

Appointment Keeping

Preparing to transition to adult-centered healthcare can feel like a daunting task. That said, with a little help and organization, you will be successful!

1. **Doctor's information:** If you have a smartphone or electronic device for capturing contacts, make sure to add your primary doctor and any specialty doctor you see, to allow for easy access.
2. **Take the lead:** During your medical appointments, make note of any follow-up appointments or labs you need to complete. A smartphone or electronic device can be a great tool for tracking appointments and setting reminders. Signing up and using the patient portal can be a support as well. This can be found at myuofmhealth.org.
3. **Know your resources:** If you have a Medicaid Health Maintenance Organization (HMO), you likely have access to transportation or mileage reimbursement. You can call the phone number on the back of your Medicaid card or ask to speak to the clinic social worker or contact the Guest Assistance Program at 734-764-6893 for more information.
4. **Track your symptoms and know when to call:** You are the expert of your body. Make note of any unusual changes or symptoms you experience, including the date of occurrence, so you can share this important information with your doctor during your next visit. If symptoms are severe, contact your doctor immediately. Your doctor can help you understand when calling is appropriate.
5. **Understand your insurance:** This can be confusing but there is support. First identify if you have a private health insurance plan (BCBS, Aetna, Blue Care Network, HAP, or other), a Medicaid HMO, and/or Children's Special Health Care (covers certain specialty doctors). You can call the phone

number on the back of your insurance card if you have questions about your coverage or to understand your benefits. Some important questions to ask include:

- What are your co-pays for appointments, tests, and medications?
- What is your deductible?
- What might be your out-of-pocket costs for the year?

You can also contact the hospital's patient financial counselors at 734-232-2621 to confirm if your insurance is accepted at Michigan Medicine or visit: <https://www.uofmhealth.org/patient-visitor-guide/insurance>.

6. **Stay Current:** Some insurance coverage requires renewal, such as a Medicaid HMO or Children's Special Health Care (CSHCS). The State of Michigan's Department of Health and Human Services (DHHS) or CSHCS Program will send you documents in the mail when your renewal time is near. Know that you can contact your county's DHHS office if you have questions or visit: Michigan.gov. For CSHCS questions, you can contact your county's health department and speak to the program's representative or nurse.

Vocabulary List

- **Co-pay:** a fixed, out-of-pocket amount of money, that you pay with each appointment, test, or medication
- **Deductible:** an amount of money that you pay in total before insurance starts to pay for appointments, tests, or medications.

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