

Project Access information for clinics and clinic staff.

Your practice is participating in Project Access for 2023 - thank you!

Please pass this information on to participating providers, clinical staff, schedulers and the billing department, so that they understand the process and know how to contact our staff with any questions.

Enrollment

To qualify, patients must be:

- At or below [138% Federal Poverty Level](#)
- A resident of Buncombe or Madison county for the past six months
- Between the ages of 18 and 64
- Not eligible for Medicaid, Medicare, or any other insurance

All Project Access® referrals come from a primary care office. Patients must be seen through Project Access at your office in order to be referred to a specialist or other provider through Project Access (unless you are an FQHC or safety net clinic with a sliding scale). You may refer someone to yourself to get them initially enrolled into Project Access. Patients may not self-refer into Project Access, but we are happy to connect them with a primary care provider if they don't have one.

To refer someone to Project Access, please fill out [our online referral form](#). We will then contact the patient to gather their application information. Patients can expect to hear from us within one to two weeks of us receiving the referral. We will ask them to complete an application and provide proof of income or financial support for the last three months, proof of residence (such as a utility bill) and a copy of a photo ID. If an applicant claims dependents on their taxes, we also need the page from the previous year's return listing their dependents (page 1 of the 1040).

When a patient is enrolled, we send them a letter with their enrollment information and prescription drug program information (Buncombe County residents only for Rx program). Durable medical equipment is covered up to \$250 annually. The organization that provides the DME invoices WCMS directly.

Your office will receive a fax from us with the patient's enrollment ID and their enrollment dates. You'll use this as their "insurance" information. But Project Access is NOT insurance!

Provider referrals

Project Access is a referral network of providers like you who have donated their time. To keep track of that, any time your office wants the patient to be seen outside of your office, we require a new referral. [All specialists, labs, imaging and surgeries require a new referral. Depending on your in-house lab provider, we may be able to use that company, or may send labs to Mission. Imaging can be sent to Mission or another company, depending on the type of imaging requested.](#) Our staff is always available to clarify referral questions- their contact information is listed at the end of this document!

Claims

Please send Project Access a claim for each date of service, as you would to an insurance company. This will help us track the number of referrals that are completed and make sure we do not refer more patients to you than you have pledged to see each year.

Social drivers of health and interpreter services

All applicants are screened and referred, when applicable, for needs in six social drivers of health: food insecurity, housing or rent issues, interpersonal safety, and lack of employment, transportation, and/or health insurance and Medicaid eligibility. We work with other organizations that specialize in these areas and can connect applicants – whether they enroll in Project Access or not – to the services they need. For example, we can arrange a taxi to and from a medical appointment (at no cost to the patient), or connect them to Pisgah Legal Services for legal aid or Manna foodbank.

In order to comply with Title VI of the U.S. Civil Rights Act of 1964, please also keep in mind that **all Project Access patients are eligible for interpreter services at no cost to your practice**. An interpreter will be provided for anyone who is enrolled in Project Access and is not proficient in English. This assists the patient and provider both with clear communication, better health outcomes, and the protection of patient privacy. Call our office at 828-274-0950 to arrange an interpreter or visit <https://win.interpreterintelligence.com/login/auth> The interpreter will attend the appointment, or can assist in scheduling the appointment or otherwise communicating over the phone. Interpreters are available in twelve languages, including Spanish, American Sign Language, Russian and Ukrainian.

When you have questions, here is how to reach our team:

Health Access Navigators

projectaccess@mywcms.org

phone: 828-274-6989

fax: 828-274-1825

Program Lead

Rosalia McHattie, CMI (English/Spanish)

Rosalia@mywcms.org

Phone: 828-274-2267 ext 1307

WIN Interpreters

win@mywcms.org

Phone: 828-274-0950

Fax: 828-274-2093