

# HEALTH AND WELLNESS

## Health

### ***SITUATION: A FAMILY WANTS TO KNOW WHAT DOES THE HEALTH DEPARTMENT DO?***

The **county health department** improves the **health** status of the community by preventing epidemics, protecting against environmental hazards, encouraging healthy behaviors, preparing for and responding to disasters, and assuring the quality and accessibility of **health** services.

**The mandated services that a local health department must *provide* are:**

- Food, lodging, and institutional sanitation
- Individual on-site water supply
- Sanitary sewage collection, treatment, and disposal
- Communicable disease control
- Vital records registration

**The mandated services that a local health department must provide, contract for, or certify as available are:**

- Adult health
- Home health
- Dental public health
- Grade A milk certification
- Maternal health
- Child health
- Family planning
- Public health laboratory

### ***SITUATION: AN INDIVIDUAL OR FAMILY NEEDS INFORMATION ON HEALTH INSURANCE.***

#### **Health insurance**

Covers the cost of medical and surgical expenses incurred by the **insured**.

The **insured** either has to pay such expenses out-of-pocket or is later reimbursed by the insurer or the **insurance** company settles the bill directly with the hospital.

### ***SITUATION: AN INDIVIDUAL/FAMILY WANTS TO KNOW ABOUT MANDATORY HEALTH INSURANCE***

### **Affordable Care Act's Coverage Mandate**

Under the ACA, also commonly called Obamacare, Americans who were not otherwise eligible for an exemption were required to have health insurance coverage for themselves and their families. Failure to have minimum health insurance triggered a tax penalty; at the same time, the ACA allowed for the creation of a [\*premium tax credit\*](#) to help Americans offset some of the cost of getting health insurance through the Open Marketplace.

**This rule changed in January 2019, when the tax penalty mandate for health insurance was eliminated.** While the ACA technically still exists, Americans who choose not to maintain health insurance for themselves or their family members in 2019 and beyond won't be penalized at tax time. It's estimated that as many as four million Americans have chosen not to have health insurance coverage this year as a result of the penalty being eliminated.

## ***SITUATION: AN INDIVIDUAL/FAMILY WANTS TO KNOW ABOUT MEDICAID***

### **Medicaid Insurance**

Program that provides free or low-cost health coverage to some low-income people, families and children, pregnant women, the elderly, and people with disabilities. Medicaid benefits and program names vary somewhat between states.

#### **Medicaid may help pay for certain medical expenses including:**

- Doctor Bills
- Hospital Bills
- Prescriptions (Excluding prescriptions for Medicare beneficiaries)
- Vision Care
- Dental Care
- Medicare Premiums
- Nursing Home Care
- Personal Care Services (PCS), Medical Equipment, and Other Home Health Services
- In-home care under the Community Alternatives Program (CAP)
- Mental Health Care
- Most medically necessary services for children under age 21

## ***SITUATION: AN INDIVIDUAL/FAMILY WANTS TO APPLY FOR MEDICAID***

**There are three ways to apply** (one application works for Medicaid and Health Choice)

- Apply online at ePass.
- Apply in person at **DSS Main Office**, 301 Billingsley Road, Charlotte, NC 28211 or **West Charlotte (Community Resource Center)** 3205 Freedom Drive, Charlotte, NC 28208

- Fill out a paper application and mail to or drop it off at your local DSS office.
- Call DSS if one of these methods will not work for you.

### ***SITUATION: AN INDIVIDUAL/FAMILY WANTS TO KNOW ABOUT MEDICARE***

Medicare is a federal program that offers health insurance to American citizens and other eligible individuals. The program is often called Original Medicare. It has two parts—Part A and Part B.

#### **ELIGIBILITY REQUIREMENTS**

- Age 65 or older
- Younger than 65 with a qualifying disability
- Any age with a diagnosis of End-Stage Renal Disease (ESRD) or Amyotrophic Lateral Sclerosis (ALS)

### ***SITUATION: AN INDIVIDUAL WANTS TO APPLY FOR MEDICARE***

You can enroll in Medicare Part A and/or Medicare Part B in the following ways:

- Online at [www.SocialSecurity.gov](http://www.SocialSecurity.gov)
- By calling Social Security at 1-800-772-1213 (TTY users 1-800-325-0778), Monday - Friday, from 7AM - 7PM.
- In-person at your local Social Security office

### ***SITUATION: A FEAMLE SUSPECTS SHE IS PREGNANT AND NEEDS PREGNANCY TESTING***

#### **The Pregnancy Resource Center of Charlotte**

Has been in operation for 34 years. They have provided compassionate support to over 80,000 women and families in the Charlotte metro area whose lives have been affected by unplanned pregnancy. They are a non-profit medical clinic providing medical services, accurate information and emotional support. PRC offers hassle-free pregnancy testing at no cost to you in a convenient & confidential atmosphere. If you are experiencing pregnancy symptoms our specialized medical services include pregnancy testing, ultrasounds, and confidential counseling services. Located at **505 East 4th Street, Charlotte, NC 28204. Call (704) 980-0226** for dates and times of service.

#### **The Mecklenburg County Health Department's Family Planning Clinic**

Provides comprehensive family planning & reproductive health services. Services are available to females of reproductive age. Services are available by appointment only. Please call **704-336-6500** to make an appointment.

## ***SITUATION: A FEMALE IS PREGNANT AND NEEDS PRENATAL CARE***

### **Medicaid for Pregnant Women (MPW)**

Coverage is limited to services or treatment for conditions that affect the pregnancy. If a pregnant woman is covered by Medicaid, her newborn child is automatically eligible for Medicaid up to age one.

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## ***SITUATION: A FEMALE IS PREGNANT AND NEEDS OPTION COUNSELING***

### **Catholic Charities**

Offers pregnancy support for those facing an unexpected pregnancy. They offer nonjudgmental information about available options. Located at **1123 S Church St, Charlotte, NC 28203** Contact them at [ccdoc@charlottediocese.org](mailto:ccdoc@charlottediocese.org) or call 1-800-227-7261

### **Planned Parenthood**

One of the nation's leading providers of high-quality, affordable health care, and the nation's largest provider of sex education. With or without insurance, you can always come to us for your health care.

### **Health Center Days and Hours:**

<b>Monday</b>	9:00 a.m. – 5:00 p.m.
<b>Tuesday</b>	11:00 a.m. – 7:00 p.m.
<b>Wednesday</b>	10:00 a.m. – 6:00 p.m.
<b>Thursday</b>	9:00 a.m. – 5:00 p.m.
<b>Friday</b>	8:00 a.m. – 4:00 p.m.
<b>Saturday</b>	9:00 a.m. – 1:00 p.m.
<b>Sunday</b>	Closed

You can privately and easily book appointments online for select services 24/7. For the full set of services, you can call **704-536-7233** to book your appointment. Health center staff can also answer any questions you may have.

### **The Pregnancy Resource Center of Charlotte**

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## ***SITUATION: AN INDIVIDUAL/FAMILY NEEDS HELP WITH NEWBORN ITEMS***

### **Bottles N Bottoms, Inc.**

As the name implies, free infant formula as well as wipes, diapers, and other baby stuff is available for free for low income families.

**Contact them at:**

**PO Box 481287**

**Charlotte, North Carolina**

**(704) 900-4734**

### **Safe Kids Charlotte Mecklenburg County**

Free baby and infant car seats are provided by this non-profit. This is a nationwide agency. To see what baby and infant car seat programs are available in the area, contact Janice Williams. Email her at **Janice.williams@carolinashealthcare.org** or call her at **704-208-6428**.

### **Junior League of Charlotte**

Sells used clothes including children and infant, along with furniture and other household goods. All items are used but in good condition.

**Contact them at:**

**1332 Maryland Ave.**

**Charlotte, NC 28209**

**(704) 375-5993**

**Hours:** Monday - Saturday, 10:00 a.m. - 6:00 p.m.

### **Car Seat Distribution Program**

This statewide program provides **free car seats** to qualifying, low income families. To qualify for a **free car seat**, the following requirements must be met:

- **Child** must be eligible for the Women, Infants, and Children program (**WIC**) or
- Have a Medicaid or Medicare card.

**WIC offers two convenient locations with evening hours:**

**2845 Beatties Ford Road  
Charlotte, NC 28216**

**5624 Executive Center Drive, Suite 100  
Charlotte, NC 28212**

#### **Hours of Operation:**

Monday-Thursday 7:45 a.m. - 7 p.m.  
Friday 7:45 a.m. - 5 p.m

### ***SITUATION: INDIVIDUAL/FAMILY IS SEEKING LOW COST OR FREE PRESCRIPTION MEDICATIONS***

Many people have trouble affording their prescription medications, but there are assistance programs available.

### **NC 2-1-1- Help Starts Here**

If you need, NC 2-1-1 call specialists are available 24 hours a day, 7 days a week by dialing **2-1-1** or **888-892-1162** from any phone. The call is free, confidential, and available in any language.

### **NC MedAssist**

provides medications to residents in all 100 counties of North Carolina. No matter where you are, if you need help with medications, please call them at **866-331-1348**.

### **Medicaid Insurance**

provides free or low-cost health coverage to some low-income people, families and children, pregnant women, the elderly, and people with disabilities. Medicaid benefits, and program names, vary somewhat between states. Medicaid may help pay for certain medical expenses including prescriptions

There are three ways to apply (one application works for Medicaid and Health Choice).

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### **Partnership for Prescription Assistance**

A program sponsored by drug companies, doctors, patient advocacy organizations, and civic groups. It helps low-income, uninsured patients get free or low-cost, brand-name medications directly from the pharmaceutical company. Contact your doctor to see if they participate in the program.

## ***SITUATION: AN INDIVIDUAL/FAMILY IS IN NEED OF FREE MEDICAL EQUIPMENT***

### **Assist M.E**

Takes in gently used medical equipment and gifts it to low income, uninsured patients in the community. Assist M.E. gets wheelchairs, bedside commodes, walkers, shower chairs and other medical equipment from individual donors and organizations.

They are located at **2901 Rozzelles Ferry Road, Charlotte, NC 28208** and on Facebook at <http://www.facebook.com/AssistM.E.NC/> or you can call or email them at: **704-659-1123** and [assistmenc@gmail.com](mailto:assistmenc@gmail.com)

**Medicaid covers** some medical equipment and various home health services. There are three ways to apply (one application works for Medicaid and Health Choice).

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- Call DSS office if one of these methods will not work for you.

## ***SITUATION: A VETERAN IS IN NEED OF A HANDICAP RAMP***

### **Wounded Warrior Project**

Accessibility can mean different things to different people. It can range from a wheelchair ramp and wider doorways to something as simple as a special doorbell. An accessible home is one that lets its occupant with disabilities do what he or she wants and needs to do, as independently as possible. Contact them at:

**Wounded Warrior Project  
1990 Fordham Drive, Suite 100  
Fayetteville, NC 28304  
Telephone: 910.487.0116**

## ***SITUATION: A CHILD IS IN NEED OF LOW OR NO COST VISION SCREENING***

### **Lions KidSight USA**

Standing project of the Charlotte SouthPark Lions. This is a National Lions program, providing vision screening to children ages 6 months to 6 years of age. Children with vision problems have trouble learning. Unlike a basic vision screening with an eye chart, which only gives an indication of visual acuity, Lions KidSight, using a PlusOptix Photoscreener, checks for the 6 most common vision problems in children. For more information find them on Facebook.

## ***SITUATION: INDIVIDUAL/FAMILY IS NEED OF FREE GLASES***

### **Lions Eye Service Clinics**

Offers a broad range of services designed to promote eye healthcare. From complete eye examinations and dialation to prescription glasses. This program is part of the Charlotte SouthPark Lions charity.

## ***SITUATION: A FAMILY HAS AN ISSUE WITH BED BUGS***

Mecklenburg County Environmental Health does not have jurisdiction or authority over bed bug complaints or mold complaints in rental apartments or rental homes. Environmental Health cannot investigate or regulate these issues.

**County residents may receive assistance from the City of Charlotte or Mecklenburg County Code Enforcement by calling 311.**

## ***SITUATION: A FAMILY WANTS TO KNOW THE SIGNS OF LICE BUGS***

Head lice most often affect children who are in direct contact with one another or who share personal items, such as brushes, hats, or scarves. Symptoms include itching, visible lice on the scalp, and lice eggs (nits) on the hair shafts.

Medicated shampoos often help, but lice are becoming resistant to some. Patiently combing and removing nits, sometimes over several days, is sometimes necessary.

**Consult a doctor for the best medical advice.**

## ***SITUATION: A YOUTH OR ADULT NEEDS IMMUNIZATIONS***

### **Immunizations**

Commonly known as shots, protect our community from deadly diseases. These diseases still exist and can spread quickly. It is better to prevent diseases then to treat



them. Your local health department offers immunizations (shots) in a safe and caring environment. They are committed to assessing and offering all shots to protect you from disease.

### **Mecklenburg County Health Department Services Provided**

- Childhood immunizations (kids must have shots for daycare and school entry)
- Adult immunizations (i.e. Hepatitis A, Hepatitis B, Zostavax, pre-rabies vaccine)
- Adolescent immunizations (i.e. HPV, Menactra, Tdap)
- College entrance immunizations
- Seasonal flu vaccine

### **Main Clinic Locations & Hours**

#### **Clinics open Monday - Friday**

*Late clinic hours on Wednesdays at Northwest and Southeast campuses **ONLY***

Please call **704-336-6500** to make an appointment.

*Northwest Campus:* 2845 Beatties Ford Road

*Southeast Campus:* 249 Billingsley Road

*Valerie C. Woodard Campus:* 3205 Freedom Drive

### **How much does it cost?**

Some immunizations provided by the Health Department are free. For paid vaccines there is a fee schedule

- ***Still need help? Dial 2-1-1 or 1-888-892-1192 to speak to a call specialist 24/7/365.***