



HUMAN SERVICES DEPARTMENT

COMMUNITY PARTNERSHIPS DIVISION

115 S Andrews Avenue, Room A360 • Fort Lauderdale, Florida 33301 • 954-357-8647 • FAX 954-357-8204



ORAL HEALTH NETWORK MEETING

Date: April 9, 2019 @ 3:00 PM – 5:00 PM

Location: Ryan White Part A Program Office
115 S. Andrews Ave., A-337
Ft. Lauderdale, FL 33301

Facilitator: Clinical Quality Management Staff

quality@brhpc.org
(954) 561-9681 ext. 1250

AGENDA

- I. Welcome/Introductions**
- II. Oral Health Tracking Sheet Overview:**
Discuss instructions, usability, troubleshooting, and proposals for improvement for the track sheet after the Beta-phase
- III. Addressing No-Shows in Oral Health Appointment Schedules: Interpreting No-Show Baseline Data Results from Tracking Sheet**
- IV. Discussion: Ideas and Concepts for Oral Health Brochure**
- V. Complete Meeting Evaluation & Subsequent Meeting Survey**
- VI. Adjournment**

Next Meeting Date: July 10, 2019, 3:00 PM – 5:00 PM

Please see staff for a Governmental Garage parking validation ticket



COMMUNITY PARTNERSHIPS DIVISION

Health Care Services Section

115 S Andrews Avenue, Room A300 • Fort Lauderdale, Florida 33301 • 954-357-5390 • FAX 954-357-5897

ORAL HEALTH QI NETWORK

Friday, January 4, 2019 at 9:30 A.M.

Ryan White Part A Program Office

115 S. Andrews Ave., Ft. Lauderdale 33301

MINUTES

PROVIDERS PRESENT

Dr. Mark Schweizer, NSU
Dr. Shelly Taylor, BCFHC
Brad Master, AHF
Dr. Deborah Davis, AHF
Ivette Fernandez, AHF
Michelle Carlisle, AHF
Janet Carter, FLDOH

PROVIDERS ABSENT

Care Resource

**CLINICAL QUALITY
MANAGEMENT (CQM)**

SUPPORT STAFF

Brithney Johnson
Dr. Gritell Martinez
Anitha Joseph
Marcus Guice

PART A RECIPIENT STAFF

Leonard Jones
Richard Morris

GUESTS

I. Call to Order

The meeting was called to order at 9:39 a.m.

II. Welcome/Introductions

CQM Staff welcomed everyone and individual introductions were made.

III. Addressing No-Shows in Oral Health Appointment Schedules

Presentation

Staff facilitated a discussion and presented a fact sheet on no-show rates within the HIV, oral health, and general healthcare industry. Research shows that the average no show rate among all specialties within the healthcare industry is 23%. Dentistry typically has the lowest no-show rates when compared to other specialties. Clients who live further from their dental provider and are younger in age tend to have the highest no-show rates. General barriers to showing up include dental anxiety, long office waits, transportation, general mistrust and perceptions of providers having stigma against PLWHA.

Discussion

NSU provider attested, based on his experience with no-shows in Broward County, that the reported 23% industry average of no-show's is accurate. As a service category, Oral Health has the highest viral suppression rate and lowest no show rate compared to other categories. Additionally, he also observes young adults as a difficult group to retain in care, exhibiting high

Broward County Board of County Commissioners

Mark D. Bogen • Beam Furr • Dale V.C. Holness • Martin David Kiar • Chip LaMarca • Stacy Ritter • Tim Ryan • Barbara Sharief • Lois Wexler
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no-show rates. He emphasized that among the RW dental network, there is very little stigma toward HIV patients, since PLWHA are the focus population for these providers. Many of their clients have underlying mental health issues, which is usually the primary reason why they don't show. Additionally, he does not believe appointment wait times are an issue for oral health and also stated that many of the barriers presented exist more in a private dental office, and not as much in a public health/Ryan White setting. It is also important to note that compared to a private practice office, there is no financial penalty for a no-show in a Ryan White clinic. AHF provider stated that after 3 missed appointments, she asks clients to write a letter explaining why they want to return. The Provider explained that this technique has proven to be a deterrent of future missed appointments.

No-Show Definitions

The NSU provider defined a "failed appointment" or "no show" as someone who does not show up to their appointment after they have confirmed. "Reschedule" is defined as clients that call and reschedule. "Cancel" are patients that call, cancel, and don't reschedule. "Multiple no shows" are clients that consistently miss appointments.

Barriers

Network members stated that patient anxiety has been a historical issue within dental practice, but building patient rapport, implementing new technology and painless treatment procedures have alleviated this issue greatly.

Progression of HIV disease can impact overall health and memory. Many patients report being sick or forgetfulness.

Transportation is a persistent barrier. NSU provider informed the group about several EMA's providing Uber and Lyft credit (Uber Health and Lyft Health) as a viable solution to the transportation barrier.

Young adults don't answer their phone, only respond to text or emails. FLDOH member stated that they have implemented a text/email reminder service two months ago and their no show rates have decreased slightly. They do not know for sure if the no-show improvement is due to the implementation of the new reminder service. The reminder text is generic and simply says you have an upcoming appointment and there is some confusion among clients about what type of appointment they are being contacted about. NSU provider noted that implementing this technology is costly, and many RW providers don't have the resources. Additionally, focus groups facilitated by NSU show that young adults do not prefer using their phone to maintain appointments. BCFHC provider stated that they provide text and robo-call reminders and will report to the network at the next meeting if this technology has improved their no-show rates.

Recipient staff stated that the reason we are discussing no shows is because we want to identify what the profile of no-show clients are—are they the same clients that are not keeping appointments across every service category? Are they virally suppressed? Are they the same clients that are not achieving their health outcomes across the continuum?

No-Show Tracking

Grantee staff asked the group if they are tracking the reason for no-shows.

Network responded that they do track why the patient has not kept their appointments by recording the reason why they no-showed. NSU calls within an hour of a failed appointment to investigate the reason as to why they no-showed.

Staff will email network a template with criteria to track no shows, the reasons for their no show, and which of those clients are virally suppressed. This will provide members almost three months, until the next Oral Health network meeting, to track data.

IV. Open Discussion

DentaQuest

Prior to the Nova presentation, there was a discussion of DentaQuest's randomized assignment of patients based on where the client lives. Primary care dentists have to get referrals approved within DentaQuest via patient approval forms. A provider from AHF noted that the agency does not use DentaQuest, therefore normal approval methodology will continue as normal for this specific agency. It was noted by the Recipient that this does not have a direct impact on Ryan White Services considering that clients must utilize their Medicaid benefits first. Patients who visit private practices and utilize the capacity of DentaQuest services are then moved to Ryan White Agencies for services.

NSU recommended two helpful dental apps to the network. HIV iCHART and HIVDENT.

Fee Schedule & Sweeps

The Recipient raised the topic of the upcoming Sweeps process. It was noted that, currently, every service category is trending towards spending all funding prior to the end of the fiscal year. He then asked for provider feedback in how the EMA can suppress costs going forward. The Recipient explained that his proposal is to reduce the fee-schedule. A provider contended that the program must reassess the scope of care that clients receive (i.e. what could be considered to be a necessity vs. health care luxuries). The Recipient remarked that before the program makes any other cost-saving interventions, it is a priority to formulate the most responsible and cost-conscious fee-schedule for Oral Health. Additionally, since the fee schedule for specialty care generally covers what is not covered through the formerly more restrictive Medicaid services, current codes for specialty care will be adjusted to reflect new changes in Medicaid coverage. The Recipient mentioned that the providers will be receiving a set of codes for providers to evaluate for cost-effectiveness. A provider stressed the procedures that involve costs that cannot be controlled are closely monitored because this factor makes it difficult for providers to cover their costs. Additionally, a provider pitched the creation of an oral health brochure that explains the Ryan White dental benefits and services. The group agreed that they would come prepared with ideas and concepts for the brochure at the April meeting.

V. Case Study Overview: Nova Southeastern University Dental

The Nova presenter began the case study with an overview of South Florida's epidemiological trends of new HIV diagnoses and general demographic trends associated with the virus. This was followed with a synopsis of a client suffering from an oral HPV outbreak. He described the contagious nature of treating a patient with oral HPV-induced lesions. It was emphasized that this is a case where the client would not be denied care, however routine dental care would be postponed. Emergency care, in this situation, would be applied. This discussion served to show the importance of oral health as a means of linkage and surveillance of clients' health outcomes across the care continuum. This was emphasized by the correlation between oropharyngeal cancer and tonsillar HPV infection and how utilization of oral health services can detect symptoms that could cascade into a more detrimental condition.

It was noted that there has been a perceived decrease in HPV incidence among oral health provider agencies. There was a discussion about cultural competencies and challenges with specific demographic groups. Additionally, HPV and other non-HIV STIs are at risk of

transmission due to potentially increased instances of unprotected sex of those who adhere to pre-exposure prophylaxis (PrEP).

VI. Adjournment

The meeting was adjourned at 11:35 a.m.

Next Meeting Date: April 9, 2019

Patient/Client No-Show Tracking Spreadsheet Template Quick Start Guide

Important User Information

- Make sure to click “Enable Editing” when first opening the spreadsheet.
- The document consists of two worksheets labeled “Client No-Show Tracking” and “Appointments Scheduled” respectively. Users can switch between the worksheets using the tabs on the bottom-left corner.
 - The Client No-Show Tracking worksheet is intended to characterize each no-show case and accentuate clients who may be chronically disposed to forgo scheduled appointments.
 - The Appointments Scheduled Worksheet is used to obtain a system-level analysis on the Ryan White Part A client trends for no-show rates within the service category.
- The tracking period will begin on March 1st, 2019 (the beginning of the fiscal year for 2019-2020)
 - Please do not fill in cells designated for dates before March 1, 2019 or After February 29, 2020.
- Never *cut* and paste data within the spreadsheet; only use copy and paste functions if needed.
- Please only use whole numbers in cell that require numerical entry and do not enter any additional formulas within the spreadsheet.
- Regularly save secure, password-protected, HIPPA-compliant backups of the template in case you need to restore the template to a previous version.
- Direct all questions and feedback to quality@brhpc.org.
- Agencies are expected to submit the tracking document to the clinical quality management support staff quarterly. Submissions are to be sent to the quality management email no later than 5:00 p.m. EST. The deadlines for submissions are as follows:
 - Submission 1: **April 2nd, 2019**
 - Submission 2: **July 2nd, 2019**
 - Submission 3: **September 24th, 2019**
 - Submission 4: **January 7th, 2020**
 - Submission 5: **March 10th, 2020**

Client No-Show Tracking

- For benchmarking purposes, a “no-show” is defined as a patient/client who does not arrive for a scheduled appointment and gave no prior notice.
- Please do not include patients/clients’ names within the document.
- Be aware that many cells in this section will have a drop-down list of entry options. Please choose ONLY these options and do not enter information manually within these cells.
- All dates should be entered in the format of (MM-DD-YY) for example: March 1st, 2019 would be 03-01-19.
- When discussing interventions used to engage client after missed appointment be sure to indicate whether this intervention was/is helpful for the client. Further details regarding the client can be listed under the “Notes/Reason for Missed Appointment” column.
- Please Enter "N/A" in cells under days of the week in which you do not operate.

Appointments Scheduled

- The column for “Total Ryan White Part A Appointments” column section is for the total number of RW Part A clients that had appointments at the agency.
- The column for “Total Number of Ryan White Part A Appointments Missed” column section is designated for the total number of any RW Part A client-appointments in which the client was not present for appointment and did not reschedule prior to appointment.
- The column for “Total Number of Ryan White Part A Walk-ins” column section is designated for the total number of clients who entered the agency facility and received services without a prior appointment.

For benchmarking, a **no-show** is defined as a patient who never arrived for a scheduled appoin

Patient Information	Demographic Data		
PE Identification #	Race/Ethnicity	Gender	Age Group

23839	White (non-Hispanic)	Male	49-58
233219	Black (Hispanic)	Female	29-38
268171	Black (non-Hispanic)	Male	49-58
20859	Black (non-Hispanic)	Female	39-48
22899	Black (non-Hispanic)	Male	39-48
18029	Black (non-Hispanic)	Female	49-58
27117	White (Hispanic)	Male	59+
12882	Black (non-Hispanic)	Male	49-58
240338	White (non-Hispanic)	Male	39-48
20278	Black (non-Hispanic)	Male	49-58
25708	Black (non-Hispanic)	Female	39-48
28270	Black (non-Hispanic)	Female	39-48
224626	White (non-Hispanic)	Male	29-38
137094	Black (non-Hispanic)	Male	39-48

ment and gave no prior notice.

Treatment Status

Virally Suppressed? (<200 Copies/mL as of last posted viral load)	Viral Load Test Date	Would this had been first time client utilized dental care at agency?	Does client have current treatment plan?
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Yes	Yes	No	No
Yes	Yes	Yes	No
Yes	Yes	No	No
No	Yes	No	Yes
Yes	Yes	No	No
Yes	Yes	No	No
Yes	Yes	No	No
Yes	Yes	No	No
Yes	Yes	Yes	Yes
Yes	No	No	No
Yes	Yes	No	No
Yes	Yes	No	No
Yes	Yes	No	No
No	Yes	Yes	Yes

2019/2020 Oral Health Client No-Show Tracking Spreads

Measurements			Age
Date of Missed Appointment (MM/DD/YY)	Rescheduled?	Routine or Specialty Care Visit	Provider confirmed appointment within 3 days of visit?
3/1/19	No	Routine	Yes
3/1/19	No	Routine	Yes
3/4/19	Yes	Routine	Yes
3/4/19	Yes	Routine	Yes
3/4/19	No	Routine	Yes
3/4/19	No	Routine	Yes
3/5/19	No	Routine	Yes
3/6/19	No	Routine	Yes
3/7/19	Yes	Routine	Yes
3/7/19	NO	Routine	Yes
3/8/19	No	Routine	Yes
3/8/19	No	Routine	Yes
3/11/19	No	Routine	Yes
3/12/19	No	Routine	Yes

Sheet

Agency Data

Method of confirmation

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Phone Call (Talked to Client)

Please describe any interventions used to engage the client after missed appointment

Attempted calling client regarding broken Hygiene appointment, but LVM

Attempted calling client regarding broken Hygiene appointment, but LVM

totallyt forgot about his appointment.. Client is now rescheduled successfully. Has been told to bring most
Outgoing call made to client regarding missing scalling appointment, client stated that she had a Doctor appoi

Attempted calling client regarding broken Hygiene appointment, but LVM

Attempted calling client regarding broken Hygiene appointment, but LVM

Attempted calling client regarding broken Hygiene appointment, but LVM

Attempted calling client regarding broken Hygiene appointment, but LVM

he cannot drive because of seizure, so he had to cancel appointment. Client is now rescheduled successfully.

Attempted calling client regarding broken Hygiene appointment, but LVM

Attempted calling client regarding broken Hygiene appointment, but LVM

Attempted calling client regarding broken Hygiene appointment, but LVM

Attempted calling client regarding broken Hygiene appointment, but LVM

Attempted calling client regarding broken Hygiene appointment, but LVM

at Follow-Up
Notes/Reason for Missed Appointment

- Unknown
- Unknown
- Forgot
- Had other Doctor appointment
- Unknown
- Unknown
- Unknown
- Unknown
- Sick
- Unknown
- Unknown
- Forgot
- Had other Doctor appointment
- Unknown

	Total Ryan White P:			
	Monday	Tuesday	Wednesday	Thursday
3/1/19 - 3/3/19				
3/4/19 - 3/10/19	4	3	8	4
3/11/19 - 3/17/19	1	4	7	2
3/18/19 - 3/24/19	4	6	4	2
3/25/19 - 3/31/19	4	5	2	3
4/1/19 - 4/7/19				
4/8/19 - 4/14/19				
4/15/19 - 4/21/19				
4/22/19 - 4/28/19				
4/29/19 - 5/5/19				
5/6/19 - 5/12/19				
5/13/19 - 5/19/19				
5/20/19 - 5/26/19				
5/27/19 - 6/2/19				
6/3/19 - 6/9/19				
6/10/19 - 6/16/19				
6/17/19 - 6/23/19				
6/24/19 - 6/30/19				
7/1/19 - 7/7/19				
7/8/19 - 7/14/19				
7/15/19 - 7/21/19				
7/22/19 - 7/28/19				
7/29/19 - 8/4/19				
8/5/19 - 8/11/19				
8/12/19 - 8/18/19				
8/19/19 - 8/25/19				
8/26/19 - 9/1/19				
9/2/19 - 9/8/19				
9/9/19 - 9/15/19				
9/16/19 - 9/22/19				
9/23/19 - 9/29/19				
9/30/19 - 10/6/19				
10/7/19 - 10/13/19				
10/14/19 - 10/20/19				
10/21/19 - 10/27/19				
10/28/19 - 11/3/19				
11/4/19 - 11/10/19				
11/11/19 - 11/17/19				
11/18/19 - 11/24/19				
11/25/19 - 12/1/19				
12/2/19 - 12/8/19				
12/9/19 - 12/15/19				
12/16/19 - 12/22/19				
12/23/19 - 12/29/19				
12/30/19 - 1/5/20				

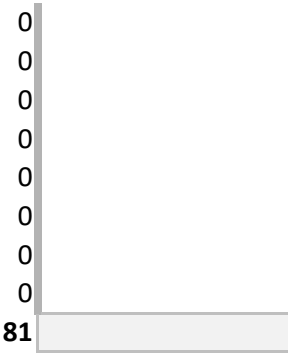
1/6/20 - 1/12/20
1/13/20 - 1/19/20
1/20/20 - 1/26/20
1/27/20 - 2/2/20
2/3/20 - 2/9/20
2/10/20 - 2/16/20
2/17/20 - 2/23/20
2/24/20 - 2/29/20

** Please Enter "N/A" if you do not operate during weekend hours. Thank you*

Part A Appointments

[illegible]

Total Appointments



Total number of Ryan White Part A appointments missed				
Tuesday	Wednesday	Thursday	Friday	Saturday
				2 N/A
1	3	2		1 N/A
2	0	0		3 N/A
2	0	1		0 N/A
1	0	2		0 N/A

Total Missed Appointments

[illegible]

0
0
0
0
0
0
0
0
0
23



[illegible]

0
0
0
0
0
0
0
0

40

Total Walk-Ins

Ryan White Part A Program Office
Access To Care Schedule
April 2019

Provider Name	Services Categories	Office Locations	Contact Name	Contact Information	Fax Number	Preferred Contact Method	Treatment Languages Available	Client Wait Time	Additional Notes
AIDS Health Care Foundation					(954) 761-2231			1st Clinical Encounter 45 minutes minimum intake appt with goal of being seen within 3 days of contact	
	Medical	NPH	George Butchko	(954) 772-2411 Ext. 3617					
	Medical	AHF Ft. Lauderdale Downtown	Dan Sheridan	(954) 767-0887					
	Medical	OPK	Barbara Santamaria	(954) 561-6900					
	Medical	AHF Ft. Lauderdale Downtown	Patrick Nuss	(954) 767-0887 Ext. 2558				16 to 30 min appt and seen the same day or next day. Triage by Nurse and sees the medical providers as applicable.	Emergency (Non-ER Contact)
	Dental	700 SE 3rd Ave Ste. 206	Dr. Deborah Davis	(954) 761-2230 deborah.davis@aidshealth.org		Email	English, Spanish	1-2 Months for an initial; Same day for an Emergency	M-F 8:00AM-5:00PM; Leave a Voice Message.
	Integrated Behavioral Health	OPK	Kerry Ann Brown-Faison	(954) 561-6900 (Office) Ext. 2657 kerry.brown@aidshealth.org					
	Integrated Behavioral Health	700 SE 3rd Ave Ste. 301 Floor	Dr. Robert Wilson	(954) 522-3132 (Office) (954) 423-9439 (Cell) drwilson@aidshealth.org		Phone/Email			Tues, Fri- 8AM-12PM
	Integrated Behavioral Health	700 SE 3rd Ave Ste. 301 Floor	Damon Jones	(954) 767-0887 Ext. 2251 damon.jones@aidshealth.org		Phone/Email			M, T, TH, F- 8AM-5PM W- 11AM-7PM
	Integrated Behavioral Health	NPH: 6405 N. Federal Highway Ste 205	Christopher "David" Shelton IMHC	(954) 767-2411 Ext. 3625 David.shelton@aidshealth.org		Phone/Email			M, T, TH, F- 8AM-5PM W- 11AM-7PM
	Disease Case Management	NPH: 6405 N. Federal Highway Ste 205	Lisya ni Machado	(954) 540-3435 lisyanimachado@aidshealth.org			English, Spanish		
	Disease Case Management	AHF Ft. Lauderdale Downtown	Carlos Pina	(954) 859-4114 carlos.pina@aidshealth.org			English, Spanish		
	Case Management	AHF Ft. Lauderdale Downtown	Richard Ortiz	(954) 547-8812 richard.ortiz@aidshealth.org			English, Spanish		
	Case Management	NPH: 6405 N. Federal Highway Ste 205	Patrick Saint Fleur Lead NMCM	(954) 488-0441 patrick.saintfleur@aidshealth.org		Phone/Email	English, French, Creole		
	Disease Case Management	1164 E Oakland Park Blvd. 3rd Floor	Paulo dos Santos	(954) 859-4108 paulo.dosantos@aidshealth.org			English, Spanish, Portuguese		M-F
	Case Management	NPH: 6405 N. Federal Highway Ste 205	Greg Beltran	(954) 405-7655 greg.beltran@aidshealth.org			English	Existing clients seen on same day/New clients within 1 week	
Broward Addiction Recovery Center	Substance Abuse	900 NW 31st Ave., Suite 2000 Fort Lauderdale, FL 33311	Polly Cacurak	(954) 357-5093 pcacurak@broward.org	(954) 564-5058			Detoxification Provided 24 Hours/7 Days a week	Admissions: M, T, Th, F: 7-5/ W: 7-7 Detox Unit: M, W, Th, F: 7-5/ T: 7-7

FOR PROVIDER USE ONLY

The following table is information supplied by each provider on a monthly basis. Be sure to inform clients of providers that have the shortest wait time for an appointment so that they can make an informed decision.

Provider Name	Services Categories	Office Locations	Contact Name	Contact Information	Fax Number	Preferred Contact Method	Treatment Languages Available	Client Wait Time	Additional Notes
Broward Community & Family Health Center	Medical	168 N Powerline Road	Jennifer Jaen Roque	(954) 967-0028 JJRoque@bcfhc.org	(954) 970-7325	Email	English, Spanish	1-2 days with an Appointment; Same day for Emergencies. All New Patients must contact our RW Patient Service Coordinator in order to make the initial apt with one of our CM.	M,W,Th, F 8:30-5/ T 10-7 Site Specific Numbers: Pompano: (954) 970-8805; Central Broward: (954) 583-4710; Hollywood: (954) 967-0028; West Park: (954) 966-3939
	Integrated/Mental Health/Substance Abuse								
	RW Program Manager	1229 NW 40th Ave. Lauderdale, FL 33313	Glynette Roberts	(954) 247-0112 groberts@bcfhc.org		Email	English		
	Dental	5010 Hollywood Blvd Ste. 100-B Hollywood, FL 33021	Ryan Robinson	(954) 970-8805 Ext. 210 Rrobinson@bcfhc.org	(954) 967-8141	Phone	English, Creole		
	Disease Case Management		Karen Jean Pierre	(954) 970-8805 Ext. 211 kjpierre@bcfhc.org					
	Case Management	5801 W. Hallandale Beach Blvd. West Park, FL 33023	Timothy Romero	(954) 967-0028 Ext. 386 tromero@bcfhc.org	Phone	English, Spanish			
	Case Management		Roseline Labissiere	(954) 970-8805 Ext. 212 Rlabissiere@bcfhc.org	Phone	English, Creole			
Broward Health (NBHD)	Medical	CCC	Claudette Grant	(954) 274-7175 cgrant@browardhealth.org		Phone		Existing CCC Client – Triage by nurse, seen by physician	(954) 557-6918
	Medical	Multiple Locations	Roxan Simpson	(954) 356-5031 rmsimpson@browardhealth.org		Phone	English, Spanish, Creole	Dependent on Site; Same day to 2 Days.	M 8-7p, TTh 8-5p, F 8-1p, Every 3rd Tuesday 8-1p
	Medical							Existing SCC Client-evaluated by a PA or Nurse/Case manager for walk-in appts.	
	Medical	SCC	Arlene Campbell	(954) 527-6007	(954-767-5565)	Phone			
	Medical	Pompano	Sharon Crum	(954) 786-5903					
	Disease Case Management	CCC	Mardena Salomon	(954) 356-5035 msalomon@browardhealth.org		Phone			M-F 8:00AM-4:30PM
	Case Management	CCC	Twana Williams	(954) 356-5025					
	Case Management	SCC	Edna Ferguson-Walker	(954) 527-6064 efergusonwalker@browardhealth.org					
	Case Management	SCC	Vincent Foster	(954) 527-6065 vfoster@browardhealth.org					
	Case Management	CCC/Pompano	Tamika Johnson	(954) 786-5929 tjohnson@browardhealth.org					
Broward House	Case Management	2800 N. Andrews Ave	Karen Whyte	(954) 568-7373 Ext. 2221 kwhyte@browardhouse.org	(954) 532-7622	Phone/Email	English, Spanish, Creole	1-2 days with an Appointment; Same day for Emergencies.	M-F 8:30AM-5:00 PM
	Mental Health	2800 N. Andrews Ave	Jamie Powers, Director of Behavioral Health	(954) 552-4749 Ext. 3220 jpowers@browardhouse.org					
	Substance Abuse	501 SE 18th Court				English, Spanish			

FOR PROVIDER USE ONLY

The following table is information supplied by each provider on a monthly basis. Be sure to inform clients of providers that have the shortest wait time for an appointment so that they can make an informed decision.

Provider Name	Services Categories	Office Locations	Contact Name	Contact Information	Fax Number	Preferred Contact Method	Treatment Languages Available	Client Wait Time	Additional Notes
Broward Regional Health Planning Council	Centralized Intake & Eligibility Determination (CIED)	200 Oakwood Lane, Suite 100 Hollywood	Marden Salcedo Vanessa Sooknana	(954) 566-1417 msalcedo@brhpc.org vsooknana@brhpc.org	(954) 564-1185	Phone	English, Spanish, Creole, French	1-2 days with an Appointment; Same day for Emergency Eligibility.	Operations 8-5 Emergencies: (954) 892-2726 BRHPC Main Line: (954) 561-9681 Dial 3 For Ryan White; Dial 1 for Eligibility
	Health Insurance Continuation Program (HICP)		Ivy Pierre	(954) 561-9681 Ext. 1275/1220 ipierre@brhpc.org					
	Health Insurance Benefit Support Services (BISS)		Claudia Gomez	(954) 561-9681 Ext. 1220 cgomez@brhpc.org					M-F 8:00AM-5:00 PM
Care Resource	Dental	871 W. Oakland Park Blvd.	Ausline Perry	(305) 576-1234 Ext. 201 aperry@careresource.org		Email	English, Spanish, Haitian-Creole	Walk-In for Labs if New to Care or previous Care Resource Patient	
	Dental		Jasmine Ruiz	(954) 576-1234 Ext. 468 jruiz@careresource.org		Phone/Email			
	Case Management		Stephanie Booth	(954) 567-7141 Ext. 155 sbooth@careresource.org	(954) 565-5624	Email			Case Management Supervisor
	Case Management-Referrals		Edgar Mojica	(954) 567-7141 Ext. 256 emojica@careresource.org	(954) 565-5624	Phone			
	Medical/Disease Case Management		Douglas Steele Medical & DCM Supervisor	(954) 576-1234 Ext. 358 dsteele@careresource.org	(954) 565-5604	Email		Health Center's on-call feature can be accessed in the event of an emergency	M,T,Th, F 8:00 AM-5:15 PM/ W 8:00 AM- 7:30 PM
	Disease Case Management		Benge Nelson-Pierre	(954) 567-7141 Ext. 300 benelson@careresource.org	(954) 565-5624	Phone/Email			
	Integrated/Mental Health/Substance Abuse		Rocco Vega	(954) 567-7141 Ext. 137 lvega@careresource.org					
	Integrated/Mental Health/Substance Abuse		Hugo Roccia	(954) 567-7141 Ext. 130 hroccia@careresource.org	(954) 703-2029	Email			M-F 8:30AM-5:15PM
	Integrated/Mental Health/Substance Abuse		Thomas Smith	(954) 567-7141 Ext. 102 tsmith@careresource.org				Within 24 Hours through sliding Fee Schedule	

FOR PROVIDER USE ONLY

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Provider Name	Services Categories	Office Locations	Contact Name	Contact Information	Fax Number	Preferred Contact Method	Treatment Languages Available	Client Wait Time	Additional Notes
Florida Department of Health- Broward	Pharmacy	Paul Hughes Health Center 205 N.W. 6th Ave. Pompano Beach, FL 33060	Michael Ehren, RPH	(954) 412-7199 Michael.Ehren@flhealth.gov (954) 412-7102 Janet.Carter@flhealth.gov (954) 375-6593 (954) 547-0305 (Cell) Ernest.Alder@flhealth.gov		Phone	(Any through Language line)	Walk-In Service Available	M,T,Th,Fr 8:00-5/ W 9:30-6:30 Except 2nd Fr 1-5
	Pharmacy	Fort Lauderdale Health Center 2421 N.W. 6th Ave. Ft., Ft. Lauderdale, FL 33315							M 11:00-8/ T,W,Th 8:30-5/ 1&3 F: 8:30-5/ 2&4 F: 1:00-5
	Dental	Fort Lauderdale Health Center 2421 N.W. 6th Ave. Ft., Ft. Lauderdale, FL 33315	Janet Carter & Dr. Alder					1-2 days with an Appointment; Same day for Emergencies	M-F 8:00AM-5:00PM Call Center: (954) 467-4700
Latinos Salud	Case Management	2330 Wilton Drive Wilton Manors, FL 33305	Jorge Rodriguez	(954) 765-6239 Ext. 211 jrodriguez@latinohealth.org	(954) 252-4360	Email	English, Spanish	Within 1 business day	M-F 11:00AM-9:00 PM; S 10:00 AM-2:00 PM; After Hours Contact Joshua Caraballo, PsyD Phone # (954) 336-1191 General Email: CaseManager@latinohealth.org
			Daniel Bravo	(954) 765-6239 Ext. 206 dbravo@latinohealth.org					
Legal Aid	Legal Services	491 N. State Road 7 Plantation, FL 33317	Kara Schickowski	(954) 765-8950 (954) 358-5635 Kschickowski@legalaid.org		Phone/Email	English, Spanish, Creole (Others through Language line)	3-5 days with an Appointment; Same day for Emergencies.	
			Manuela Felix CCIA Intake	(954) 736-2490 mfelix@legalaid.org				2-3 days with an Appointment; Same day for Emergencies.	Public Benefits issues such as Health Care, Unemployment benefits, social security benefits.
Nova Southeastern University	Dental	1201 West Cypress Creek Road, Fort Lauderdale, FL 33309	Kaiti Mooney	(954) 262-7529 mkaitin@nova.edu	(954) 262-2230	Email	English, Spanish, Creole	5-7 days with an Appointment; New Patient Intake is 7-9 days. Same day for Emergencies.	Emergency Pager: (954) 262-1751; Otherwise Contact Dr. Schweizer Please send all specialty referrals to nsucreferrals@nova.edu
	Dental		Dr. Schweizer	(954) 557-3003 (954) 262-7530 schweizer@nova.edu		Email			

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Sunserve	Mental Health	2312 Wilton Drive Wilton Manors, FL33305	Elena Naranjo , LMHC	(954) 764-5150 Ext. 185 enaranjo@sunserve.org	(954) 764-5143	Email	English, Spanish	24-48 Hours	M-Th 9:00AM-8:00 PM; F 9:00 AM-5:00 PM (954) 764-5150 Ext. 101 After Hours Service
South Broward Hospital District	Medical Case Management	1150 N. 35th Ave Suite # 445 Hollywood, 33021	Angela Savage	(954) 265-6135 Asavage@mhs.net	(954) 265-6140	Email	English, Spanish, Creole (Others through Language line) (Interpreters available 24/7)	1-2 days with an Appointment	M-F 8:00AM-4:30PM Stat Linx (914) 831-4553 After Hours Service
	Case Management		Guerline Verger	(954) 265-6143 gverger@ccpcare.org				Within 1 business day	
	Case Management		Olga Garcia	(954) 265-6141 olgarcia@ccpcare.org					
	Case Management		Jean-Raymond Alexandre	(954) 265-6142 jalexandre@ccpcare.org					
	Disease Case Management		Tanya Junkermeier	(954) 265-6138 tjunkermeier@ccpcare.org			English		
	Integrated/ Mental Health/ Substance Abuse	MRH-Hollywood 3400 N. 29th Avenue Hollywood, FL 33020		(954) 276-3401 Eljohnson@mhs.net		Phone/Email	English, Spanish, Creole	Appointment Within 48 Hours Walk-Ins available M-Th. 8:00 A.M. -10:00 A.M.	Psychiatric Emergency Assessment Center (954) 265-6310
		Elizabeth Johnson	(954) 276-3420						
The Poverello Center	Food Bank	2056 N Dixie Hwy, Wilton Manors	Brad Barnes	(954) 561-3663 Ext. 114 (702) 265-3876 Bbarnes@poverello.org		Email	English, Spanish, Creole , ASL	Client Food and Voucher pickup by appointment; Same day for Emergency only (Please call for an Emergency pickup)	Operations 9-3 Intake: M-F 9:00 AM-12:00PM Appointments: M-Th 1:30 PM-3:00PM

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