

## *Frequently Asked Questions (FAQ)-Centralized Eligibility*

Please check this list periodically as it may be updated.

1. When does centralized eligibility go into effect?  
September 15, 2014
2. What do I do about the woman already scheduled for appointments after September 15, 2014?  
There are two options:  
  
Option 1: Contact the women you have already scheduled to let them know they must contact the Take Charge! Patient Navigator and receive a Take Charge! card prior to receiving services. Ask the women to call you back with their Take Charge! card number. Instruct the women that the appointment will be cancelled two business days prior to the appointment if the Take Charge! card number has not been provided.  
  
Option 2: Generate a list of the women already scheduled full name, phone numbers and appointment dates and fax it to the Take Charge! patient navigator(s) at 405-271-6315. The women will be contacted by the Take Charge! patient navigator(s) to determine eligibility and issue a Take Charge! card. At least a week prior to the women's scheduled appointment, please call to obtain her Take Charge! number. Please note: This option is only available for appointments scheduled between September 15, 2014 and October 15, 2014.
3. How long does it take for a woman to receive her Take Charge! card?  
Once a woman is determined eligible for the Take Charge! program, her card will be mailed to her within 24 (business) hours. We would recommend allowing for 7-10 business days to insure the card has time to arrive at her address.
4. Can a woman receive services without a card that was previously served in the Take Charge! program?  
No. All women regardless of their history with the Take Charge! program, must have a Take Charge card in order to receive Take Charge funded services.
5. What do I do when a woman calls to make an appointment?  
Ask the woman for her Take Charge! card number. If she doesn't have her Take Charge! card number, please refer her to the Take Charge! Patient Navigator at 888-669-5934.

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6. Do I schedule a program eligible woman for an appointment if she doesn't have a card?

No. Refer program eligible woman to the Take Charge! patient navigator(s) at 888-669-5934. The patient navigator(s) will determine eligibility for the program and advise her of services she may be eligible to receive.

7. Do I provide services to a woman that says she lost her card?

No. The Take Charge! Program will not reimburse for services without a copy of a Take Charge! card attached to the program form (ODH Form No. 274A and ODH Form No. 274CD, and ODH Form No. 833). Refer her Take Charge! patient navigator(s) at 888-669-5934.

8. What services does the Take Charge! card cover?

The card will cover the services listed in your contract. Services provided outside of your contract will not be reimbursed. Prior to providing services outside of your contract, discuss payment arrangements with the woman receiving care.

9. Do I need to make a copy of the card at the time of each appointment?

Yes. A copy of the card must be attached to the Take Charge! program forms. Payment will be denied without a copy of the card.

10. Do I need to make a copy of the eligibility letter at the time of her appointment?

No. The letter informs the woman she is eligible and for the services that we reimburse your facility. The Take Charge! card should be treated just like an insurance card.

11. Does the card expire?

Yes, the Take Charge! card will expire 90 days from the date it was issued. If a woman needs care past 90 days, please refer her to the Take Charge! Patient Navigator at 888-669-5934. Please note, in order to meet the CDC guidelines, women screened through the Take Charge! program must have a definitive finding within 60 days of initial screening.

12. What happens when a woman's card expires?

She will be issued a new card from the Take Charge! program if she is still eligible for services. Refer her to the Take Charge! patient navigator(s) at 888-669-5934.

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13. Will the Take Charge! patient navigator(s) contact women served at my facility?  
Yes. The Take Charge! patient navigator(s) will contact women to insure access to timely screening services. The Take Charge! patient navigator(s) will also contact clients with abnormal screening to assess barriers to further diagnostic services. Women will be instructed to contact your facility for services or referrals.
14. Do I need to make a copy of the woman's card if she was referred to me and I have a coupon to pay for services?  
Yes. A copy of the Take Charge!card must be attached to all program forms in order to receive payment for services.