthur Blvd., Suite 14B
Oakland, CA 94605
Phone: (510) 981-4100  Website: www.lifelongmedical.org
Languages spoken by staff: English, Farsi, Hmong, Spanish, Tagalog

**Native American Health Center – Seven Directions**
3124 International Blvd.
Oakland, CA 94601
Phone: (510) 535-4400  Website: www.nativehealth.org
Languages spoken by staff: English, Spanish

**West Oakland Health Council – Albert J Thomas Medical Clinic**
10615 International Blvd.
Oakland, CA 94603
Phone: (510) 835-9610  Website: www.wohc.org
Languages spoken by staff: English, Spanish

**West Oakland Health Council – East Oakland Health Center**
7450 International Blvd.
Oakland, CA 94621
Phone: (510) 835-9610  Website: www.wohc.org
Languages spoken by staff: English, Spanish

**West Oakland Health Council – West Oakland Health Center**
700 Adeline St.
Oakland, CA 94607
Phone: (510) 835-9610  Website: www.wohc.org
Languages spoken by staff: Cantonese, Farsi, English, Mandarin, Punjabi, Spanish, Tagalog

**PLEASANTON**

**Axis Community Health – Pleasanton Site**
4361 Railroad Ave.
Pleasanton, CA 94566
Phone: (925) 462-1755  Website: www.axishealth.org
Languages spoken by staff: English, Farsi, Hindi, Spanish

**Axis Community Health – Pleasanton Site**
5925 W. Las Positas Blvd. Suite 100
Pleasanton, CA 94588
Phone: (925) 462-1755  Website: www.axishealth.org
Languages spoken by staff: English, Hindi, Kannada, Marathi, Punjabi, Tamil, Telugu, Urdu

**SAN LEANDRO**

**Davis Street Family Resource Center**
3081 Teagarden St.
San Leandro, CA 94577
Phone: (510) 347-4320  Website: www.davisstreet.org
Languages spoken by staff: English, Spanish, Mandarin, Tagalog, Vietnamese
Tiburcio Vasquez Health Center – San Leandro Clinic
16110 E.14th St.
San Leandro, CA 94578
Phone: (510) 471-5880  Website: www.tvhc.org
Languages spoken by staff: English, Spanish

**UNION CITY**

Tiburcio Vasquez Health Center – Union City Clinic
33255 Ninth St.
Union City, CA 94587
Phone: (510) 471-5880  Website: www.tvhc.org
Languages spoken by staff: Cambodian, English, Farsi, Spanish, Tagalog

**Hospitals**

Alameda Health System – Highland Hospital
1411 East 31st St.
Oakland, CA 94602
Phone: (510) 437-4800  Website: www.alamedาhealthsystem.org
Provides real time language interpreter services for the following languages: American Sign Language (by appointment), Amharic, Arabic, Bosnian, Burmese, Cantonese, Cambodian/Khmer, Croatian, Dari, Farsi, French, Hindi, Korean, Laotian, Mandarin, Mien, Nepali, Pashtu, Punjabi, Russian, Shanghainese, Spanish, Thai, Tigrinya, Urdu, Vietnamese.

Alameda Health System – Alameda Hospital
*(not a medical home)*
2071 Clinton Ave.
Alameda, CA 94501
Phone: (510) 522-3700  Website: www.alamedаhealthsystem.org

Alameda Health System – San Leandro Hospital
*(not a medical home)*
13855 E 14th St.
San Leandro, CA 94578
Phone: (510) 357-6500  Website: www.alamedаhealthsystem.org

Alameda Health System – John George Psychiatric Pavilion
*(not a medical home; mental health emergency/inpatient services only)*
2060 Fairmont Dr.
San Leandro, CA 94578
What is Covered

- Preventive and Routine Care
  Regular check-ups and health screenings help prevent illness and are an important part of taking care of your health. All of these services are provided by your Medical Home. Be sure to make appointments with your Medical Home for regular check-ups.
- **Specialty Care**
  Your Medical Home will refer you to a specialist if you need expert advice or treatment for a specific problem. Some Medical Homes have specialists on staff who can treat you. If your Medical Home does not have the specialist you need, they will refer you to a specialist within Alameda Health System.

- **Urgent Care**
  If you need to see a doctor right away because you’re sick, have a fever, or are in pain, check first with your Medical Home to see if they can see you.

- **Hospital Care**
  If you need care in a hospital, you can go to Highland Hospital, an Alameda Health System facility. You are covered for ONLY emergency and inpatient care at Alameda Hospital, San Leandro Hospital, and St. Rose Hospital. Always check with your Medical Home if you are unsure about where to go for hospital care or services. The telephone number of your Medical Home is on your HealthPAC ID Card.

  HealthPAC only covers the cost of emergency services at the hospitals in the HealthPAC provider network. If you go to a hospital outside of the HealthPAC provider network, you will likely get billed.

- **Emergency Care**
  You might have a health emergency if you are experiencing:
  - Difficulty breathing and/or shortness of breath
  - Chest or upper stomach pain, or feel pressure in your chest
  - Fainting spells or sudden dizziness or weakness
  - Uncontrolled bleeding
  - Severe vomiting or diarrhea
  - Feelings that you want to hurt yourself or others

  **If you have a life-threatening emergency, dial 911 or go to the nearest hospital.**

- **Ambulance**
  Ambulance services are covered by HealthPAC only for life-threatening emergencies and only for transportation within Alameda County.

  If you are not sure whether you have an emergency and need to go to the emergency room, please call your Medical Home. Your Medical Home number is on your HealthPAC ID Card.

  HealthPAC only covers the cost of emergency services at the hospitals in the HealthPAC provider network. If you go to a hospital outside of the HealthPAC provider network, you will likely get billed.

- **Mental Health Care**
  As a HealthPAC Participant, you can receive confidential mental health services for help with emotional and psychological problems. Many Medical Homes provide mental health services. You can speak with your Medical Home to ask about mental health services or you can call the Alameda County Behavioral Health Care Services ACCESS Program:

  **Monday–Friday, 8:30 a.m.–5 p.m.**
  Local Number: 510-346-1000
  Toll Free: 1-800-491-9099

  The ACCESS phone menu is in English, Spanish, Cantonese, Mandarin, Vietnamese and Cambodian. ACCESS staff uses Language Line Services for other languages and CRS or a TDD/TTY line for persons who are deaf or hard of hearing.

  The licensed clinicians at ACCESS will hear your concerns and help you find the provider who can
best meet your needs.

ACCESS staff can help you by:
- Providing general information about our services and community resources
- Conducting a telephone screening to understand your needs
- Referring you to:
  - Local mental health service providers
  - Mental health crisis services
- Referring you to non-covered services, such as substance use disorder services

- **Dental Services**
  HealthPAC covers the same level of dental services that are provided as part of the California Medi-Cal Dental Program also known as Denti-Cal. For information on specific covered dental benefits, please visit [http://www.denti-cal.ca.gov/provsrvcs/bulletins/Vol29_No14.pdf](http://www.denti-cal.ca.gov/provsrvcs/bulletins/Vol29_No14.pdf).

- **Laboratory Services/Tests**
  If you need lab services or tests, they may be performed either at your Medical Home or your Medical Home will send you to a lab.

- **Medical Equipment & Supplies**
  If you need medical equipment or supplies, your Medical Home will write you a prescription. Check with your Medical Home about where to take a prescription for medical equipment and supplies. The telephone number for your Medical Home is on your HealthPAC ID Card.

- **Non-Emergency Transportation**
  If you need help getting to your health care appointments, call your Medical Home to request tickets for public transportation.

- **Pharmacy and Prescriptions**
  As a HealthPAC Participant, you can get prescription medicines. They’ll be prescribed to you by your Medical Home. HealthPAC covers certain medications that have been approved for use. Your Medical Home will refer you to a pharmacy.

- **Radiology**
  Your Medical Home will refer you to a radiologist if you need imaging, such as x-rays, mammograms ultrasounds, MRIs (magnetic resonance imaging), CT scans (computed tomography), or PET scans (positron emission tomography).

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**What is NOT Covered**

HealthPAC is a health care program provided by Alameda County to uninsured residents only. **HealthPAC is not health insurance and does not provide everything that insurance does.** Certain services are not included in HealthPAC. Below is a partial list of services that are not included in HealthPAC:

The following is a non-exclusive list of services that are not provided by HealthPAC:
- Allergy testing and injections
- Cosmetic
- Eyeglasses and appliances
- Gastric bypass surgery and services/Bariatric Surgery
- Genetic testing and counseling
- Infertility
- Long-term care
- Organ transplants and post-transplant services
- Sexual reassignment surgery
- Travel immunizations

Remember, HealthPAC is NOT insurance. If you have insurance, do not drop it to join HealthPAC. **If you are eligible for Medi-Cal or Covered California, you cannot be enrolled in HealthPAC.** Insurance is always the better choice.

**HealthPAC will not cover services outside of the HealthPAC provider network.**

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**Accessibility and Language**

**Accessibility:**

**Access for People who are Hearing Impaired**
You may contact HealthPAC Customer Service through the California Relay Service at 711.

**Access for People who are Vision Impaired**
For help in reading this Handbook, please contact HealthPAC Customer Service.

**Access for People who are Physically Disabled**
If you need help finding a Medical Home that meets your needs, you can call HealthPAC Customer Service at (877) 879-9633.

**Language Services:**
If you or your representative prefers to speak in a language other than English, call HealthPAC Customer Service at (877) 879-9633. We can help you find a Medical Home that speaks your language.

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**Staying Enrolled**

To keep getting services provided by HealthPAC you must renew your application for the program every 12 months. If you don’t renew each year, you could be disenrolled from HealthPAC.

**The renewal month on your HealthPAC ID card tells you when you have to renew your application for HealthPAC.** You can renew your application in HealthPAC at your Medical Home. Before your renewal month, call your medical home to request an appointment to renew. It is your responsibility to make sure that you renew before your enrollment period ends each year.

You can renew up to two months before your renewal month. For example: If your renewal month is March, you have from January to the end of March to renew.

Every year, you have to show proof of income and if you’ve moved, you have to also show proof of residence (where you live).

If you move or your income changes, call HealthPAC Customer Service right away at (877) 879-9633.

You will be disenrolled from HealthPAC if you:
- Move outside of Alameda County
- Become eligible for full-scope Medi-Cal or Covered California
- Are found to have made untrue statements in your application or renewal materials
• Abuse the program
• Enroll in private insurance

Participation in HealthPAC is based on the availability of funding from Alameda County. Program rules, including who can enroll, what services are included, the cost of participation, the availability of various Medical Homes, and the cost of health care services may change without notice as deemed appropriate by the County. Any changes to eligibility, fees, or services will be posted on the following websites:
  • www.ACgov.org/health/indigent
  • www.AChealthcare.org

Complaints and Problems

If you have a complaint or problem with the program or the health care you get, try talking about it with someone at your Medical Home when it happens. This may be the best way to fix the problem quickly.

If you still haven’t reached a solution, you can call HealthPAC Customer Service at (877) 879-9633 for help. Or you can write a letter and send it to:

  Attn: HealthPAC
  Alameda County Health Care Services Agency
  1000 San Leandro Blvd, Suite 300
  San Leandro, CA 94577

4/13/18  HealthPAC Participant Handbook
As a HealthPAC Participant, you might have to pay a fee (also called a co-pay) when you get medical care.

The amount you have to pay depends on your income and your family size and is based on the Federal Poverty Level (FPL). If your income is less than a certain amount, then you don't have to pay a fee for medical services. The chart below lists different amounts you have to pay in each FPL category. The total amount paid in co-pays by your family in a year CANNOT exceed five (5) percent of your family’s income.

<table>
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<th>Family Size</th>
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<td>10</td>
<td>$5,868</td>
<td>$6,378</td>
<td>$8,504</td>
</tr>
<tr>
<td>Each additional family member:</td>
<td>$481</td>
<td>$523</td>
<td>$697</td>
</tr>
</tbody>
</table>

Families with income over 200% FPL do not qualify for HealthPAC.

<table>
<thead>
<tr>
<th>Medical Service</th>
<th>0 - 138% FPL</th>
<th>138.01 - 150% FPL</th>
<th>150.01 - 200% FPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Room</td>
<td>$0</td>
<td>$35</td>
<td>$50</td>
</tr>
<tr>
<td>Inpatient</td>
<td>$0</td>
<td>$100</td>
<td>$100</td>
</tr>
<tr>
<td>Outpatient</td>
<td>$0</td>
<td>$10</td>
<td>$15</td>
</tr>
<tr>
<td>Pharmacy**</td>
<td>$0</td>
<td>$5</td>
<td>$5</td>
</tr>
<tr>
<td>Special Procedures***</td>
<td>$0</td>
<td>$100</td>
<td>$100</td>
</tr>
</tbody>
</table>

*Income is based on the Federal Poverty Level (FPL). It depends on how much you make each month and how big your family is.

**The Pharmacy charge is $5 per prescription drug with a $50 per visit maximum.

***Examples of Special Procedures include: bronchoscopy, cat scans, cholecystectomy, colonoscopy, EMG (electromyography), endoscopy, holter monitor, hysteroscopy, implantation of pumps, pacemakers, stimulators or other devices, IV infusion/chemotherapy (copay to cover duration of treatment plan), laparoscopy, MRI (magnetic resonance imaging), myelography, nuclear medicine, thorascopy, venous/arterial catheter placement.

Please keep in mind that these amounts may change.

If your income changes, please call your Medical Home.