

GUIDE

to Health Care Services

For low-income,
uninsured,
or underinsured
residents in the

Richmond Highway
Community of
Fairfax County

2020



Prepared by the South County Task Force for Human Services
in cooperation with community health care providers

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GUIDE TO HEALTH CARE SERVICES IN THE RICHMOND HIGHWAY COMMUNITY FOR LOW-INCOME, UNINSURED, OR UNDERINSURED RESIDENTS

Where can low-income, uninsured, or underinsured residents turn for health care? This guide can help residents, their families, and service providers find the best starting place. The guide covers the Richmond Highway Community in Fairfax County. See page *iii* for a map of the Route 1 Community.

The hotline at Fairfax County Community Services — **703-222-0880** — can also direct you to specific services for health care or other basic needs. Other Northern Virginia health care providers for low-income, uninsured, or underinsured residents are shown at the website: <https://www.fairfaxcounty.gov/health/sites/health/files/assets/documents/pdf/nova-safety-net-providers.pdf>. For the most recent information, call the clinics.

Charts for the clinics are listed alphabetically in this guide. Each chart gives the same type of information on each clinic. The questions below direct you to a clinic that can meet your needs.

Answer the three questions below to see which clinic you should start with.

1. Do I have adequate insurance to cover my needs?

- Yes.** Call Neighborhood Health or a private practice.
- No.** Call **Simplicity Health**. See below.
- I don't know.** To make an appointment to check if you are eligible, call **Neighborhood Health** or the **Fairfax County Health Department**.

2. Is my income less than twice the federal poverty level? That level is about \$25,000 for one person or \$42,000 for a family of three.

- Yes.** You can go to most clinics in this guide.
- No.** Call **Simplicity Health**. See below.
- I don't know.** To make an appointment to check if you are eligible, call **Neighborhood Health** or the **Fairfax County Health Department**.

3. What type of care do I need?

- Pre-natal**
Call **Fairfax County Health Department** for qualification and referral to Inova Cares Clinics for Women.
- Family (pediatric, adolescent, or adult)**
Call **Neighborhood Health** or **Fairfax County Health Department**.
- Adult**
Call **Neighborhood Health, Fairfax County Health Department, or Simplicity Health**.
- Mental Health/Substance Abuse**
Call **Fairfax-Falls Church Community Services Board**.
- Dental**
Call **Neighborhood Health** or **United Community** for a referral to **Northern Virginia Dental Clinic**. The **Fairfax County Health Department** offers dental services for people under age 20 on Medicaid or income-eligible.

The South County Task Force for Human Services is a volunteer activist organization that seeks to improve the quality of life and promote social and racial equity in the Richmond Highway Community and surrounding magisterial districts of Fairfax County. It has advocated for affordable housing, health care, and other services since 1975. The Task Force is a nonsectarian, nonpartisan organization with a steering committee of elected individuals and selected organizations.

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South County Task Force steering committee member Francine Jupiter led the updating of this guide to reflect changes in the health care system as of July 1, 2019. Jo Deckert provided design and typography.

Very special thanks to Vic Marshall of Ventures in Community for providing the printing costs.

Mary Paden, Task Force Chair

South County Task Force Steering Committee

Elected members: Mary Paden, Chair, Tiffany Pryce, Vice Chair; Steve Hunt, Secretary; Lanita Thweatt, Treasurer; Francine Jupiter and Mattie Palmore, members at large.

Organizational members: Alison DeCoursey, Executive Director, United Community; Pam Michell, Director, New Hope Housing; Linda Patterson, Executive Director, Lorton Community Action Center; Cristina Schoendorf, Director of Literacy, United Community/Progresso; Jane Downing Knops, Director of Community Partnerships, and Eduardo Mantilla Torres, Outreach and Eligibility Coordinator, Neighborhood Health.

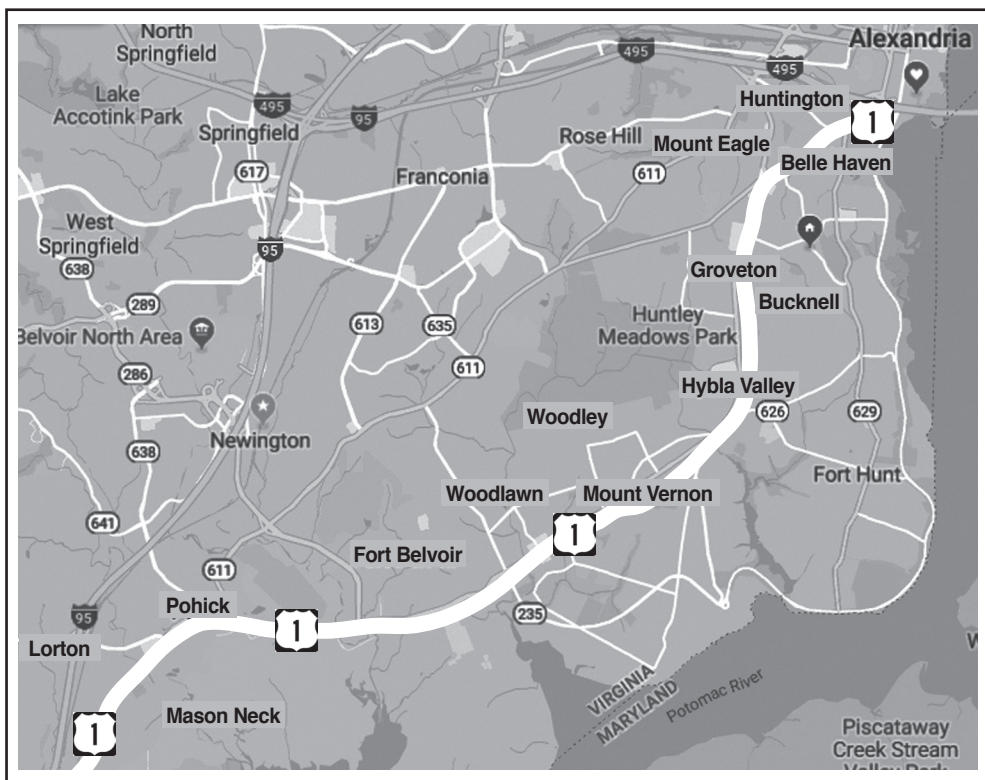
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The **Fairfax County Richmond Highway Community** runs from the City of Alexandria to the Prince William County border through the Fairfax magisterial districts of Mount Vernon and Lee.

The corridor transverses the neighborhoods of Huntington, Mount Eagle, Belle Haven, Groveton, Bucknell, Hybla Valley, Woodley, Woodlawn, Mount Vernon, Fort Belvoir, Mason Neck, and Lorton.



INTRODUCTION

South County saw two big changes to health care for low-income uninsured and underinsured residents in 2019.

First, on January 1, about 400,000 adults in Virginia, about 30,000 of them in Fairfax County, became eligible for Medicaid Expansion, which was passed by the Virginia General Assembly in 2018. By July, 300,000 of those eligible had signed up for the program. Medicaid expansion provides coverage for adults with incomes up to 138 percent of the federal poverty level, which is \$16,750 a year for a disabled person or able-bodied adult and \$28,700 for a family of three. Providers in this guide, especially Neighborhood Health and Fairfax County, can help residents sign up for this benefit.

Second, as of July 1, Fairfax County Health care services for uninsured and underinsured residents were reorganized. In the Lee and Mt. Vernon Districts, Neighborhood Health, a non-profit federally qualified health center, has taken over many of the duties and facilities of the Fairfax County Community Health Care Network, which had provided primary care services to approximately 16,000 low-income county residents. The Merrifield and South County Center clinics became part of the Neighborhood Health system, which now operates 12 clinics throughout the county, including three in South County.

Fairfax County provides financial support to Neighborhood Health to build capacity, increase access to integrated primary care, and expand the safety net for delivery of family health care services.

Neighborhood Health offers:

- Affordable, primary care services, including medical, dental, and behavioral health services. These services are available for families, including children.
- Referrals to partnerships with local hospitals and other community providers for specialty care.
- Free translation services and staff who speak languages other than English.

This updated guide reflects the changes in Fairfax County and Neighborhood Health services. Other providers in this guide reviewed and updated their listings.

We received many compliments on the usefulness of the first (2018) edition of the guide from county social service providers, nonprofits, and faith communities that run food pantries and other services.

This guide is available free at Route 1 Community health clinics, social service nonprofits, the Gerry Hyland South County Center, the Gartlan Center and many of the area churches belonging to Ventures in Community. An electronic version is distributed with the South County Task Force Newsletter. It is also posted on the websites of several nonprofits including United Community and Ventures in Community.

Mary Paden, South County Task Force Chair

Important Telephone Numbers

Fairfax County Health Department	703-704-5203
Fairfax-Falls Church Community Services Board (CSB)	703-383-8500
Neighborhood Health	703-535-5568
Northern Virginia Dental Clinic	703-820-7170
Simplicity Health	571-665-6610

FAIRFAX COUNTY HEALTH DEPARTMENT

South County Location	South County Center, 8350 Richmond Highway, Suite 233 Four other clinics throughout Fairfax County.
Phone	703-704-5203
Website	www.fairfaxcounty.gov/health/clinics
Who served	We offer public health services such as vaccinations, TB testing, refugee health screening, and international travel health services. We serve low-income children and adults, including pre-natal care.
Service area	Fairfax County, the City of Fairfax, and the City of Falls Church.

ELIGIBILITY

Financial eligibility	Fees and eligibility vary by program. Make an appointment with a family assistance worker to see if you qualify for particular programs.
Insurance accepted	Some. See family assistance worker when signing up.
Fees	Sliding scale for some services depending on your income.
Residential eligibility	You must be a resident of Fairfax County or the cities of Fairfax or Falls Church (except for sexually transmitted infections services).

SERVICES

Adult	Yes.
Pediatric	The Infant Development Program provides services for infants from birth to age 2 who may have developmental issues. Services include evaluations, specialized teaching, referrals, and possible home visits by a public health nurse. The Women, Infants and Children (WIC) program is a federally funded supplemental food program for pregnant, postpartum, or nursing women, and infants, or children under age 5. Clients must be at nutritional risk and income eligible.
Pre-natal and Post-Partum care	Pregnancy testing and comprehensive pre-natal care offered in partnership with Inova Cares Clinic for Women. We offer the federal WIC nutrition program (see above). Home visiting services include pre-natal support; postpartum follow up; assessment and support for depression or intimate-partner violence; support for parenting skills and parent-child bonding; and checks for infant developmental delays.
Preventive care	The FCHD provides routine, non-routine, and travel immunizations to adults and children. Most childhood vaccines are free; payment plans can be set up for any charges.

FAIRFAX COUNTY HEALTH DEPARTMENT (continued)

SERVICES continued

Dental	Dental services are offered to those under age 20 who have Medicaid or are income-eligible. Some dental services: (exams, cleanings, restorative services, and extractions) are offered to pre-natal women served by Inova Cares.
Eye care	In partnership with Lions Eye Care clinic and community providers, clients get a free eye exam and basic glasses.
Behavioral care	Referrals to Community Services Board and Federally Qualified Health Centers.
Lab work	Limited.
Medications	Yes, for certain communicable diseases.
Public Health Services	Fairfax County’s Division of Epidemiology & Population Health provides surveillance of communicable and noncommunicable diseases; case and outbreak investigations; prevention and population health assessments. A tuberculosis control program provides evaluations, chest x-rays (Annandale and Fairfax locations), medication, treatment, and follow-up. A sexually transmitted infections program provides testing, medications, counseling, oversight of treatment, and education. Services are confidential and payment is on a sliding scale based on income. Free to those under age 19. Clinics on Mondays and Fridays by appointment.
Other	Speech and hearing services for children and adults; Adult-Day Health Care center for older adults; public health nurses and school health aides that serve schools in the South County; child car safety seats.
Specialists	Infectious disease specialists for tuberculosis and sexually transmitted infections. Referrals to other specialists.

GETTING IN

Point of entry	Call 703-704-5203 Monday–Friday, 8 a.m. to 4:30 p.m.
Waiting list	Varies based on service.
Languages	English and Spanish spoken on site. Phone translation services for other languages.

BACKGROUND

Profit/nonprofit	County government program.
Year established	1917
Funding/operation	Funding through Fairfax County includes local, state, and federal dollars as well as some grant funding.
Source of information	Susan Fay, former Nurse Manager at the Mount Vernon location of the Fairfax County Health Department and Christopher Revere, Deputy Director for Innovation and Planning, Fairfax County Health Department.

FAIRFAX–FALLS CHURCH COMMUNITY SERVICES BOARD

(CSB) BEHAVIORAL HEALTH AND DEVELOPMENTAL DISABILITY SERVICES

South County Location	Gartlan Center, 8119 Holland Road, Alexandria, VA 22306 Other facilities throughout Fairfax County.
Phone	Entry/Referral Services: 703-383-8500; Gartlan Center: 703-360-6910
Website	http://www.fairfaxcounty.gov/csb/
Who served	People who have mental illness, substance-use disorders, and/or developmental disabilities. Early intervention services for infants and toddlers who have developmental delays. On-site primary care is available to CSB clients at the Gartlan Center through a partnership with Neighborhood Health.
Service area	Fairfax County, the City of Fairfax, and the City of Falls Church.

ELIGIBILITY

Financial eligibility	No specific income requirements—it depends on the service. Fees are based on the “Ability to Pay Scale” (see website). Fee depends on income and number of dependents as shown on your most recent tax return.
Insurance accepted	Public and some private insurance accepted. CSB can file claims and accept reimbursement with most health insurance plans for those eligible for services.
Fees	Yes. Fees help offset the cost of providing services.
Residential eligibility	Residents of Fairfax County and the cities of Fairfax and Falls Church.

SERVICES

Adult	All residents can access CSB emergency services; entry and referral services; and wellness, health promotion, and prevention services. Other nonemergency services are primarily for people whose conditions seriously impact their daily functioning. Priority is given to those with substance-use disorders, pregnant women and girls, intravenous drug users, and people asking for treatment for abuse of heroin and other opioid drugs. Contact CSB if you have concerns about mental health, substance use, or intellectual or developmental disability. It will offer you appropriate treatment and resources or refer you to other service providers in the community.
Pediatric	Contact the Infant and Toddler Connection services (see website) if you have children up to age 3 with developmental delays. You must meet certain eligibility requirements for treatment. Adolescent and youth services are provided at the South County Center.

FAIRFAX–FALLS CHURCH COMMUNITY SERVICES BOARD (CSB) BEHAVIORAL HEALTH AND DEVELOPMENTAL DISABILITY SERVICES

SERVICES continued

Pre-natal care	No.
Preventive care	CSB Wellness, Health Promotion & Prevention Services engage the community in activities to strengthen emotional health. They also help community members handle complications related to substance use and mental illness.
Dental	Dental care is through Neighborhood Health at their clinic.
Eye care	No.
Behavioral care	Yes. Mental illness, substance abuse, and developmental disabilities.
Lab work	Labs are provided on site by LabCorps for CSB clients on scheduled days.
Medications at lower prices	Yes. Genoa Pharmacy is located at Gartlan Center. The Patient Assistance Program provides some medications.
Specialists	Our staff and contract service providers include psychiatrists, psychologists, nurses, counselors, therapists, case managers, and peer specialists.
Point of entry	Call 703-383-8500 Monday–Friday, 9 a.m. to 5 p.m. Youth and adults can come directly to the Merrifield Center (address below) for screening Monday–Friday, 9 a.m. to 5 p.m.
Emergency services	For emergency mental health services 24/7, call 703-573-5679. Or go to Merrifield Center (address below), lower level, rear entrance, park on level P-2. Call 911 immediately if you are in a life-threatening situation and ask for a Crisis Intervention Trained officer.

GETTING IN

Entry point	Entry & Referral Services: 703-383-8500 Merrifield Center, 221 Willow Oaks Corporate Drive, Fairfax, VA 22031. 24/7 emergency services.
Waiting list	Varies depending on service.
Languages	Varies depending on service.

BACKGROUND

Profit/nonprofit	Government.
Year established	1969
Funding/operation	This CSB is one of 40 in the state. The CSB receives local, state, and federal funding in addition to fees and third-party payments.
Source of information	Sean C. Graham, Behavioral Health Manager, Gartlan Center.

NEIGHBORHOOD HEALTH

South County Locations	Twelve sites in Alexandria, Arlington, and Fairfax. 6677 Richmond Highway across from Beacon Mall. (Adults and pediatrics) South County Government Center, 8350 Richmond Highway, Suite 302. (Adults only) 2616 Sherwood Hall Lane, in the Sherwood Hall Medical Center Building. Ground Floor. (Pediatrics only)
Phone	703-535-5568
Website	www.neighborhoodhealthva.org
Who served	Low-income children and adults.
Service area	The Route 1 Community as well as Alexandria, Arlington, and much of Fairfax County.

ELIGIBILITY

Financial eligibility	Clients at less than 200 percent of the poverty level can receive services for a fee on a sliding scale.
Insurance accepted	Medicaid; FAMIS, Virginia's health insurance program for children; Medicare; and private insurance from most insurance plans. Half of patients don't have any health insurance. Fees can be lowered on a sliding scale for low-income people who don't have insurance or who have insurance with high co-pays and deductibles. Low-income Medicare patients without drug coverage can get cheaper drugs.
Insurance enrollment assistance?	Yes. Call 703-535-5568. We help sign people up for the Affordable Care Act; we help sign up children and adults for Medicaid.
Fees	For those below 200 percent of the poverty level, sliding scale fee payments range from \$15 to \$58 for a medical visit. A lab fee is about \$19 to \$25. Higher fees apply for those with incomes over 200 percent of the poverty level.
Residential eligibility	None.

NEIGHBORHOOD HEALTH (continued)

SERVICES

Adult	Yes. We are a primary care medical home. We offer services similar to those of any private family practice, including women's health and family planning.
Pediatric	Yes, at two locations: 6677 Richmond Highway and 2616 Sherwood Hall Lane.
Pre-natal care	Pregnant women are referred to the Fairfax County Health Department.
Preventive care	Yes. Includes preventive care, such as immunizations and cancer screenings.
Dental	Yes, basic care (exams, x-rays, cleaning, fillings, extractions); no root canals or dentures. Referrals to Northern Virginia Dental Clinic.
Eye care	Basic eye screening.
Behavioral care	Yes. Behavioral health services are integrated with the medical care. We screen people for depression. If you screen positive, you can be seen by one of the counselors on-site. We also work with the Community Services Board at mental health care sites like the Gartlan Center.
Lab work	Yes
Medications at lower prices	Yes.
Specialists	Referrals.

GETTING IN

Point of entry	Call the main number 703-535-5568 for an appointment or to find out if you are eligible.
Waiting list	No.
Languages	English, Spanish, Amharic. Other languages available through telephonic interpretation.

BACKGROUND

Profit/nonprofit	Nonprofit.
Year established	1997
Financing	Grants, self-pay, insurance (reimbursement), and donations.
Source of information	Jane Downing Knops, Director, Community Partnerships & Communications.

NORTHERN VIRGINIA DENTAL CLINIC

South County Location	Fairfax location: 8221 Willow Oaks Corporate Drive #450, Fairfax Va., 22031. A second clinic is in Sterling.
Phone	703-820-7170
Website	www.nvds.org
Who served	Low-income adults (over age 18) referred through a participating referral agency (see point of entry below).
Service area	Northern Virginia Counties: Arlington, Fairfax, Loudon, and Prince William (partial). City of Fairfax and City of Falls Church. Specifically, zip codes 22301 through 22312, plus 22315, 22079 (Lorton), and 22060 (Ft. Belvoir).

ELIGIBILITY

Financial eligibility	Must be at or below 200 percent of the federal poverty level.
Insurance accepted	No.
Fees	Clients are responsible for the cost of their treatment. Basic service fee is \$50 per visit. Additional fees for dentures, partial dentures, denture relines and repairs, night guards, crowns, biopsies, and prosthetics.
Residential eligibility	Must be a resident of the service area described above, (see point of entry, below).

SERVICES

Adult	Yes.
Pediatric	No.
Pre-natal care	No.
Preventive care	No.
Dental	Yes.
Eye care	No.
Behavioral care	No.
Lab work	Yes. Through a third party.
Medications at lower prices	No.
Specialists	Yes.
Other	No.

NORTHERN VIRGINIA DENTAL CLINIC (continued)

GETTING IN

Point of entry	You need a referral from a social service agency. Agencies in our area are United Community at 703-768-7106 and Neighborhood Health at 703-535-5568. For referrals in other areas, see www.nvds.org-northern-virginia-dental-clinic .
Waiting list	First come first served, based on availability.
Languages	English. Non-English speakers are required to bring an interpreter with them at the time of service.

BACKGROUND

Profit/nonprofit	The Northern Virginia Dental Clinic is a private nonprofit organization established by members of the Northern Virginia Dental Society who wanted to contribute a critically needed service to the community while preserving the dignity of the underserved.
Year established	1994
Funding/operation	A unique, public/private partnership between dental professionals, local governments, and social service agencies.
Source of information	Rogelia Campos at United Community and Jane Downing Knops at Neighborhood Health.

SIMPLICITY HEALTH

South County Location	4700 King Street #100, Alexandria, Virginia 22302
Phone	571-665-6610 Monday–Friday, 8:30 a.m. to 5:00 p.m.
Website	www.inova.org/SimplicityHealth
Who served	Primary care services for adults who don't have health insurance, or have insurance with a very high deductible, and who don't qualify for Medicaid. No income requirements.
Service area	Simplicity Health has three clinics: one in Alexandria on King Street close to the Alexandria Health Department, one in Annandale, and one in Sterling.

ELIGIBILITY

Financial eligibility	No financial qualification process, no financial clearance.
Insurance accepted	Yes.
Fees	Pay a nominal subscription fee of \$40 a month. This covers access to a primary care provider and any labs needed as part of that service. Follow-up visits with that provider within four weeks are included in the \$40. You won't have copays or additional costs during those four weeks. The \$40 fee can be renewed for every four-week period.
Residential eligibility	Northern Virginia residents.

SERVICES

Adult	Yes.
Pediatric	No.
Pre-natal care	No.
Preventive care	Yes.
Dental	No.
Eye care	No.
Behavioral care	No.
Lab work	Yes, when ordered by the Simplicity Health provider.

SIMPLICITY HEALTH (continued)

SERVICES continued

Medications at lower prices	Referrals to pharmacies offering \$4 formularies and others with discounts.
Specialists	Referrals to services in the community.
Other	Same-day sick visits, but we are not an urgent care facility. Educational group sessions.

GETTING IN

Point of entry	Call 571-665-6610 for an appointment.
Waiting list	No.
Languages	English. Spanish in all three locations. Korean and Vietnamese in Annandale. Arabic in Sterling. Phone translations in all languages.

BACKGROUND

Profit/nonprofit	Nonprofit.
Year established	November 2016 in Alexandria and Annandale, April 2017 in Sterling.
Funding sources	Run by Inova.
Source of information	Fadi Saadeh, Director of Simplicity Health Clinics.

Question #1

Do I have adequate insurance to cover my needs?

YES ➡ Call Neighborhood Health or a private practice.

NO ➡ Call Neighborhood Health or Simplicity Health.

I DON'T KNOW ➡ Make an appointment to check if you are eligible at Neighborhood Health or Fairfax County Health Department.

Question #2

Is my income below twice the federal poverty level?

YES ➡ You can go to most clinics in this guide.

NO ➡ Call Simplicity Health.

I DON'T KNOW ➡ Make an appointment to check if you are eligible at Neighborhood Health or Fairfax County Health Department.

Question #3

What type of care do I need?

PRE-NATAL

➡ Call Fairfax County Health Department.

FAMILY CARE (pediatric, adolescent, adult)

➡ Call Neighborhood Health or Fairfax County Health Department.

ADULT

➡ Call Neighborhood Health, Fairfax County Health Department, or Simplicity Health.

MENTAL HEALTH / SUBSTANCE ABUSE

➡ Call Fairfax-Falls Church Community Services Board.

DENTAL

➡ Call Neighborhood Health for routine care. For more severe problems, ask Neighborhood Health or United Community for a referral to the Northern Virginia Dental Clinic. The Fairfax County Health Department offers dental services for people aged 3–20 who are on Medicaid or income-eligible.