



Team Care

Member Handbook



**DEPARTMENT OF
PUBLIC HEALTH &
HUMAN SERVICES**

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Welcome to . . .

Team Care

Helping you get the right care at the right time in
the right place.

What is Team Care?

Team Care is a Montana Medicaid and Healthy Montana Kids *Plus* (HMK *Plus*) program for people who need help using their Medicaid and HMK *Plus* benefits the right way. Members in the Team Care program can be sure to get good health care because each person has a team to help manage his or her health care.

Who makes up the team?

The team has one Primary Care Provider (PCP), one pharmacy, Medicaid or HMK *Plus*, and of course, you. The team will help decide when, where, and how to get medical care.

Are your Medicaid or HMK *Plus* benefits different in Team Care?

In Team Care, you receive the same Medicaid or HMK *Plus* benefits you would in regular Medicaid or HMK *Plus*. The benefit of being in Team Care is having a team to help you manage your health care.

Seeing the same provider and going to the same pharmacy means better health care for you.

The Primary Care Provider

What is a Primary Care Provider (PCP)?

A PCP is a doctor, nurse practitioner, physician assistant, or medical clinic that manages your medical care.

What does the Team Care PCP do?

Your Team Care PCP will take care of most your health care needs, such as regular checkups, and keep your medical records up- to-date and in one place. Most medical appointments need to be with your Team Care PCP, or Medicaid and HMK *Plus* will not pay the bill.

Why is it important for you to have one Team Care PCP?

Your Team Care PCP is your medical home. Your medical home will manage your care and give you referrals for other services if needed. You will get better health care because your PCP knows your medical history. You will receive a letter listing the name, address, and after-hours phone number of your Team Care PCP.



Referrals

What if you need to see another doctor or provider?

Your Team Care PCP will treat most of your health care needs, but sometimes you may need to see a different doctor. In that case, your Team Care PCP will refer you to another provider when necessary.

Medicaid or HMK *Plus* may not pay the bill if you go to another doctor or hospital without a referral from your Team Care PCP.

You may receive some services without a referral from your Team Care PCP. See the Covered Services section of the [Montana Medicaid Member Guide](#) for the services that don't need referrals. You can find the Member Guide online at <https://dphhs.mt.gov/MontanaHealthcarePrograms/> or you can call the Medicaid and HMK *Plus* Member Help Line at 1-800-362-8312 to have one sent to you.

Can you change your Team Care PCP?

You have the right to request a new Team Care PCP. To request a Team Care PCP change form, call the Medicaid and HMK *Plus* Member Help Line at 1-800-362-8312 and one be sent to you.

After your request is processed, you will receive a letter telling you when you can start to see your new PCP. *The change usually happens at the beginning of the next month.*

How to make the most of your PCP visit:

Be prepared.

- ✓ Tell your PCP about any medicines or treatments (including natural or alternative) you are taking.
- ✓ Make a list of the medications, over the counter and vitamins, you take. Include the amount you take and when you take them **or** take your medications in their bottles with you to your appointment.
- ✓ Have your medical records, reports, results of lab tests and x-rays mailed or faxed to your PCP before your visit.
- ✓ Tell your PCP about your family's medical history.
- ✓ Take your Medicaid card with you.

Be honest.

- ✓ Tell your Team Care PCP all you know about your medical problem(s). Things you notice about your health can help your PCP help you feel better.
- ✓ Tell your PCP anything you have done that has helped your symptoms or made them worse.
- ✓ Don't be afraid to voice your fears about what you've heard. Your PCP may be able to ease your concerns.
- ✓ Even if you are uncomfortable, being open and honest will only help you. Most doctors know people can feel uncomfortable about asking questions, and doctors try to be good listeners.

Get information.

- ✓ Ask questions if you don't understand everything that was said.
- ✓ Write down your questions before your visit so you won't forget them.
- ✓ You might want to bring someone along to help you ask questions.
- ✓ Take notes to help you remember.

Take information home.

- ✓ Sometimes, the details from your primary care doctor might be a lot to take in. If you ever feel a bit overwhelmed, don't hesitate to request written instructions on how to take care of yourself at home.
- ✓ Your PCP may also have brochures that can help you:

Once you leave your PCP's office, follow up.

- ✓ If you have questions, call your Team Care PCP.
- ✓ If your symptoms get worse or if you have problems with your medicine, call your Team Care PCP.
- ✓ If you had tests, and do not hear from your provider, call your Team Care PCP for your test results.
- ✓ If your PCP said you need to have certain tests, make appointments at the lab or other offices to get them done.
- ✓ If your PCP said you should see a specialist, ask for a referral, and make an appointment or ask your provider to help you make an appointment.

Building a good relationship with your Team Care PCP will help you stay healthy!

What if you have a problem with your Team Care PCP?

Here are some things you can do:

- ✓ Talk to your PCP! Explain the problem and try to work it out.
- ✓ Call the Medicaid and HMK *Plus* Member Help Line. Tell the person who answers you are having a problem with your Team Care PCP.
- ✓ You can choose a new Team Care Provider. Call the Medicaid and HMK *Plus* Member Help Line to request a new provider.
- ✓ File a complaint. If the problem is serious, **you have the right** to file a complaint. To do this, call the Medicaid and HMK *Plus* Member Help Line or read more about complaints and grievances in your Montana Medicaid Member Guide.

Quality of care complaints should be directed to the Department of Labor and Industry. They can be reached at 1-406-444-2840.

What if you get sick when your PCP's office is closed?

If you have an emergency, call 911 or go to the nearest emergency room. Do not use the emergency room for routine care. If it is not an emergency, call your PCP.



The Team Care Pharmacy

Your Team Care pharmacy is a very important part of your health care team. Using one pharmacy is part of taking medications the right way. You need to go to your Team Care pharmacy for all your Medicaid and HMK *Plus* prescriptions, or Medicaid and HMK *Plus* may not pay the bill.

Why is it important to use one pharmacy?

- ✓ Your pharmacy will have a complete record of your medications, even from different doctors. Your pharmacist will be able to tell if a new medication might have a bad reaction with medications, you already take because they know your history. This can only happen when you get your prescriptions from one pharmacy.
- ✓ A complete record, in one place, helps answer questions you or your doctor might have. For example, if a past medication caused side effects and you do not know its name, your record will show medications you've taken in the past.



When you are assigned to Team Care you will receive a letter listing the name, address, and phone number of your Team Care pharmacy.

How can you get the best care from your Team Care pharmacy?

Help your pharmacist help you:

- ✓ Tell your pharmacist about your health conditions, allergies, and past drug reactions. This can help your pharmacist prevent possible problems before you take a new drug.
- ✓ Tell your pharmacist if you have trouble swallowing pills. There may be liquid medicine available. Do not chew, break, or crush tablets without first finding out if the drug will still work.
- ✓ Read the instructions to be sure you understand how to take it. If you do not understand something, ask the pharmacist to explain.
- ✓ Ask your pharmacist for help when you need over-the-counter medicine. Your pharmacist can check your record to help you find the best treatment for your health situation.
- ✓ Always look at your prescription carefully before you leave the pharmacy. If something doesn't look right, be sure to ask.

You are responsible for taking your medication safely and correctly. Here are some helpful Do's and Don'ts to remember when taking your medication.

Medication Do's:

- ✓ Read and save all written information that comes with your medicine.
- ✓ Take the right dose of your medicine at the right time. If you have a hard time remembering when to take your medicine, use a memory aid. Some people use meals or bedtime as reminders to take their medicine. Other people use charts, calendars, watch or phone alarm, and weekly pill boxes to remind them. Another option is to talk with your pharmacist to see if they can put your medication in special packaging, to help you remember to take your medication. Use a system that works for you.
- ✓ Call your doctor right away if you have problems with your medicine or if you are worried the medicine might be doing more harm than good. Your doctor may be able to change your medicine to a different one that will work better for you.
- ✓ Take your medicine until it's finished or until your doctor says it's okay to stop.

Medication Don'ts:

- ✓ Don't skip doses of medication or take half doses unless you have talked to your doctor.
- ✓ Don't mix alcohol and medicine. Some medicines may not work correctly or may make you sick if you take them with alcohol.
- ✓ Don't take medications prescribed for another person or give your medication to someone else.
- ✓ Don't leave your medicine on a kitchen table or counter where someone may get into it. Make sure you store all medicines and supplements out of sight and out of reach of children.
- ✓ Don't keep your medication after it expires. Some medications can become harmful when it's old.



Remember, medicines that are strong enough to help you can also be strong enough to hurt you if they aren't used the right way.

What if your Team Care pharmacy does not have the medication you need?

There may be times when your Team Care pharmacy cannot fill the prescription you need. If this happens, you or the pharmacist can call the Medicaid and HMK *Plus* Member Help Line at 1-800-362-8312 to request a temporary change in your Team Care pharmacy. This will allow you to get your prescription from another pharmacy temporarily.

What if you have a problem with your Team Care pharmacy?

Here are some things you can do:

- ✓ Talk to your pharmacist! Explain the problem. In many cases, it may just be a misunderstanding.
- ✓ Call the Medicaid and HMK *Plus* Member Help Line. Tell the person who answers that you are having a problem with your Team Care pharmacy.
- ✓ File a complaint. If the problem is serious, you have the right to file a complaint. To do this, call the Medicaid and HMK *Plus* Member Help Line or read more about complaints and grievances in your Montana Medicaid Member Guide.

Can you change your Team Care pharmacy?

You have the right to request a new Team Care pharmacy, but all requests must be approved by Medicaid and HMK *Plus*.

Requests to change will be approved if there is a good reason.

To request a Team Care pharmacy, change form, call the Medicaid and HMK *Plus* Member Help Line at 1-800-362-8312 to have one sent to you.

If your request is approved, you will get a letter in the mail telling you when you can start going to your new pharmacy. *The change usually happens at the beginning of the next month.*



*You need to get all your Medicaid or HMK *Plus* prescriptions at your Team Care pharmacy. You or your pharmacist can contact the Medicaid and HMK *Plus* Member Help Line at 1-800-362-8312 if a specific need cannot be met by your Team Care pharmacy.*

Emergencies

An emergency is any physical or mental health problem that could cause serious harm if it is not treated quickly. Some examples of emergencies are:

- Broken bones
- Chest pain
- Trouble breathing
- Severe bleeding
- Bad burn or injury
- Poisoning



What if you have an emergency?

Call 911 or go to the nearest emergency room.

When should you go to the emergency room?

Go to the emergency room only when you have a medical emergency.

Do not go to the emergency room for routine care.

If you have an emergency and need to go to the emergency room, you can get emergency treatment without a referral from your Team Care Primary Care Provider (PCP). After receiving emergency treatment, follow up with your Team Care PCP for any additional care or instructions.

Do not go to the emergency room for non-emergencies. Some examples of non-emergencies may include an earache, a skin rash, or a cold.

Health Emergencies While Traveling

What if you have a health emergency while traveling outside Montana?

Medicaid and HMK *Plus* will pay for out-of-state emergency treatment only if the hospital agrees to join Montana Medicaid and HMK *Plus* as a provider.

Out-of-State Services

What if you need health services when you are not in Montana?

- ✓ If you have an accident, crisis or something that cannot wait until you're back in Montana, seek help at a hospital. The out-of-state hospital must become a Montana Medicaid or HMK *Plus* provider to get paid.
- ✓ All out-of-state hospital inpatient services need prior authorization before you get services unless you have an emergency.

You do not need a referral from your Team Care PCP for emergencies.

What if you cannot get the health services you need in Montana?

If you cannot get the medical services you need in Montana, or within 100 miles of the Montana border, you may get the service in another state. That provider will need prior approval from Medicaid or HMK *Plus*. You also need to remember to get your Team Care PCP's referral before receiving the care.

Medicaid or HMK Plus never pays for health services in Canada, Mexico, or anywhere else outside the United States.

Your Team Care Responsibilities

- ✓ Check your Medicaid or HMK *Plus* card to make sure the information is correct.
- ✓ Ask your Team Care PCP for a referral before you see another provider. If you do not, you may have to pay the bill.
- ✓ Go to your Team Care pharmacy for all your Medicaid prescriptions.
- ✓ Take your Medicaid or HMK *Plus* card with you when you get health care services and show it when you check-in.
- ✓ Call ahead for appointments and be on time.
- ✓ If you cannot go to your medical appointment, call your PCP before the appointment.
- ✓ Go to the emergency room only if you have a medical emergency. Do not use the emergency room for routine care.
- ✓ Treat providers, pharmacists, and office staff with respect.

Team Care Graduation

How long do you stay in the Team Care program?

You will stay in the Team Care program for at least 12 months. Medicaid or HMK *Plus* will review your medical history to decide if you would benefit from staying in Team Care or if you can leave Team Care.

If you feel you should not have Team Care, talk to your PCP.

If you have additional questions:

If you have questions about Team Care, visit the [Montana Medicaid Member website at :](https://dphhs.mt.gov/MontanaHealthcarePrograms/) <https://dphhs.mt.gov/MontanaHealthcarePrograms/>, or call the Medicaid and HMK *Plus* Member Help Line at 1-800-362-8312.

Notes:



Revised 05/2024