

## EMERGENCY SERVICES

Your doctor is available 24 hours, 7 days a week. He or she will tell you what you should do, where you should go, because he or she is familiar with your medical needs. If you have urgent care needs, such as flu, sore throat or a fever; you can call your physician and ask his/her advice on what you should do. In most cases your doctor will schedule an appointment for you to see him/her in their office the following day.

If however, the emergency is serious enough to threaten your life or others or to risk permanent harm such as a heart-attack, profuse bleeding and/or difficulty breathing; go to the nearest Emergency Room right away. If possible, tell the nurse at the Emergency Room that you are a Gold Choice Managed Care Member and show your membership card. If you are away (Out of Erie County) from home and get sick, call your doctor before going to see another doctor or Emergency Room.

## Mental Health/Alcohol/Substance Abuse Services

Out patient Mental Health and Chemical Dependency Services are coordinated by your Counseling Agency. Inpatient Services are coordinated by your counselor and Primary Care doctor.

There is no limit on needed services.

## Enrollment Procedure

The Medicaid Program in New York is changing. People who receive Medicaid benefits must join a managed health care plan when the re-certify their Medicaid of Public Assistance Case.

**If you would like to enroll into Gold Choice PCMP IIa, your Counselor or a representative from Gold Choice is available to answer any questions and assist in enrolling you. For any additional questions call Gold Choice at 898-5966 ( Member Services) or the Erie County Managed Health Care Office at 858-6354.**

## GOLD CHOICE - PCMP II A

**UB Department of Family Medicine, Inc**

**462 Grider Street**

**CC Building**

**Buffalo, New York 14215**

**Toll Free: 1-888-419-1722**

**Phone: (716) 898-5966 Fax: (716) 898-4750**

**TTY: 1-800-421-1220**

[www.smbs.buffalo.edu/fam-med/goldchoice](http://www.smbs.buffalo.edu/fam-med/goldchoice)



**Gold Choice**

Your health... Your choice

# GOLD CHOICE



Gold Choice is funded by:

Erie County Department of Mental Health

NYS Office of Alcohol & Substance Abuse

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TOLL FREE

## GOLD CHOICE

THE GOLD CHOICE PHYSICIAN CASE MANAGEMENT PROGRAM (PCMP) IS A MANAGED HEALTH CARE PROGRAM FOR ERIE COUNTY MEDICAID RECIPIENTS. GOLD CHOICE PROVIDES BENEFITS FOR CONSUMERS WHO ARE IN COUNSELING FOR MENTAL HEALTH AND/OR CHEMICAL DEPENDENCY.

### Your Personal Doctor

You Deserve the right to have your own doctor. If you choose Gold Choice as your health plan, you have a choice of over 200 doctors listed in our Physician Directory. If you enroll, your personal doctor or another doctor in the program will be available 24 hours, 7 days a week.

### Health Services

When picking a doctor, select one who is familiar with your medical needs and is near your home. He or she will refer you to a specialist ( i.e. Podiatrist, Neurologist, Dermatologist) when needed. You will receive all primary care doctor visits, lab tests, X-rays, hospital stays, specialty doctor visits, durable medical equipment, home health care needs, obstetrical care, podiatry, speech, physical, occupational therapies, audiology and ambulance services wither directly from your primary doctor or through a referral.

### SERVICES COVERED BY MEDICAID

The Services listed below are available to you by using your Medicaid Benefit Card.

YOU DO NOT NEED A REFERRAL FROM YOUR DOCTOR FOR THE FOLLOWING ITEMS AND YOU CAN ACCESS THESE SERVICES WITH NO LIMITATIONS OR CO-PAYS.

- Dental Care
- Outpatient Mental Health/ Alcoholism and Substance abuse Treatment
- Routine Eye Care, including glasses
- Personal Care Services
- Prescriptions
- Mental Retardation Services
- Methadone Maintenance Treatment
- Comprehensive Medicaid Case Management Health Services
- Family Planning / Reproductive Health Services
- Routine Transportation for Medical Services
- HIV Testing, Pretesting and Post HIV testing and Counseling

You can be counseled and tested for HIV by your plan doctor or by any Medicaid doctor or clinic as part of a family planning visit. You do not need a referral for this when done during a family planning visit.

### Co-Payments or Limits

When you become a member of Gold Choice there is never a charge or co-payment for health services. You may see your personal doctor as often as necessary. Gold Choice members must adhere to the pharmaceutical co-pays that are outlined by the NYS Department of Health.

### Family Planning Reproductive Health Services

This plan does not cover family planning and reproductive health services such as birth control services and prescriptions, sterilization and abortions. However, you can obtain these services directly from any doctor or clinic that provides these services and accepts Medicaid. You don't need a referral from you primary care doctor. Ask your doctor for a list of places you can go to get these services.

The following service can be provided by your primary doctor or any other qualified Medicaid provider without a referral.

HIV testing and counseling, when done as part of a family planning or reproductive health care visit.

You may call the NYS Growing Up Healthy Hotline at 1-800-522-5006 for the name and number of a family planning provider near you.

### SELECTION OF OB/GYN

All members of Gold Choice must pick a Primary Care Physician. Women who are enrolled should pick an OB/GYN physician to care for their needs as well as a Primary Care Physician. Prior to seeing your OB/GYN you must get a referral from your Primary Care Physician.