HEALTHY
DELAWAREANS

today & tomorrow

HEALTHCARE RESOURCE GUIDE

Making Healthcare Accessible

If you or someone you care about is one of the more than 105,000 uninsured Delawareans, you know that sometimes access to the healthcare system seems complicated. But, healthcare should never be beyond the reach of those who need it.

This resource guide was created to help people in Delaware without health insurance find their way to better health by—

- ✓ finding appropriate medical care
- ✓ gaining access to prescription assistance programs
- ✓ getting transportation to and from medical appointments

Start Here

If you need healthcare, but do not have insurance coverage, you can start getting answers to your questions by calling the Delaware Helpline toll-free at 1-800-464-HELP (4357). (If calling from outside Delaware, the toll-free number is 1-800-273-9500.) Representatives are there to take your call Monday – Friday from 8:00 a.m. to 5:00 p.m. and provide you with information and referrals to state agencies and community resources. Additional information about the support provided by the Delaware Helpline can also be found by visiting www.delawarehelpline.org.

Don't wait! Call the Delaware Helpline at 1-800-464-HELP(4357) or visit www.delawarehelpline.org

Healthcare Options Across Delaware

- **Community Healthcare Access Program (CHAP)**—determines eligibility for and provides a link to low-cost or no-cost medical care through statewide community health centers, the Voluntary Initiative Program (VIP) and hospitals throughout Delaware.

  Call 1-800-996-9969 and select option "3" from the menu.

- **Christiana Care Health System**—one of the region's largest not-for-profit healthcare providers serving the people of Delaware with centers of excellence in cardiology, cancer, women's health services and the highest intensity Level-1 trauma care and Level-3 neonatal intensive care. Christiana Care's presence across Delaware involves operating two hospitals, transitional care services, a network of primary care physician offices and an extensive range of outpatient and home health services.

  Call 302-428-4100 or visit www.christianacare.org.

- **Community-based Healthcare Facilities**—located throughout Delaware. Included in this group are federally qualified health centers that offer comprehensive health care services to all, regardless of ability to pay, through sliding fee scales based on family size and income. Other community-based programs offer health care services through volunteer providers for free or at reduced prices.

  Refer to the enclosed chart for a list of program services, locations and contact information.

- **Medicaid and Delaware Healthy Children Program**—Medicaid is a jointly funded federal/state program to provide healthcare coverage to certain individuals and families with low-incomes. Likewise, the Delaware Healthy Children Program (DHCP) is Delaware's version of the State Children's Health Insurance Program (SCHIP) and provides health insurance to low-income children whose family income is too high to qualify for Medicaid. DHCP provides affordable monthly premiums and covers children up to the age of 19 with a wide range of medical services. DHCP eligibility is based on a family's gross monthly income and number of family members in the home.

  Call the Health Benefits Manager at 1-800-996-9969 and select option "1" from the menu or visit www.dhss.delaware.gov/dhss/dmma for information.

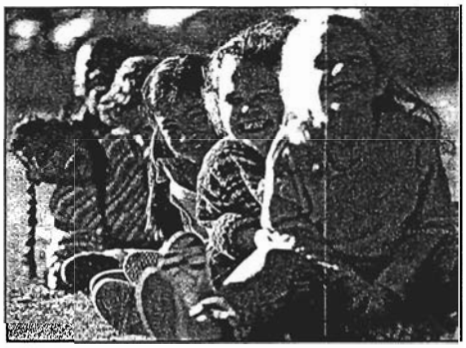
- **Nemours**—operates more than a dozen nonprofit pediatric health centers in Delaware and southeastern Pennsylvania. A full range of healthcare services, including primary care, neonatal intensive care, inpatient hospital care, orthopedics, cardiology and surgery, are offered in local communities in the tradition of the renowned Alfred I. duPont Hospital for Children in Wilmington. Additionally, low-income Delaware seniors can access the Nemours Health Clinic for key health services such as dental care, eye care and eyeglasses, hearing tests and hearing aids.

  Call 1-888-533-3543 for information about the pediatric health centers and 1-800-763-9326 (Milford office) or 1-800-292-9538 (Wilmington office) for information about the Nemours Health Clinic or visit www.nemours.org.

- **Voluntary Initiative Program (VIP)**—managed by the Medical Society of Delaware's nonprofit Delaware Foundation for Medical Services. More than 500 primary care doctors and specialists participate in the statewide VIP network and provide care to eligible uninsured Delawareans referred to them through CHAP.

Bringing Together Helpful Resources

Whether it is help finding appropriate medical care, obtaining access to prescription medicines, or getting transportation for medical appointments, the following chart puts important information at your fingertips for quick and easy reference.



Please see the following pages for important health information listed by county.

HEALTHY DELAWAREANS today & tomorrow	Dental	Geriatric (Seniors)	Gynecological (Women's Health)
New Castle County			
Christiana Care Health System www.christianacare.org **Wilmington Hospital Health Center** 501 West 14th Street Wilmington, DE 19801 302-428-4410	•	•	•
Claymont Family Health Services 3301 Green Street Claymont, DE 19703 302-798-9755 www.claymontcenter.org Provides care to adults and children with no health insurance.		•	•
Henrietta Johnson Medical Center www.hjmc.org **601 New Castle Avenue** Wilmington, DE 19801 302-655-6187	•	•	•
700 Lea Boulevard Suite 201 Wilmington, DE 19802 302-761-4610	•	•	•
St. Francis Hospital 302-652-LIFE (5433) www.stfrancishealthcare.org Operates outreach programs in Wilmington and Newark. **The Center of Hope** Red Mill Square Shopping Center 1220 Capital Trail Newark, DE 19711 302-369-9370 A full-service family practice office that provides primary healthcare service to individuals and families who are uninsured and underinsured. People pay only what they can afford based on a sliding scale.		•	•
St. Clare Medical Van Wilmington 302-575-8218 A full-service doctor's office on wheels for people of all ages without health insurance.		•	•

•	•	•	•	•	•	Immunizations
		•	•	•	•	Lab Services
•	•	•	•	•	•	Medicaid Enrollment Assistance
				•	•	Mental Health
•	•	•	•	•	•	Pediatric (Children)
•	•				•	Pharmacy Service
		•	•	•		Podiatry (Foot Care)
	•	•	•		•	Pre-natal (Healthy Baby)
•	•	•	•	•	•	Primary Care (Family Medicine)
•	•	•	•		•	Surgery
						Vision (Eye Care)

HEALTHY DELAWAREANS **today & tomorrow**

	Dental	Geriatric (Seniors)	Gynecological (Women's Health)
New Castle County (continued)			
St. Francis Hospital (continued) 302-652-LIFE (5433) www.stfrancishealthcare.org Operates outreach programs in Wilmington and Newark. **Tiny Steps Program** St. Francis Hospital Family Practice Office 7th and Claymont Street Wilmington, DE 19805 302-575-8040 A complete pre-natal and maternity care program for women and children who are uninsured and underinsured. People pay only what they can afford based on a sliding scale.			•
Westside Health www.westsidehealth.org **1802 West 4th Street** Wilmington, DE 19805 302-655-5822	•	•	•
Northeast Community Health 908-B East 16th Street Wilmington, DE 19802 302-575-1414	•	•	•
Brookside Plaza 27 Marrows Road Newark, DE 19713 302-455-0900	•	•	•
Kent County			
Bayhealth Medical Center **Kent General Hospital** 640 South State Street Dover, DE 19901 302-674-4700 www.bayhealth.org		•	
Delmarva Rural Ministries **Kent Community Health Center** 1095 South Bradford Street Dover, DE 19904 302-678-2000 www.drminc.org			

•			•	•	•	•	Immunizations
•	•		•	•	•		Lab Services
	•		•	•	•	•	Medicaid Enrollment Assistance
•	•		•	•	•		Mental Health
•	•		•	•	•	•	Pediatric (Children)
			•	•	•	•	Pharmacy Service
	•		•	•	•		Podiatry (Foot Care)
•			•	•	•	•	Pre-natal (Healthy Baby)
•			•	•	•	•	Primary Care (Family Medicine)
	•					•	Surgery
							Vision (Eye Care)

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	Dental	Geriatric (Seniors)	Gynecological (Women's Health)
Kent County (continued)			
Hope Medical Clinic 1121 Forest Avenue Dover, DE 19904 302-735-7551		•	•
Sussex County			
Bayhealth Medical Center **Milford Memorial Hospital** 21 West Clarke Avenue Milford, DE 19963 302-422-3311 www.bayhealth.org		•	
Beebe Medical Center 424 Savannah Road Lewes, DE 19958 302-645-3300 www.beebemed.org		•	•
La Red Health Center 505 West Market Street Suite A Georgetown, DE 19947 302-855-1233		•	•
Nanticoke Memorial Hospital 801 Middleford Road Seaford, DE 19973 302-629-6611 www.nanticoke.org Ask to speak with someone in the Resource Management Office for questions about services available to people without healthcare insurance.		•	•

•	•	•		•	Immunizations
•	•	•	•		Lab Services
•	•	•	•	•	Medicaid Enrollment Assistance
	•		•		Mental Health
•	•	•	•		Pediatric (Children)
•		•			Pharmacy Service
•			•	•	Podiatry (Foot Care)
	•	•			Pre-natal (Healthy Baby)
	•			•	Primary Care (Family Medicine)
•		•	•		Surgery
					Vision (Eye Care)

Prescription Medicine

AZ&Me™ Prescription Savings Programs
1-800-AZandMe (1-800-292-6363)
www.AZandME.com

Help with getting AstraZeneca medicines free of charge or at a significant savings.

Delaware Prescription Assistance Program (DPAP)
1-800-996-9969 and select option "2" and then option "1"
www.dhss.delaware.gov/dhss/dmma

Access to prescription medicines for people age 65+ and/or disabled individuals without prescription coverage who have incomes below 200% of the federal poverty level or have prescription costs exceeding 40% of their income.

Partnership for Prescription Assistance (PPARx)
1-888-4PPA-NOW (1-888-477-2669)
www.pparx.org

Information on more than 475 prescription assistance programs.

Together RxAccess™
1-800-444-4106
www.togetherrxaccess.com

Savings card program on brand name and generic prescription medicines for people without insurance and not eligible for Medicare.

Transportation

Generations Home Care
302-658-6731 (New Castle County)
302-734-7005 (Kent County)
302-856-7774 (Sussex County)
www.ghcde.org

Free door-to-door transportation to and from medical appointments.

Have a Healthcare Need?

Getting the right information may mean the difference between living with a healthcare issue and living a better life in Delaware.

Call the Delaware Helpline at
1-800-464-HELP(4357) or visit www.delawarehelpline.org

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Notes

If you have a healthcare need, call the Delaware Helpline at 1-800-464-HELP(4357) or visit www.delawarehelpline.org

Delaware
Helpline

United Way of Delaware continues to broaden its collaboration with AstraZeneca to help Delawareans remain healthy and independent.

United Way
HEALTHY AND INDEPENDENT COMMUNITIES

A United Way of Delaware initiative
Supported by AstraZeneca

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