

# Thurston County Project Access Provider Front Office Information

---

The information below pertains to patients with Thurston County Project Access (TCPA) coverage:

## 1. Patient ID/Proof of Coverage

- At TCPA enrollment, our client(s) are instructed to present their TCPA ID card when checking in for their appointment at your office.
- Please inform our office if a client(s) has a scheduled appointment after the current TCPA expiration date.
- Some newly enrolled client(s) may not yet have received their ID card from our office, but should have a letter that confirms coverage and contains the patient's ID number.
- A patient's ID number can also be found at the top of the *Client Information Sheet*, faxed by our office along with the referral and medical records.

## 2. Scheduling

- First appointments:
  - Contact the patient directly for first scheduled appointment. Or
  - Contact TCPA directly with the first scheduled appointment and TCPA will coordinate with the patient.

*Please, use the scheduling procedure that is most appropriate for your office.*
- **Non-English** speaking client(s): Please contact TCPA **NOT** the patient to schedule **ALL** appointments. TCPA will notify the patient as well as arrange for a certified medical interpreter. There is no need for your office to mail a registration packet, since TCPA instructs both the patient and the interpreter to arrive 15-to-30 minutes prior to the first appointment to complete the paperwork.
- Follow-up appointments: TCPA client(s) are authorized to schedule their follow-up appointments directly with your practice. TCPA does not usually track these appointments, except to determine whether to extend a client's coverage.

## 3. Payments

- TCPA is not a health insurance plan but a charity care program. The providers in your practice donate their services to client(s) with TCPA coverage; therefore, no co-pays or co-insurance payments are collected while the client has TCPA as primary coverage.
- **First Choice Health Network** has graciously agreed to provide claims data management and reporting effective January 1, 2010 for TCPA. This will allow for two options regarding submission of claims.
  1. Electronically by using the **Payor I.D. Number 91131** or
  2. Mail directly to **First Choice Health Network, PO Box 2289, Seattle, WA 98111-2289**

*Claims must include the Group Name "TCPA" and the Patient I.D. number; example: TCPA120012345.*

Thank you for your assistance!

Thurston County Project Access  
2409 Pacific Avenue, SE  
Olympia, WA 98501  
Provider Line: (360) 493-5497 Fax: (360) 493-7708