

## Paying for Care

### Insurance

UGL participates with Medicare, Medicaid, Medicaid HMO's such as Upper Peninsula Health Plan (UPHP), all Blue Cross and Blue Shield, Tricare and many other insurance programs. UGL will courtesy bill for all commercial insurances. Please bring your insurance card to your appointment.

### Payment for Services

Co-pays, deductibles and services not covered by insurance plans are due on the day of service.

### Discounted Rates

Reduced fees for UGL services not covered by insurance are available through our sliding fee program for qualified individuals. This program can significantly reduce the cost of your office visits.

### Prescriptions

Prescriptions may be available at a discounted rate for qualified individuals.

### Financial Services/Billing Questions

Free financial counseling and screening for payment assistance programs are provided to all patients requesting assistance. A financial counselor is available to answer questions about insurance coverage or discuss payment options.

For additional information or questions, billing representatives can be reached in Iron, Marquette or Menominee Counties at 906-346-3200 or in Houghton, Keweenaw or Ontonagon Counties at 906-483-1100.

### Health Insurance Application Support

Education and assistance is available for individuals seeking health coverage options. For additional information in Marquette or Menominee Counties, please call 906-235-1394. In Houghton, Keweenaw or Ontonagon Counties, please call 906-281-0537. In Iron County, please call 906-370-4075.

## After Hours Services

A provider is on call for the clinics after hours, on weekends and during holidays.

For urgent after hours needs in Marquette or Menominee Counties, call 906-228-9440. In Houghton, Keweenaw, Iron or Ontonagon Counties, call 906-483-1000.

**In an emergency, go to your local emergency room or dial 911.**

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## U.P. CRISIS LINE

Call 906-482-4357 or 1-800-562-7622

Text 906-35NEEDS (63337)

Live Chat: [www.dialhelp.org](http://www.dialhelp.org)

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### Upper Great Lakes Family Health Center

506 Campus Drive  
Hancock, MI 49930  
(906) 483-1705

[www.uglhealth.org](http://www.uglhealth.org)

# Care Management Services



***Providing exceptional health care services for all people in the Upper Great Lakes region regardless of their ability to pay.***

# Care Management

Managing health and navigating the health care systems can be challenging especially when dealing with new or multiple health conditions.

## The Care Management Team

When patients need care management services, they are assigned to a care management team. The care management team partners with patients to help them achieve better health. The team may consist of several individuals including:

- Primary Care Provider
- The Patient
- Care Manager
- Community Health Worker
- Care Coordinators
- Others Involved in Patient Care



## The Care Management Difference

The care management team works to identify each patients' needs, develop a personalized care plan, coordinate care, provide health education and facilitate referrals to resources that benefit the patients.

Care management can:

- Assist with Prior Authorizations
- Provide Health Education
- Help with Transportation
- Coordinate Health Care Services
- Answer Questions
- Provide Connections to Community Resources
- Locate Resources for Housing, Food and/ or Utility Assistance
- Assist with Medication Management

## Accessing Care Management Services

Care management services may be provided during a medical, dental or behavioral health visit, by individual appointment, in-person or by phone during health center office hours. Co-pays and deductibles may apply.

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## For More Information:

*For more information about these and other Upper Great Lakes Family Health Center services, please contact your local Family Health Center or visit [UGLHealth.org](http://UGLHealth.org).*

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