



Your Health. Our Passion.



HealthNet Patient Handbook with Patient Rights and Responsibilities

HealthNet Mission: To improve lives with compassionate health care and support services, regardless of ability to pay.

HealthNet’s Vision: **World Class Quality** in **Community Health Care**

Our Patients — Always satisfied. Frequently delighted. Sometimes dazzled.

Our Staff — Empowered, enthusiastic, and proud.

Our Centers — A health care home for our patients. A place of skilled caring and compassionate healing.

Our Leadership — Transformational, supportive, and visionary.

Our Impact on Health — Defined, measurable, and spectacular.

Our Efficiency — Breathtaking.

Our Community — The healthiest urban community in the nation.

This health center receives HHS funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims for itself and its covered individuals.



Table of Contents

| Section | Page |
|--|---------|
| Seal of Approval Your Board of Directors | 2 |
| Your Health Care Provider | 3 |
| Programs and Services Available | 4 - 5 |
| HealthNet Center Map | 6 - 7 |
| Sliding Fee Scale Discount | 8 - 10 |
| A Walk Through Your Visit | 11 - 13 |
| Make an Appointment | |
| Getting Ready for Your Visit | |
| When You Arrive | |
| Getting Ready to See Your Care Team | |
| Seeing Your Care Team | |
| As you Leave | |
| After Hours & Emergency Care | 14 |
| Copies of Your Medical Records | 15 |
| Patient Rights | 16 |
| Your Opinion Counts | 17 |
| Discrimination Is Against The Law | 18 |
| Language Assistance | 19 |
| Good Faith Estimate | 20 |

Each year, more than 60,000 lives are touched by our dedicated staff of doctors, dentists, nurses, behavioral health providers, certified nurse midwives, social workers, and other caregivers. This booklet will explain how to access your Patient-Centered Medical Home. It also will explain your rights as a patient and what HealthNet expects from you when you visit our centers.



Seal of Approval

HealthNet has the seal of approval from Joint Commission. The Joint Commission is an international organization that compares us against safety standards. HealthNet works hard to make sure all health centers offer safe and first-rate medical services to patients. The Joint Commission comes in, inspects our services, and tells us how we are doing. All of HealthNet's centers have passed difficult tests, which means you get excellent medical care.

“Accreditation by the Joint Commission sets HealthNet apart,” says Michael Kulczycki, executive director, Ambulatory Care Accreditation Program, The Joint Commission. “Organizations awarded this Gold Seal of Approval dedicate themselves to continuous operational improvement.”

Your Board of Directors

The HealthNet Board of Directors makes sure each health center meets the health needs of the community and people who live there. The majority of board members are HealthNet patients. Others are business people who live or work in your neighborhood.

We need your support. We invite you to attend board meetings and become active in neighborhood-based organizations. The HealthNet Board meeting is held once a month. Call 317-957-2000 for information.

Your Health Care Provider

At HealthNet, you will see a Care Team that is made up of a health care provider and trained staff (nurse, medical assistant, etc.) who work together to meet your medical needs.

We have different types of health care staff at HealthNet. We call them your “provider.” All of them have graduated with a degree in their field and passed tests to be licensed by the State of Indiana to see patients. They also have to learn new things to keep their licenses.

Medical Doctors: Our doctors also have privileges at the IU Health Academic Medical Center.

Medical Residents: Our medical residents are licensed medical doctors who are training to focus in one specialty.

Nurse Practitioners: Our nurse practitioners (NP) are certified in OB/GYN, family practice, pediatrics, or psychiatry. They are registered nurses who went to graduate school and work closely with doctors if a patient is very sick or has a serious health problem.

Certified Nurse-Midwives: Our certified nurse-midwives are specially trained and licensed to provide a comprehensive range of wellness and obstetrics/gynecological health services for women.

Behavioral Health: Our psychiatrists, psychologists, and psychotherapists are trained in care for adults, teens, and children.

Dentists: HealthNet dentists and hygienists are all graduates of an official dental school.

Freedom of Choice of Provider: You have the freedom to choose any willing healthcare provider at any time. If you elect to be treated by a provider other than a HealthNet provider, HealthNet will assist you in transferring your records to this provider. Sometimes non-HealthNet providers are part of different insurance plans (including Medicare and Medicaid plans). While HealthNet will reasonably assist you in transferring insurance coverage to a new provider, you will ultimately be responsible for making sure that that you have the appropriate insurance for such provider.

Provider credentials can be found at
www.indyhealthnet.org/Physician-Search/

Available Services

HealthNet offers basic health care for patients of all ages including:

- Children's health care
- Family health care
- Internal medicine
- OB/GYN & certified nurse midwives
- Eye care
- Shots
- Birth control

We also offer other services to help you get and stay healthy. You may want to make an appointment to see these health care professionals.

Behavioral health: Behavioral health providers are available at most centers. You may want to see a behavioral health provider if you have:

- Thoughts of fear or worry
- Actions or thoughts that worry you
- Anger issues
- Marriage or family concerns

Dental: At Barrington, People's, Southeast, Southwest, and Speedway Health Centers, our dentists, hygienists, and support staff offer:

- Cleanings
- Tooth removal
- Fillings and crowns
- Emergency dental care
- Sealants
- Dentures
- Fluoride treatment

Pharmacy Services: HealthNet Pharmacy can fill your prescriptions or they may be sent to a pharmacy of your choice. Check with the HealthNet Pharmacy to see if you qualify for prescription assistance. HealthNet pharmacists offer Medication Therapy Management (MTM) appointments at most of our health centers. Call (317) 981-7907 for more information.

Chiropractic Care: HealthNet's chiropractic services can help with things like back or neck pain, headaches, muscle pain. Chiropractic care can lessen some types of pain and help your overall mobility and well-being.

Other Services & Programs Available

These services and programs help patients with other needs. Talk with your Care Team if you would like to use any of these services.

Health Education: We offer diabetes, nutrition, and prenatal education as well as assistance with breast and cervical cancer screening.

Social Workers: We help patients and their families find resources for food, housing, transportation, or other needs.

Virtual Care: Get the care you need from home! From urgent care, to behavioral health and chronic disease management, our providers can treat a variety of health concerns through virtual care.

Healthy Families: Healthy Families is a home-based program that partners with parents to build strong families. The program offers information on how your child grows and develops, safety information, access to health care, parent education, and community resources. For more information, call 317-957-2600.

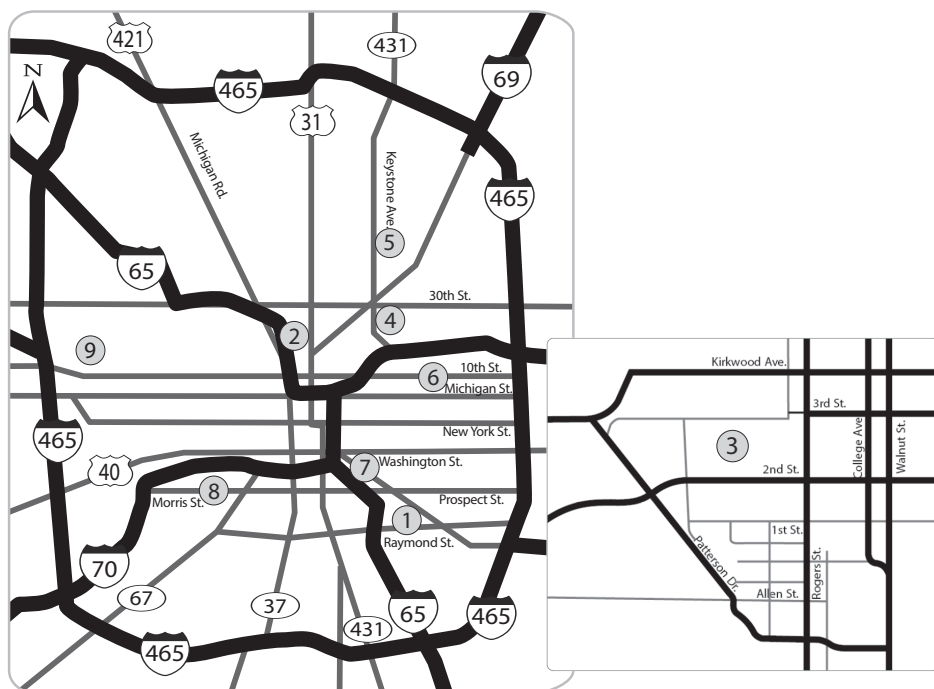
School-Based Clinics: We offer medical services to students of selected nearby schools. For more information, call 317-957-2972.

Title X/Family Planning Resource Center: We provide family planning services, birth control, testing and treatment for sexually-transmitted infections, and more at People's Health & Dental Center.

Homeless Initiative Program (HIP): HIP helps individuals and families who are experiencing homelessness in Marion County and Bloomington. Services include medical care, walk-in triage for immediate consultation on housing crisis, intensive case management, employment and training assistance, and street outreach. To learn more, call 317-957-2275.

Lab: The lab performs bloodwork and assists with monitoring blood sugar, pregnancy tests, iron tests in children, and more. For tests

Map of Our Health Centers and Hours



1. Barrington Health & Dental Center
 3401 E. Raymond Street
 Indianapolis, IN 46203
Health Phone: 317-957-2100
 Hours: Mon., Tues. 8 AM - 8 PM
 Wed., Fri. 8 AM - 5 PM
 Thurs. 9 AM - 5 PM
Dental Phone: 317-957-2450
 Hours: Mon. 10 AM - 7 PM
 Tues. - Fri. 8 AM - 5 PM

2. Downtown Health Center
 1801 N. Senate Blvd, Suite 310
 Indianapolis, IN 46202
Health Phone: 317-957-2070
 Hours: Mon. - Fri. 8 AM - 5 PM

3. Bloomington Health Center
 811 W. 2nd Street
 Bloomington, IN 47403
Health Phone: 812-333-4001
 Hours: Mon. 8 AM - 5 PM
 Tues. 8 AM - 5 PM
 Weds. 8 AM - 5 PM
 Thurs. 8 AM - 8 PM
 Fri. 8 AM - 1 PM

4. Martindale-Brightwood Health Center
 2855 N. Keystone Ave., Suite 100
 Indianapolis, IN 46218
Health Phone: 317-957-2300
 Hours: Mon. 8 AM - 8 PM
 Tues. 8 AM - 5 PM
 Weds. 8 AM - 5 PM
 Thurs. 8 AM - 5 PM
 Fri. 8 AM - 5 PM

5. Northeast Health Center
 3908 Meadows Drive, Suite 1
 Indianapolis, IN 46205
Health Phone: 317-957-2150
 Hours: Mon. 8 AM - 5 PM
 Tues. 8 AM - 5 PM
 Weds. 8 AM - 5 PM
 Thurs. 8 AM - 8 PM
 Fri. 8 AM - 5 PM

6. People's Health & Dental Center
 2340 E. 10th Street
 Indianapolis, IN 46201
Health Phone: 317-957-2200
 Hours: Mon. 8 AM - 8 PM
 Tues. 8 AM - 5 PM
 Weds. 8 AM - 8 PM
 Thurs. 8 AM - 5 PM
 Fri. 8 AM - 5 PM
Dental Phone: 317-957-2450
 Hours: Mon. 10 AM - 7 PM
 Tues. - Fri. 8 AM - 5 PM

7. Southeast Health & Dental Center
 901 Shelby Street
 Indianapolis, IN 46203
Health Phone: 317-957-2400
 Hours: Mon., Tues. 8 AM - 8 PM
 Weds. - Fri. 8 AM - 5 PM
Dental Phone: 317-957-2450
 Hours: Mon. 10 AM - 7 PM
 Tues. - Fri. 8 AM - 5 PM

8. Southwest Health & Dental Center
 1522 W. Morris Street
 Indianapolis, IN 46221
Health Phone: 317-957-2500
 Hours: Mon. 7 AM - 8 PM
 Tues. - Fri. 7 AM - 5 PM
 Sat. 7:30 AM - Noon (After hours care for children only)
Dental Phone: 317-957-2450
 Hours: Mon. 10 AM - 7 PM
 Tues. - Fri. 8 AM - 5 PM

9. Speedway Health & Dental Center
 6020 Crawfordsville Road, Suite 102
 Indianapolis, IN 46224
Health Phone: 317-957-2550
 Hours: Mon. 7:30 AM - 7:30 PM
 Tues., Thurs., Fri. 7:30 AM - 5 PM
 Weds. 7:30 AM - 8 PM
Dental Phone: 317-957-2450
 Hours: Mon. 10 AM - 7 PM
 Tues. - Fri. 8 AM - 5 PM

Sliding Fee Scale Discount

The Sliding Fee Scale is a discount program based on your income and family size. You may be able to get a discount even if you have insurance. If you have insurance, HealthNet must bill your insurance first. If you qualify for the Sliding Fee Scale, your discount may be applied to what you owe. A payment is due at the time of service.

How do I apply?

We will give you a Proof of Information Checklist. This checklist will tell you what to bring to see if you can get a discount. Please bring all of the items listed. A HealthNet staff member will go over this with you and answer any questions. This will need to be done every 12 months or if your income or family/household size changes.

What may qualify for a discount?

- There are different sliding fee scales that can be applied to services done at HealthNet.
- Some supplies and equipment may not get a discount.
- Co-insurance, deductibles and co-pays can be discounted after your insurance has paid its portion.

Proof of Information Checklist

To apply for HealthNet's Sliding Fee Scale Discount, please bring the items below to your next visit:

Birth certificate for children younger than 18 (optional)

Valid picture ID (not expired)

- Driver's License
- School ID
- Work-badge
- Permanent Resident Card
- Military ID
- Passport

Proof of address with your name on it (we do not accept P.O. boxes as proof)

- Utility bill or receipt from your utility company within the last 30 days (it is ok if you are married and the bills are in your spouse's name)
- Mail dated within the last 30 days
- Letter of support
- Rental agreement
- Check stubs
- Valid picture ID
- Car registration

Guardianship

The person in charge of a minor child and paying their bill

Social Security Card (optional)

For you and your spouse only if you are unemployed

Proof of income: Bring all items below that apply to your household.

• **Cash Payments:** Proof of cash payments must be in written form signed by the giver with the date and a phone number (on letterhead, if you can). You can also ask the HealthNet front desk staff for an Employment Verification Form.

• **Child Support:** Proof of child support paid through the courts at the Marion County Clerk's Office (1st floor of City County Building, Suite 123). If needed, you can use receipts, bank statements, or a letter from the parent who does not have legal custody as proof of payment.

• **Earnings from Employment:** 30 days of check stubs showing your gross pay (pay before taxes) that is no more than 30 days old. If you cannot get a check stub, your current employer can fill out an Employment Verification Form. To apply for Marketplace or Medicaid, you must bring 3 months of income proof.

• **Social Security/Disability/Pension:** Current award letter that tells how much money you get. For a copy of your award letter, call Social Security at 1-800-772-1213.

- **Unemployment Compensation:** An unemployment check stub. HealthNet will assume each unemployment payment is the same amount.

- **Current Year Tax Returns:** as proof of income if you are self-employed. If you do not have your current year tax return, you can use the prior year return until May 1st of the current year.

Proof of No Income for Household Members

If you are a US Citizen/Resident, you can request an Unemployment Statement. Proof of No Income can be obtained by a staff member in our centers. The unemployed person must be present, have a valid picture ID, and their social security card.

If you are not a US Citizen/Resident, the person who helps you pay your bills (financial support) must complete a Letter of Support Form. This letter is good for 12 months or until the financial information changes.

At your visit, uninsured patients must pay a nominal fee for medical and dental. Additional charges may apply. Patients with insurance must pay co-pays at their visits.

For questions, please call HealthNet Billing at (317) 957-2075.

A Walk Through Your Visit

This section explains what will happen when you come to HealthNet. It tells what **we** will do and what **you** can do so you can have the best care.

Step 1: Make an Appointment

What we will do:

- Schedule you an appointment with an enrollment specialist to go over your coverage options if you are uninsured or underinsured.
- Answer your call and make an appointment for you the same day or as soon as possible.
- Tell you what you need to bring to your first appointment.
- Tell you about the different providers you can see.
- Ask you to speak with a nurse if you are very sick. The nurse will tell you when you should come in or what you can do at home to feel better.

What you can do:

- Choose a HealthNet center. You can go to any of our Health Centers.
- Contact the Health Center.
- Let us know why you need to be seen.
- Decide which provider you would like to see.

Step 2: Getting Ready For Your Visit

What we will do:

- Call or text to remind you of your visit.

What you can do:

- New adults must call to confirm their appointment by 12 noon the day before their scheduled appointment.
- Call us if you cannot come to your visit.
- Bring your income information, insurance cards, and ID.
- Bring in all medicines and vitamins you are taking.

Step 3: When You Arrive

What we will do:

- Greet you and ask for your address, phone number, and insurance information.
- Review your information to see if you can get a discount on our services.
- Help you apply for Medicaid, Marketplace, or other programs if you are eligible.
- Tell you the cost of your visit and ask for payment, if necessary.

What you can do:

- Arrive on time. If you are more than 15 minutes late, we may ask you to wait or to re-schedule.
- Talk with an Enrollment Specialist at your first visit to see if you can get a discount. You must bring the documents listed in the Proof of Information Checklist for all household members (found on pages 8-10).

Step 4: Getting Ready To See Your Care Team

What we will do:

- Ask you about your health history to help us understand your health better.
- Assign you to a Care Team.
- Welcome you and invite you back to an exam room. Take your vital signs (blood pressure, weight, and temperature) and ask questions about your health.

What you can do:

- Tell us all you can about your current health and health history.
- Tell us about all the medicines and vitamins you are taking.

Step 5: Seeing Your Care Team

What we will do:

- Ask questions about your health.
- Answer all of your questions.
- Talk to you about your options to feel better.
- Work with you to make a list of health goals.
- Work with you to set-up appointments with specialty providers, like a dietitian (to help you eat better), if needed.
- If you need to see a specialty provider, we can help you make an appointment, check to see if you went to the appointment, and work with the other doctor to keep you healthy.
- Allow you to see any HealthNet provider and seek a second opinion.
- Enter information in the computer for your health record.

What you can do:

- Talk to your Care Team and ask us any questions.
- Follow the Care Team's orders for taking medicine and other treatment.
- Talk with your Care Team about ways you want to become healthier and happier.
- Tell us if we need to explain something better or if you need more information.
- Participate in self-management goals

Step 6: As You Leave

What we will do:

- Make an appointment for your next visit.

What you can do:

- Pay your bill within 30 days or arrange to pay part now and part later.
- Call your Care Team if you have any questions about your health care.

After Hours and Emergency Care

When your HealthNet health center is closed:

A provider is available for after hours calls when HealthNet health centers are closed. Call your health center and someone will tell you what to do.

Please allow time for someone to return your call. Be available when they call back. You will be asked to give:

- Patient's name
- Type of problem
- Provider's name
- Names of any medicines you are taking
- A 24-hour pharmacy telephone number

After hours care versus Emergency care:

After hours care is when you need medical care but your illness or injury will not cause long-term harm or death. If you need after hours care, call your health center right away. Examples of urgent care:

- Earache
- Sore throat
- Fever
- Minor cuts

Emergency care is when an illness or injury will cause long-term harm or death if you do not go to an emergency room right away.

If you need emergency care, go to the nearest hospital.

Examples of emergency care:

- Poisoning
- Heart attack/Chest pain
- Heavy bleeding

Copies of Your Medical Records

To get copies of your medical record (or your child's), please read the following:

1. Before we can give any health information, we need your written permission. Please fill out a Release of Information Form. Ask your Care Team for this form or download it from our website www.indyhealthnet.org.
2. HealthNet has a contract with a professional copying service to copy records for us.
3. If you are requesting your own medical records, there is no fee.

Patient Self-Determination Act of 1990

This law gives every adult the right to make his/her own medical decisions. Patients are encouraged to write down what treatment they want. When the patient cannot speak for himself/herself, the provider and the family can refer to the documented treatment plan.

Advance Directive

An advance directive is a document that explains what kind of health care a patient wants when the person cannot speak for himself or herself. There are different kinds of advance directives:

- **Living Will:** a document that tells the patient's wishes to medical services if he or she is not able to speak.
- **Appointment of a Health Care Representative:** a person the patient gives power to in order to make health care decisions for him or her.
- **Life Prolonging Procedures Declaration:** allows the patient to make decisions on any medical treatment that would lengthen life, including food, water, and medicine to ease pain and comfort level.
- **Out of Hospital Do Not Resuscitate Declaration and Order:** allows the patient to say that they do not want CPR provided if their heart or lungs stop working when they are not in a hospital.

Packets explaining Advance Directives are available from your health center staff. Please ask your Care Team.

Patient Rights | HealthNet Will:

- Treat you with respect no matter your race, color, national origin, sex, age, sexual orientation, gender identity or sexual expression, religion, handicap, marital status, or source of payment.
- Provide you with a Privacy Notice that explains your rights about your health information and how we will use and disclose your information.
- Give you all the facts about you (or your child's) illness and treatment options so you can choose the best treatment plan.
- Provide you with information about pain and effective pain management.
- Allow you to refuse any treatment and let you know what could happen if you are not treated.
- Provide health care on a sliding fee scale based on your family size and income.
- Not deny or limit care to patients based on their inability or refusal to pay.
- Provide Patient Concern/Comment Forms for you to tell us if you like or dislike any part of your health care service.

Patient Responsibilities | You Should:

- Choose HealthNet as your Patient-Centered Medical Home (PCMH).
- Choose your primary care provider (PCP).
- Arrive on time for your health care visits.
- Call at least **2 hours** before your appointment if you need to cancel.
- Call at least **24 hours** before a behavioral health or dental appointment if you need to cancel.
- If you do not call to cancel, your visit will be a no-show. We may stop serving you after 3 no-shows.
- Show proof of family income. If you do not show proof of income you will not get a discount for later visits.
- Pay your bill at the end of your visit. Paying your bill helps us serve everyone better. If you do not pay within 120 days we will send your account to a collection agency.
- Tell us if you move, get a new phone number, your family size changes, your income changes, or your health insurance changes.
- Treat health center staff with respect. If you yell, swear, hurt, or threaten staff, you will not be able to return to HealthNet.

Your Opinion Counts

If you have a comment about your health care or how you were treated, please follow the steps below:

The steps are:

1. Fill out a Patient Comment/Concern Form located in the waiting area.
2. Put the form in the marked box, also located near the waiting area.
3. Someone from HealthNet will follow up with you.

A QR code with a digital form is also available near the Patient Comment/Concern box in the waiting room.

Compliance

Please report an issue to the Compliance Line if you observe conduct which you believe creates potential ethical, legal, and/or business violation. Such conduct may include, but is not limited to:

- Workplace Theft
- Fraud, Waste, and/or Abuse
- Conflicts of Interest
- Research Misconduct
- Billing Misconduct
- Harassment
- Discrimination
- Drug / Alcohol Abuse
- Potential Violations of HealthNet's Code or Standards of Conduct

Help HealthNet continue to operate under the highest ethical business standards. If you witness questionable activity in the workplace, make the call. 1-888-892-9224. You can report an issue online by visiting <https://app.mycompliancereport.com/report.aspx?cid=hni> and using the code: **HNI**.

Discrimination is Against the Law

HealthNet complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, sexual orientation, gender identity or expression, religion, handicap, marital status, or source of payment.

HealthNet does not exclude people or treat them differently because of race, color, national origin, sex, age, sexual orientation, gender identity or expression, religion, handicap, marital status, or source of payment. HealthNet will not deny or limit care to patients based on their inability or refusal to pay.

HealthNet:

- Provides free aids and services to people with disabilities to communicate effectively with us.
- Provides free language services to people whose primary language is not English.

If you need these services, contact your health center manager.

If you believe that HealthNet has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email.

Christie Malandrakis, Risk Manager
 3403 East Raymond Street
 317-957-2000; Fax: 317-957-2050
 info@indyhealthnet.org

If you need help filing a grievance, Christie Malandrakis, Risk Manager is available to help you.

You can also file a civil rights complaint with the Indiana Civil Rights Commission (ICRC) by calling 1-800-628-2909 or filing electronically at in.gov/icrc/.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or telephone at:

U.S. Department of Health and Human Services
 200 Independence Avenue, SW
 Room 509F, HHH Building
 Washington, D.C. 20201
 1-800-368-1019; 1-800-537-7697 (TDD)

Language Assistance

English - If you are in need of language services, please contact your health center. This service is free.

Español - Si usted necesita los servicios de idiomas, póngase en contacto con su centro de salud. Este servicio es gratuito.

Français - ATTENTION: Si vous parlez français, des services d'assistance linguistique gratuits vous sont disponibles. Veuillez signaler à un membre du personnel que vous avez besoin d'un interprète.

သတိပြုရန်။ ။ အကယု၍ သငူညူ ချမနွာ လိုချေဟပါက ဘာသာစကားဆိုတာအကူအညီ ဝန်ဆောင်မှုကို အခမဲ့ ရေးပို့ပါ။ သည။ စကားပြောစွမ်းရည်ကို ချိန်ညှိမှုပေးပေးရေးအဖွဲ့၏ ဝန်ဆောင်မှုကို လိုချေဟပါ။

Pennsilfaanisch Deitsch - ACHTUNG: Wenn Sie sprechen Pennsilfaanisch Deitsch, Übersetzungsdienste sind gratis für Sie vorhanden. Bitte sagen Sie einem Mitarbeiter dass Sie einen Interpreter benötigen.

注意: 如果您说中文, 我们可为您提供免费的语言帮助服务。请您告诉工作人员您需要一位口语翻译。

Nederlands - Als je Nederlands spreekt, zijn de taal assistentie diensten gratis beschikbaar voor jou. Gelieve een van onze werknemers te vertellen dat je een tolk nodig hebt.

Deutsche - ACHTUNG: Wenn Sie sprechen Deutsche, Übersetzungsdienste sind gratis für Sie vorhanden. Bitte sagen Sie einem Mitarbeiter dass Sie einen Interpreter benötigen.

Hakha Chin - Holh lehpiak na hauh ahcun zaangfah tein na sikhhan chim hna. Manlo te in tuahpiak na si ko lai.

お知らせ: 日本語を話される方は言語補助サービスを無料にてご利用頂けます。通訳が必要な方はスタッフにその旨をお伝えください。

တီထွင်ပေး: နေရာတိုက်ကညီနီနီနီ ပြောဆိုထိတ်အတိတ်အကျိတ် လာအတတ်လားကုတ်လားကုတ်အိတ်စလားနီနီနီလီ. စားစားဝားဝား ပြောဆိုအားလုံးလားလား လာအကူအညီအဖွဲ့၏ အကူအညီပေးပါ။

주의:를 하시면한국인통역 지원 서비스를 무료로 받으실 수 있습니다. 통역사를

이용하시려면 직원에게 말씀해주시시오.

ВНИМАНИЕ: Если вы говорите на русский, вам будут предоставлены бесплатные переводческие услуги. Пожалуйста, сообщите сотруднику, что вам нужен переводчик

Tagalog - PAUNAWA. Kung ang gamit mong wikà ay Tagalog, mayroóng libreng tulong sa wikà para sa iyó. Magsabi lamang sa isáng kawani na kailangan mo ng tagasalin.

Tiếng Việt - CHÚ Ý: Nếu quý vị nói Tiếng Việt, sẽ có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy nói cho thành nhân viên biết nếu quý vị cần người thông ngôn.

انتباه: إن كنت تتكلم اللغة (العربية), فإنه تتوفر لدينا خدمات اللغة بالمجان. يُرجى إخبار أحد

.. أعضاء فريقنا إن كنت بحاجة لمترجم فوري

ध्यान दें: यदि आप हिंदी भाषा बोलते हैं, तो आप के लिए भाषा सहायता सेवाएँ निःशुल्क, उपलब्ध हैं। कृपया किसी स्टाफ सदस्य को बताएं कि आपको एक दुभाषिये की जरूरत है।

ਪਿਆਰਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਸਟਾਫ ਮੈਂਬਰ ਨੂੰ ਦੱਸੋ ਕਿ ਤੁਹਾਨੂੰ ਇੱਕ ਅਨੁਵਾਦਕ ਚਾਹੀਦਾ ਹੈ।

Good Faith Estimate

You have the right to receive a “Good Faith Estimate” explaining how much your medical care will cost. Under the law, health care providers need to give patients who don’t have insurance or who are not using insurance an estimate of the bill for medical items and services.

- You have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services. This includes related costs like medical tests, prescription drugs, equipment, and hospital fees.
- Make sure your health care provider gives you a Good Faith Estimate in writing at least 1 business day before your medical service or item. You can also ask your health care provider, and any other provider you choose, for a Good Faith Estimate before you schedule an item or service.
- If you receive a bill that is at least \$400 more than your Good Faith Estimate, you can dispute the bill.
- Make sure to save a copy or picture of your Good Faith Estimate.

For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises or call 317-957-2075.

How To Pay For Your Health Care

HealthNet accepts the following forms of payment:

- Medicare, Medicaid, and Hoosier Healthwise plans
- Most commercial insurance plans
- Sliding fee scale discount (based on income and family size)
- Cash, check, credit/debit cards (If you are paying by credit/debit you can pay your bill on your Patient Portal)

For more information on paying for your health care, scan the QR code or visit www.indyhealthnet.org.



Changing Stories, Changing Lives...

HealthNet’s network of community-based health centers and support services are located throughout Indianapolis to help improve the health status of the community.

Our Health Centers

HealthNet Barrington
Health & Dental Center
3401 E. Raymond St.
Indianapolis, IN 46203
(317) 957-2100

HealthNet Northeast
Health Center
3908 Meadows Dr.
Indianapolis, IN 46205
(317) 957-2150

HealthNet Southwest
Health & Dental Center
1522 W. Morris St.
Indianapolis, IN 46221
(317) 957-2500

HealthNet Bloomington
Health Center
811 W. 2nd St.
Bloomington, IN 47403
(812) 333-4001

HealthNet People's
Health & Dental Center
2340 E. 10th St.
Indianapolis, IN 46201
(317) 957-2200

HealthNet Speedway
Health & Dental Center
6020 Crawfordsville Rd.
Suite 102
Indianapolis, IN 46224
(317) 957-2070

HealthNet Downtown Health
Center
Methodist Professional Center 1
1801 North Senate Blvd.,
Suite 310
Indianapolis, IN 46202
(317) 957-2070

HealthNet Southeast
Health & Dental Center
901 Shelby St.
Indianapolis, IN 46203
(317) 957-2400

HealthNet Martindale-
Brightwood Health Center
2855 N. Keystone, Suite 100
Indianapolis, IN 46218
(317) 957-2300

Our Programs

HealthNet Healthy Families
6029 W 10th St.
Indianapolis, IN 46224
(317) 957-2600

HealthNet Homeless
Initiative Program
901 Shelby Street
Indianapolis, IN 46203
(317) 957-2275

HealthNet School-Based
Services
2340 E. 10th St.
Indianapolis, IN 46201
(317) 957-2972

HealthNet Title X/Family
Planning Resource Center
2340 E. 10th St.
Indianapolis, IN 46201
(317) 957-2970

HealthNet Homeless
Initiative Program Bloomington
822 West 1st Street, Suite 5
Bloomington, IN 47403
(317) 957-2275

HealthNet Pharmacy
3401 E. Raymond Street
Suite 106
Indianapolis, IN 46203
(463) 268-MEDS



Your Health. Our Passion.

HealthNet, Inc. Administrative Offices
3403 East Raymond Street
Indianapolis, IN 46203

Phone: (317) 957-2000
Fax: (317) 957-2050

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