

## Paying for Care

### Insurance

UGL participates with Medicare, Medicaid, Medicaid HMO's such as Upper Peninsula Health Plan (UPHP), 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 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, a financial counselor can be reached in Iron, Marquette or Menominee Counties at (906) 346-9275 or in Houghton, Keweenaw or Ontonagon Counties (906) 483-1177.

### 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) 372-3220. In Houghton, Iron, Keweenaw or Ontonagon Counties, please call (906) 483-1898.

## Locations

**Calumet Family Health Center**  
56720 Calumet Avenue, Calumet, MI 49913  
(906) 483-1177

**Gwinn Family Health Center**  
135 E. M-35, Gwinn, MI 49841  
(906) 346-9275

**Hancock Family Health Center**  
500 Campus Drive, Hancock, MI 49930  
Family Practice: (906) 483-1060  
Pediatrics: (906) 483-1700  
OB/GYN: (906) 483-1050

**Houghton Family Health Center**  
600 MacInnes Drive, Houghton, MI 49931  
(906) 483-1860

**Ice Lake Family Health Center**  
1500 West Ice Lake Road, Iron River, MI 49935  
(906) 265-5378

**Lake Linden Family Health Center**  
945 9th Street, Lake Linden, MI 49945  
(906) 483-1030

**Marquette Family Health Center**  
1414 W. Fair Ave., Ste. 249, Marquette, MI 49855  
(906) 449-2900

**Menominee Family Health Center**  
1110 10th Avenue, Menominee, MI 49858  
(906) 290-5000

**Ontonagon Family Health Center**  
751 South 7th Street, Ontonagon, MI 49953  
(906) 884-4120

**Sawyer Family Health Center**  
301 Explorer Street, Gwinn, MI 49841  
(906) 346-9275

Scan the QR code with your mobile device's camera to view this brochure on your phone or tablet!



## After Hours Services

A provider is on call for the clinics after hours, on weekends, and during holidays. **In an emergency, go to your local emergency room or dial 911.**

Primary Care Provider On-Call: (906) 372-3025  
Pediatric Provider On-Call: (906) 483-1000  
OB/GYN Provider On-Call: (906) 483-1000

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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**  
Upper Great Lakes Family Health Center

720 Lake Linden Avenue,  
Laurium, MI 49913  
(906) 483-1705

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

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**Our Board:** A Board of Directors, made up of health center patients, community members and area professionals, governs UGL. The board oversees policy, budget, quality improvement, planning for the future of the organization and major resource decisions impacting the Health Center.

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*Upper Great Lakes Family Health Center (UGL) is a Federally Qualified Health Center and is a Federal Tort Claims Act (FTCA) Deemed Facility.*

*UGL receives funding from The U.S. Department of Health and Human Services and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims for itself and its covered individuals.*

Revised 05/2024

# Patient-Centered Medical Home



UPPER GREAT LAKES  
**FAMILY HEALTH**



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

## We Are There For You

Upper Great Lakes Family Health Center (UGL) is dedicated to providing high quality health care for all stages of your life. Our health care team delivers services based on the Patient-Centered Medical Home (PCMH) model of care.

PCMH puts you at the center of your care, working with your health care team to create a personalized plan for reaching your goals.

Your health care team is focused on getting to know you and earning your trust. They care about you while caring for you.

**New patients are always welcome.** If you are interested in establishing or transferring your care to UGL contact the health center of your choice, and a representative will assist with the process.

### Appointments

Appointments can be made in person, through the Patient Portal or by calling your health center. UGL strives to provide easy access, and reserves time each day for patients with immediate medical needs. If a same-day appointment is needed, you may be asked to see the next available provider. Your care will be coordinated through UGL's shared medical record. Communicating the reason for an appointment will assist UGL with meeting your health care needs.

If you are unable to keep an appointment, please notify UGL as soon as possible. This allows UGL to serve other patients.

Be open and honest with your health care team so the best care possible can be provided. Tell us about your health status, medical history, illnesses, medications, visits with specialists, recent test results, emergency department visits, hospital stays, self-care information and all care received outside of UGL.

# Welcome To Your Medical Home



**Upper Great Lakes Family Health Center (UGL) uses evidence-based medicine and clinical decision support tools to guide care and treatment. We follow science based guidelines to ensure high quality, safe care.**

### Phone Calls and Messages

Your health care team can be reached by sending a message through the Patient Portal or calling your health center. When calling, you may be asked to leave your name and phone number. A member of your health care team will respond as soon as possible.

### Medications

Medications will be discussed as part of your visit. Bring all of your medications and supplements or an accurate list to every visit. Some medications require routine follow-up appointments with your provider.

Refills for medications can often be obtained by calling your pharmacy during business hours or sending a request through the Patient Portal. Requests received by phone or through the Patient Portal will be communicated to the pharmacy of your choice within 2 business days.

### Test Results

We will call you with all abnormal or questionable test results as soon as possible. Normal results may be communicated by mail or through the Patient Portal. Questions about your test results should be directed to your health care team by phone or through the Patient Portal.

### Coordinating Specialty Care

Your health care team will work with you to coordinate specialty care. We will help you decide if a specialist is needed or if your concerns can be treated by UGL. A number of partnerships with specialists and UGL have established. We are happy to arrange referrals to further assist with your care. If you receive care at an emergency department, hospital or are treated by a specialist (chiropractors, dentists, eye doctors, etc.), please ask to have a summary of your visit sent to UGL. This allows your health care team to better understand and coordinate your care.

### Care Management Services

Your health care team can provide additional support services such as counseling, self-management and health education. UGL can connect you with a variety of helpful community resources which may include food, housing and transportation assistance.

## We Provide

**Primary Care** for people of all ages includes health promotion, education about living a healthy life-style, preventive care, routine care and management of chronic health conditions.

**Behavioral Health Services** are integrated into health care experiences. Your health care team coordinates with behavioral health staff to better serve and assist you with managing all of your needs. Services include individual therapy, family therapy, care management and general education.

**Pediatric Services** include same-day appointments for urgent medical needs, well-child exams, immunizations, sports physicals and disease and medication management.

**Women's Health Services** include pregnancy, delivery and post-delivery care. UGL also provide both medical and surgical management of the female reproductive system.

**Senior Health Care** includes planning and coordination of care for the elderly including nursing home visits.

**Dental Services** includes restorative and preventive care such as exams, cleanings, fillings, extractions, x-rays and sealants for children.

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*Upper Great Lakes Family Health Center provides service to all people in the Upper Great Lakes region regardless of age, religion, language, physical and mental capacity, gender, sexual orientation, housing status and ability to pay.*