



You may have heard that Keystone Health is designated by the federal government as a Federally Qualified Health Center and a Community Health Center. Our community is also designated as a Health Professional Shortage Area and a Medically Underserved Area/Population. What do these designations mean and how do they benefit our patients and the community? This edition of Keynotes will help explain.



A Federally Qualified Health Center (FQHC) is a designation referring to several health programs funded under the Health Center Consolidation Act (Section 330 of the Public Health Service Act). FQHCs are community-based organizations that provide comprehensive primary care and preventive care, including health, oral, and mental health/substance abuse services to persons of all ages, regardless of their ability to pay.

FQHCs operate under a consumer Board of Directors governance structure and function under the supervision of the Health Resources and Services Administration, which is part of the United States Department of Health and Human Services. FQHCs were originally meant to provide comprehensive health services to the medically underserved to reduce the patient load on hospital emergency rooms.

Their mission has changed since their founding. They now bring primary health care to underserved/underinsured/uninsured Americans, including migrant workers and non-U.S. citizens. FQHCs must comply with Section 330 program requirements.

In return for serving all patients regardless of ability to pay, FQHCs receive consideration from the Federal government in the form of a cash grant and cost-based reimbursement for their Medicaid patients.

Between 2001 and 2006, the number of patients treated at health centers has increased by over 4.7 million, representing a nearly 50 percent increase in just five years. In 2006 the number of patients served topped the 15 million mark for the first time.

Approximately two-thirds of health center patients are minorities, and 9 out of 10 have incomes below 200 percent of the federal poverty line. Four in 10 health center patients have no health insurance.

Programs that Help The Community

Reduced Fee Program

Federally Qualified Health Centers that receive federal funding must provide access to services without regard for a person's ability to pay. They must also meet certain requirements regarding schedules of fees and discounts (often called a sliding fee scale) for the services they provide to ensure that the cost of services not covered by insurance are discounted on the basis of the patient's ability to pay.

Ability to pay is determined by a patient's annual income and family size according to the most recent U.S. Department of Health & Human Services Federal Poverty Guidelines.

Keystone Health offers a sliding fee scale that we call our Reduced Fee Program. Patients may qualify to enroll in this program if: 1) They do not have medical insurance and 2) They meet the guidelines for household income and size. Eligible patients could receive a 20%, 40%, 60%, or 80% discount. With the 80% discount, patients would pay 20% of the total bill or \$10, whichever is greater.

The federal funding that Keystone receives as a Federally Qualified Health Center helps cover some of the revenue lost due to this program, but it does not cover all of it.

Discounted Prescription Drug Pricing Program

The federal 340B Drug Pricing Program (named for Section 340B of the Public Health Service Act) allows certain federally-funded grantees and other safety net health care providers to purchase prescription medications at significantly reduced prices. These savings can be passed on to patients.

Keystone Health participates in the 340B Drug Pricing Program, which we call the Keystone Pharmacy Program, through a contract with Norland Avenue Pharmacy. Our patients can take their prescriptions from their Keystone Health provider - or even those from non-Keystone providers - to Norland Avenue Pharmacy to receive immediate savings. Both prescription drugs and over-the-counter drugs written on a prescription are covered by the Keystone Pharmacy Program.

Costs vary by medicine, but the average savings is about 50%. Sometimes the savings can be even more.

Individuals can take their prescriptions to Norland Avenue Pharmacy and the pharmacists there will tell them how much the medicine will cost using the Keystone Pharmacy Program discount compared to the medicine's cost using their insurance or paying out of pocket.



Discounted Prescription Drug Pricing Program (cont.)

The Program does not have any income requirements and is available to anyone, but patients enrolled in our Reduced Fee Program will get even greater reductions on their prescriptions because their Reduced Fee discount will be applied to the already discounted drug price.

The only Program exclusions are: 1) Prescriptions for patients with Medicaid coverage are not eligible for discounted pricing;

and 2) If Franklin County Heart Center is the only Keystone practice you use, you would not be able to use the program because the Heart Center is not part of our Federally Qualified Health Center program.

If you have questions about the Program, please call 717-263-2230.

OUR PRACTICES

- Keystone Family Medicine (717) 263-4313
- Keystone Behavioral Health (717) 263-0384
- Keystone Dental Care (717) 263-4462
- Keystone Women's Care (717) 217-6830
- Franklin County Pediatrics (717) 263-0550
- Franklin County Heart Center (717) 217-6944
- Keystone Internal Medicine (717) 217-6804

WELCOME

Keystone Health is a full-service, family-centered, primary care facility providing quality, affordable, accessible health care to you and your family at multiple locations. Keystone Health's patients come from all walks of life and income levels.

Keystone Health is staffed by a diverse team of primary care providers including family medicine physicians, internal medicine physicians, obstetrician/gynecologists, pediatricians, psychiatrists, nurse practitioners, physician assistants, certified nurse midwives, dentists, dental hygienists, and licensed psychotherapists. All of these professionals are committed to providing the highest standard of quality care to all patients.

In 2004 Keystone Health expanded its services beyond primary care and opened a cardiology practice.

Keystone is a 501 (c) 3 Community Health Center and is "owned" by the community through a volunteer governing board of directors composed of leaders and residents of the community.

OUR MISSION

Keystone Health eliminates barriers to health care by providing affordable, accessible and compassionate medical, dental and support services to men, women and children of all ages, races and economic backgrounds.

WHAT'S NEW

Accredited by The Joint Commission

Privacy Notice Non-Discrimination Policy HIPAA Disclaimer

KEYNOTES is issued four times a year by Keystone Health Development. For more information about Keystone Health, please visit our new website.

Programs that Help Recruit Providers

For many Community Health Centers, recruiting physicians has become extremely difficult because of a widely recognized national shortage of primary care physicians. The number of medical students choosing a primary care field is dropping, while those choosing a specialty are rising.

Health Centers, like Keystone Health, that are located in rural areas are especially impacted. Despite extensive efforts to recruit primary care physician, we sometimes are unsuccessful. We have found that many physicians who have just finished their residency programs want to work near cities. Add to this the need to find physicians who are committed to our mission and the pool of candidates becomes very small.

Luckily, we have access to a couple of government programs that provide an incentive for physicians to work in an area of the country that has a shortage of primary care physicians.

Financial Incentive Programs

Because Keystone Health is located in a federally-designated Health Professional Shortage Area and has met other criteria set by the National Health Service Corp (NHSC), we are recognized as a NHSC-approved site. This makes us eligible to recruit through the NHSC, which offers two programs that encourage eligible students and providers to work in shortage areas.

In one program, students who are training to become primary care physicians, dentists, nurse practitioners, certified nurse-midwives or physician assistants can apply for a NHSC scholarship to pay for tuition, fees, other reasonable educational costs and a living stipend in exchange for two to four years of service at an approved site. The second NHSC program offers education loan repayment up to \$50,000 annually, tax free, to fully-trained primary care medical, dental and mental health providers in exchange for two years of service at an approved site.

After completing the two years of service, providers may apply for extended support.

Pennsylvania also offers a loan repayment program. Under the Commonwealth's program, eligible primary care providers may apply for loan repayment aid if they are employed continuously for a four-year time period in a full-time primary care practice at an approved location in a Health Professional Shortage Area. The program offers a maximum of \$64,000 over the four-year period. This program was recently enhanced and offers an opportunity for two additional years of loan repayment aid, which would bring the total maximum aid to \$110,000.

Over the years a number of our providers have been recruited through these scholarship and loan repayment programs. In addition to looking at the credentials of the providers who apply to work at Keystone, we also look at variables that give an indication if the individual is likely to stay in our area once his or her obligation is complete.

J-1 Visa Waiver Program

In spite of our best efforts, we sometimes are unable to recruit a U.S. physician. In those circumstances, we turn to the J-1 Visa Waiver Program that allows qualified medical practices to hire international medical graduates. These are individuals who entered the U.S. to complete graduate medical education under an educational exchange visa called a J-1 Visa.

This visa requires individuals to return to their country of origin for two years following the completion of their education in the U.S. As the name implies, the J-1 Visa program can waive the home residency requirement in exchange for the graduate agreeing to practice medicine for at least three years in a Health Professional Shortage Area or a Medically Underserved Area. Through the J-1 Visa Waiver

Program, the State Departments of Health work with the U.S. Department of State and the U.S. Immigration and Citizenship Services to waive the foreign residency requirement. States can request up to 30 waivers per year.

Physicians who have completed a residency in family practice, general pediatrics, obstetrics/gynecology, general internal medicine, or psychiatry are eligible. Specialties may be considered based on need, but requests for primary care physicians are given priority.

Keystone Health currently has four physicians in the program. Three others have completed their J-1 Visa Waiver obligation, but are still with us because we were able to help them move into another citizenship status.

New Providers



Erin Braukus, DMD
Keystone Dental Care



Hari Gnanasekeram, MD
Franklin County Heart
Center



Karen Galicia, MD
Franklin County
Pediatrics



Jason Galicia, MD
Keystone Internal Medi-
cine



Luc Oke, MD
Franklin County Heart
Center



Shani Gadwaw, CRNP
Franklin County Heart
Center



Christa Martin, CRNP
Franklin County
Pediatrics



90 RECEIVE FREE DENTAL SERVICES

Dr. Jay Patel and dental assistant Liza Maxell of Keystone Dental Care were among the 9 dentists, 2 hygienists, and over 30 others who volunteered their time on October 10 to provide free cleanings, fillings, and extractions to residents who have no or minimal dental insurance. The need was so great that people were lined up outside the building. Ninety individuals received care. Free medical screenings also were available. Keystone Dental Care would especially like to thank the Chambersburg Area School District's dental hygienist and the 3 dentists who traveled a distance for volunteering to enable more children and adults to receive care. The event was sponsored by Highmark Blue Shield and United Concordia dental insurance.

Keystone Dental Care is a service of Keystone Health, a public 501(c)3 not-for-profit corporation that provides family medicine, internal medicine, pediatric, obstetric, gynecological, cardiac, behavioral, crisis intervention, and dental health care and, when needed, social services to anyone in the community including the underserved and vulnerable populations.



CINDY KEHR EARNS CUSTOMER SERVICE EXCELLENCE AWARD

Cindy Kehr, purchasing assistant at Keystone Health, was the recipient of the Pennsylvania Association of Community Health Centers (PACHC) 2009 APEX Customer Service Excellence Award. Cindy received the award, which recognizes excellence in primary care, at an Awards Luncheon on October 7, 2009, as part of the PACHC Annual Conference & Clinical Summit, held this year in State College, PA.

The Customer Service Excellence Award is presented to an individual who demonstrates outstanding customer service consistent with the health center mission; exceeds the expectations of customers; effectively corrects something that has gone wrong for a customer; works well with all health center departments; and demonstrates creativity and resourcefulness in assisting customers.

Cindy works with the 340B Drug Pricing Program and has an impressive record of commitment to her customers. According to a coworker, "Cindy has a great sense of humor and a caring heart. She wants to do what is right for the patient. She takes pride in her work and is very dedicated to her job and the patients, which is what Keystone Health is about."

The Pennsylvania APEX Awards, established in 2009, are designed to recognize the outstanding efforts of the dedicated individuals who work in and for Pennsylvania's community health centers.

The Pennsylvania Association of Community Health Centers is the state primary care association representing Federally Qualified Health Centers and other like-mission providers located in underserved areas throughout the Commonwealth.





KEYSTONE FAMILY MEDICINE RECEIVES AWARD FOR QUALITY

On October 6, 2009, Stephen Flack, M.D., family physician and medical director of Keystone Family Medicine, and Kathi Hoos, R.N., nursing manager of Keystone Family Medicine, received a plaque from Deedy Davis (on the right), provider relations representative for Gateway Health Plan, for the family medicine providers' commitment to providing quality healthcare that is accessible and efficient.

CHRISTMAS

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Leading the way to a healthier community.