FAQ: Accessing Ohio's Community Health Centers During the COVID-19 Pandemic

Who is eligible to receive services at a Community Health Center?

Ohio's Community Health Centers (CHCs) provide integrated whole person care, oftentimes providing onsite dental, behavioral, pharmacy, vision and other needed supplemental services under one roof. They care for entire lifecycle and are open to everyone, regardless of insurance status or ability to pay (and they accept all versions of Medicaid, Medicare, and most private insurance)

Where do I find my local health center?

Ohio's Community Health Centers are located in 70 of Ohio's 88 counties. OACHC's website has a searchable tool to find a nearby Health Center: https://www.ohiochc.org/page/FINDACHC. Due to the pandemic, some organizations have consolidated locations, therefore it is always best to call the Health Center's main number for guidance.

Are Health Centers Offering Telehealth? How does this work?

Yes, Community Health Centers are offering Telehealth services. Telehealth as defined in Ohio Department of Medicaid's Emergency Telehealth Rules: "The direct delivery of health care services to a patient via synchronous, interactive, real-time electronic communication comprising both audio and video elements; or activities that are asynchronous and do not have both audio and video elements such as telephone calls, images transmitted via facsimile machine, and electronic mail." This means that a telehealth visit can happen via a mobile device, landline phone, laptop/computer, or a tablet.

Examples of telehealth services include: access to medications, chronic disease management, behavioral health, medication assisted treatment, a primary care checkup, and monitoring of individuals in isolation or quarantine. A telehealth visit may be used with existing patients as well as to establish new patients for those individuals not connected to regular medical care.

What's the best way to make a connection?

Reaching out to a member of the CHC's leadership team will ensure the smoothest connection. Each of the 56 CHC organizations have different leadership structures, however while each is distinct, they share one common purpose: to provide community directed primary health care services to medically underserved Ohioans.

OACHC
Ohio Association of Community Health Centers

www.ohiochc.org