

ST. COLUMBA – VISION, DENTAL AND PRESCRIPTION – GUIDELINES

It is the responsibility of the referring agency to verify eligibility, complete all information, and fax all necessary documents to 622-2569. Clients who contact St. Columba directly will be instructed to return to their referring agency to have the proper paperwork completed. The following are eligibility guidelines and procedures for the Vision, Dental and Prescription Programs of St. Columba. If you still have questions after reading these guidelines, you may call 627-6748 for further assistance.

ELIGIBILITY

- Clients must be homeless in Norfolk with a verifiable Norfolk address prior to homelessness or express the intent to become a permanent Norfolk resident. Homeless is defined as:
 - Staying on the streets or any other location not meant for habitation (e.g., car, tent, abandoned building, etc.)
 - Staying in an emergency shelter
 - Staying with family or friends, transitional housing, or permanent supportive housing **for less than 90 days**
- Clients cannot have access to any other resources to secure services being requested
- Clients cannot have exceeded limits:
 - Prescription: No limit at this time
 - Vision: One exam and one pair of glasses
 - Dental: No limits have been set
- Check the service(s) desired and all paperwork must be complete or services may be delayed or prevented; this includes: referral form, copies of original prescriptions, release of information (all information can be on the same release for multiple services). If you have previously sent a release for appropriate agencies, please check "on file" on the far right beside service.

PRESCRIPTION PROCEDURES

- Referring agency completes the referral form, including the section for prescription assistance
- The client completes a release for St. Columba and Hague Pharmacy or "on file" is checked on the referral form
- Copies of new prescriptions are made and/or the refill section is completed with prescription information for refills
- Do not complete the refill section if there are not refills; do not request assistance if there is not a valid prescription or refills
- We do not fill narcotic medications or other medications not medically necessary (case by case)
- The referring agency faxes all paperwork to St. Columba; we send approval to the pharmacy or contact the referring agency if there are problems
- We work **ONLY** with Hague Pharmacy: 622-0222; 400 Gresham Dr.; M-F 8:30-5:30
- Client or representative **MUST** have the original prescription to pick up a new prescription

DENTAL PROCEDURES

- Referring agency completes the referral form, including the section for dental assistance
- The client completes a release for St. Columba and Park Place Dental Clinic or "on file" is checked on the referral
- The referring agency faxes all paperwork to St. Columba; a voucher will be faxed back to the referring agency to use in place of the \$25 fee for services
- To receive services from Park Place Dental Clinic, all guidelines for their clinic must be followed:
 - Client must present Monday - Thursday 9am to 2:30pm at 606 West 29th St. 23508 for screening
 - Proof of household income – Last three paystubs, last year's tax return or a W6 – A letter from the referring agency stating no income will be accepted
 - Proof of Norfolk residency – A letter from the referring agency stating the client is homeless in Norfolk will be accepted
 - Picture ID – Drivers License or ID Card as proof of age – all clients must be 18 or older
 - A list of all medications the client is currently taking
 - Submit the voucher as payment required at scheduling
- For follow up appointments, fax the appointment sheet to St. Columba with the client's date of birth written at the top and a voucher will be faxed back. Make sure it is submitted to the dentist by the deadline stated on the appointment form.

VISION PROCEDURES

- Referring agency completes the referral form, including the section for vision assistance
- Have the client complete a release for St. Columba and Dr. Elizabeth Borza/Pearle Vision and the Lions Club or check "on file"
- The referring agency faxes all paperwork to St. Columba; a voucher will be faxed back to the referring agency to use in place of the \$40 fee for services.
- The voucher will have a box checked with information on which Lions Club to contact for glasses after the exam
- To receive a vision exam:
 - Case manager or client must call 587-6828 to schedule an appointment
 - Dr. Elizabeth Borza/Pearle Vision is located at 128 A East Little Creek Rd., Wards Corner, Norfolk, VA 23505
 - Submit the voucher as payment for the exam

All referrals must be sent by 3:00 PM Monday through Thursday and noon Friday to be processed the same day. Referrals are not processed on holidays or weekends and may be delayed the last week before school, the week of Thanksgiving and the weeks before and after Christmas.