



GRACE HILL NEIGHBORHOOD HEALTH CENTERS, INC.
2524 Hadley, St. Louis MO 63106 (314) 898-1700 www.gracehill.org

Helpful Facts

Appointment Policy

1. We count on you to arrive early or on time for your appointment. If a patient is **more than 10 minutes** late for an appointment, a nurse will make an assessment to determine if they need to be seen that day or can be rescheduled.

2. If a patient misses more than two appointments in six months, that person may only be scheduled for the last appointment of the day until the patient keeps two appointments in a row.

3. If you must cancel or reschedule your appointment, call the appointment line (at 814-8700) **at least 24 hours** before the appointment to cancel it.

4. Call one month in advance to schedule an appointment at 814-8700.

5. What to bring with you to your appointment.

- A. All prescriptions and non-prescription medications in a bag.
- B. Proof of Income and insurance.
- C. Co-payment.
- D. Immunization records.
- E. Photo ID

7. Be informed about your own health.

If you do not know...ask.

- A. If you have diabetes--know your blood sugar.
- B. If you have hypertension--know your blood pressure.
- C. Know what medications you take and why you take them.

8. Automated Refill Pharmacy Lines:

Murphy-O'Fallon Health Center: (314) 898-1061.
Soulard-Benton Health Center: (314) 898-1063.

Transportation Services

Grace Hill Neighborhood Health Centers (GHNHC) will provide transportation to qualified patients who live in the city of St. Louis to and from GHNHC locations, homeless shelters and approved referral locations.

Qualified patients must be one of the following:

- (1) Medicaid recipient (non MoHealthNet Plan recipients)
- (2) Medicare recipient
- (3) Homeless
- (4) Uninsured

Note: MoHealthNet HMO plan recipients are not eligible for transportation service provided by Grace Hill. MoHealthNet plans provide transportation. Therefore, patients should be instructed to contact their plan administrator.

How to schedule transportation:

Patients Needing Transportation to a GH Location

Qualified patients should request transportation at the time the appointment is made. If you need transporta-

tion for an already scheduled appointment, please do so at least one week before the appointment. Call 314-814-8700.

After your visit is complete, call 314-879-6400 or use the designated phone located in each health center to arrange to be picked up. As a reminder, if you have a late scheduled appointment, you'll need to call 879-6400 to inform them that you will need a return trip home.

Patient Responsibility

- Be ready to be picked up one hour prior to your scheduled appointment time.
- If you need help getting in and out of the van, please have a care assistant with you. Be able to make it to the van, unassisted by the driver.
- Please do not bring additional passengers except when appropriate, such as caregivers for the elderly.
- When appropriate to bring additional passengers notify the scheduler at the time of the request.
- Cancel appointments and transportation arrangements **at least 24 hours in advance.**

MORE FACTS, TURN OVER

GHNHC'S Sliding Fee Scale

Patients whose incomes do not exceed 100% of the federal poverty level are charged the following minimum fees for services (additional fees may apply):

Medical/Optometry Visit	\$10 (minimum)
Dental Visit	\$20 (minimum)
Eye glasses fee	\$30 (minimum)
Prescription fee	\$10 (minimum)

A complete sliding fee scale is available at each of our health centers, as well as on our Web site at this link:

<http://www.gracehill.org/content/GHNHClocations.php>

Insurance Plans Accepted at GHNHC:

Medicaid:

Health Care USA; Molina; Harmony; Missouri Care, an Aetna Health Plan; as well as traditional Medicaid. These plans are accepted for most GHNHC Services, such as Medical, Dental, the CDC, and Pharmacy.

Medicare:

Traditional Medicare accepted for most GHNHC services. GHP Advantra – accepted for Medical and Pharmacy Services only.

Medicare Part D plans accepted for Pharmacy:

WellCare; Caremark; First Health Premier Rx; GHP Advantra Rx

Some commercial plans are accepted:

Essex (for dental only), BlueCross/BlueShield MO (Alliance/Alliance Choice plans only), and other plans.

Grace Hill South Health Center
3400 South Jefferson
St. Louis MO 63118

Grace Hill
Soulard-Benton Health Center
2220 Lemp
St. Louis MO 63104

Grace Hill @
BJC Behavioral Health
1430 Olive Street,
Suite 500
St. Louis MO 63103

Grace Hill
@ St. Patrick Health Service
800 N. Tucker St.
St. Louis MO 63101

Grace Hill
Murphy-O'Fallon Health Center
1717 Biddle
St. Louis MO 63106

Grace Hill Hadley Health Center
2524 Hadley St.
St. Louis MO 63106

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Main Number: (314) 898-1700

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