



CrescentCare
A Partnership for Life



Patient handbook



About us

At CrescentCare, we bring caregivers and the community together as partners in health and wellness for all. Our experience builds on 40 years of impact through our founding organization, NO/AIDS Task Force. In 2014, we became a Federally Qualified Health Center to offer an expanded range of health and wellness services for all who seek healthcare services in Greater New Orleans and Southeastern Louisiana.

Our mission

Strengthening our entire community through whole-person healthcare and education.

Our vision

A community without barriers to care, where all people have the power to be healthy and whole.

Our values

Inclusivity: We provide compassionate care for all, regardless of race and ethnicity, sexual orientation, gender identity, HIV status, housing and immigration status, income, language, cultural identity, and disability.

Representation: We reflect the communities we serve.

Dignity: We honor the lived experience of our clients and staff.

Our services

Primary Care • Pediatrics • Dentistry • PEP, PrEP
Addiction Recovery • Gender Clinic • Nutrition
Behavioral Health • HIV Support Services • Psychiatry
Syringe Access Program • Research Studies
Sexual Health Testing and Prevention
Medicaid/Insurance Enrollment • Smoking Cessation
Advocacy, Outreach, Education

Initiatives

N.O. Syringe Access Program

Syringe & overdose medicine access, substance use resources and HCV treatment

Food for Friends

Groceries and necessities for people living with HIV

RecoveryWorks

Intensive outpatient addiction recovery and harm reduction

Bonne Santé

Research opportunities and resources for gay, bi, and men who have sex with men

The Movement

STI/HIV testing, peer support & community for Black gay, bi, and queer men under 35

Mind, Body, and Soul

Education for wellness, nutrition, and exercise

T'cher

Sexual health, peer support, and PrEP for trans women

No Wrap No Tap

STI education, testing, and youth initiatives for Black communities

For a full list of current services, hours, and patient resources visit us online at crescentcare.org.

Appointments

To schedule an appointment, call us at **504-821-2601**. We offer same-day appointments for urgent needs, when available. If you need to cancel or reschedule your appointment, please call at least 24 hours in advance. Please bring a picture ID and current proof of insurance if you have it. If you are experiencing a financial hardship, please also bring current proof of income, such as recent pay stubs or SSI information.

CrescentCare provides assistance to people with disabilities to communicate effectively with us, such as qualified sign language interpreters or written information in other formats as needed. We use interpretation services to assist people whose primary language is not English. If you need these services, please let any staff member know.

CrescentCare complies with all applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Your online access to us

As a CrescentCare patient, you can access your health information 24/7 through the Patient Portal: message your providers, see lab results and upcoming appointments, and download your medical records. Please contact our Call Center at **504-821-2601** to set up your personal access to the portal, then visit **crescentcare.org** to log in and get more information on accessing via app on your smartphone.



Confidentiality

We are committed to protecting your privacy. In accordance with state law, we may only release your information in these specific cases:

- If you are in serious danger of harming yourself or another person
- If abuse or neglect of a child, an elderly person, or a disabled person is reported to us
- If a court orders us to release your clinical record
- If you report a social worker, doctor, nurse, therapist or psychiatrist to her/his/their professional licensing board for engaging in a sexual relationship or asking to have a sexual relationship with you.

your rights

- Be treated with respect, including your gender identity and pronouns.
- Communicate with your Care Team about your care, treatment, and all questions.
- Choose your provider and change providers, if desired.
- Understand how much your care will cost.
- Make the final decision about your care. You may change your mind or refuse services before or during any recommended treatment plan.
- Have everything about your care treated as confidential including records, phone calls, and exams.
- Receive a copy of your medical records.
- Know that we never physically restrain our patients or clients.

your responsibilities

- Treat others with respect at all times. Understand that if you do not, we reserve the right to start a behavior contract with you or discharge you from services.
- Share with your Care Team complete and truthful information about your health and living situation, medications, insurance, past and current treatment, and contact information of other providers.
- Ask questions. We will tell you about the risks, benefits, and estimated costs to you. If you have a designated advocate, your advocate also has the right to ask us questions.
- Follow the treatment plan that you and your provider make. Let us know if you stop treatment or go against your provider's advice.
- Tell us about your concerns. If you have a grievance, we can help you file a formal complaint.
- Know that all of our sites are weapons-, drug-, smoke- and alcohol-free zones. If you appear to be under the influence, we may reschedule your visit.

Payment practices

Cost should not be a barrier to your healthcare. Cost for services will vary based on the services provided, insurance status, income, household composition, and other factors. We offer a sliding scale discount on fees to those whose household income is at or below 200% of the federal government's poverty guidelines (updated annually).

Under the law, healthcare providers must give patients who do not have or use insurance ("self-pay" patients) a Good Faith Estimate upon request for the total expected cost of any non-emergency items or services. This includes things like medical tests, prescription drugs, equipment, and fees. If needed, make sure to request a Good Faith Estimate and that you receive a written copy at least one business day before your medical service or item.

If you have insurance, all applicable co-payments and deductibles must be paid at the time of service. Please note, if you have more than one appointment in the same day, you may have separate copays.

Please be aware that some of the services you receive may not be covered – or not considered reasonable or necessary – by your insurance. You must pay for these services at the time of your visit, unless other arrangements have been made. If your insurance company does not pay your claim, the balance will automatically be billed to you. Payment plans are available upon request. All CrescentCare facilities will serve anyone who comes to us for care, regardless of their ability to pay or their insurance status.



Lab work

If you have insurance, the lab company to which you are referred (including LabCorp, which is housed on-site at CrescentCare) will bill your lab charges directly to your insurance plan. It is your responsibility to confirm that the lab company is in your network. The lab company will bill you directly for any costs your insurance doesn't cover. If your household income is below 200% of the Federal Poverty Level, and you are already on our sliding scale plan, lab costs are included in your visit cost.

Insurance enrollment

CrescentCare can help patients with enrollment in the Medicaid, Medicare, or the federal marketplace for health insurance coverage. CrescentCare is certified with the state of Louisiana as a Medicaid Application Assistance Center.

Partner pharmacies

CrescentCare proudly partners with local Avita, Walgreens, CVS, and Winn-Dixie pharmacies to better serve our patients. When you fill your prescriptions with them, the 340B program offers special discounts to clients and helps CrescentCare continue to provide expanded health and wellness services to our community. Please consider supporting CrescentCare by filling your prescriptions at these locations. For a current list of participating pharmacies, visit crescentcare.org/pharmacy.



If you feel that CrescentCare has discriminated against you on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with **compliance@crescentcare.org**, in person, or by mail. If you need help filing a grievance, please let a staff member know.

You can also file a civil rights complaint with the HHS Office for Civil Rights via their website, or by mail or phone:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. TDD: 800-537-7697

If you suspect theft, fraud, waste, or abuse of public funds, contact the Louisiana Legislative Auditor hotline toll-free at **844-503-7283** or online at **reportfraud.la**.



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**Revised Feb 2023
Tenth Printing**