

*To explore opportunities for collaboration or partnership with Health Assist Tennessee, please call Dranda Whaley, Executive Director, at 313-9841, ext. 249.*

## **Health Assist Tennessee Programs and Services**

- **Healthcare Navigation for the Uninsured**

A grant-funded program providing eligibility counseling, application assistance, case management, and referrals to uninsured and underinsured Middle Tennesseans for state and federal health insurance plans, prescription assistance programs, and other healthcare resources to meet callers' healthcare needs. In addition to direct client services, Health Assist Tennessee also conducts healthcare navigation training for medical and social service providers across the region so that they can offer basic healthcare navigation support to patients and clients in their local communities. *For assistance, please call: 1-800-269-4038.*

- **Medical and Social Service Interpreting Program**

A fee-for-service program providing professional interpreter services in twenty-three languages to healthcare and social service providers, their patients, and their clients via video-conference, telephone, and on-site interpreting. *For additional information, please call: (615) 313-9841, ext. 280.*

- **Children's Advocacy Services**

A state-funded program monitoring the health and mental health services provided to children in state custody (Department of Children's Services). *To request services on behalf of a child, please call: (615) 313-9976.*

- **Medicare Part D Selection Assistance for Adults with SPMI**

A state-funded service allowing HAT to help adults with Serious and Persistent Mental Illness, dementia, or Alzheimer's to select and enroll in a Medicare Part D Prescription plan that meets and considers both their medical and financial needs. *For Medicare Part D assistance, please call: 615-244-0488.*

- **Cultural Competency Training for Medical & Social Service Providers**

Training modules designed to educate participants about the culture, expectations, preferences, and needs of various populations to ensure that patients/clients feel comfortable seeking services, understand their diagnosis and treatment, and have better health outcomes. Current offerings include a general survey course as well as in-depth sessions regarding culturally competent care for African American, Hispanic, and Kurdish clients. Additional topics may be available.

*To learn more, call (615) 313-9841, ext. 303.*



**Health Assist  
Tennessee**  
a nonprofit organization

*Thanks to local foundations and donors like you, our Healthcare Navigation Services can be provided FREE of charge to uninsured and underinsured Middle Tennesseans.*

## **Health Assist Tennessee** **Healthcare Navigation Services**

*for uninsured and underinsured Middle Tennesseans  
in the following counties: Davidson, Coffee, Maury, Montgomery,  
Putnam, Robertson, Rutherford, Sumner, Williamson, and Wilson*

- **Eligibility counseling and application assistance**  
for benefits through all open state and federally sponsored health insurance plans, as well as information regarding rights and responsibilities for coverage under HIPAA, COBRA, and federal healthcare reform:
  - AccessTN • CoverKids • CoverTN • TennCare • Medicare
  - PCIP (new federal Pre-Existing Condition Insurance Plan)
- **Prescription assistance screening and application assistance**  
Formulary research, screening, and application assistance for public and private prescription assistance programs and other sources of low cost medications including, but not limited to:
  - Retail pharmacies offering \$4 generics and/or free antibiotics
  - State and locally-sponsored generic prescription assistance programs
  - Nonprofit brand name prescription assistance programs and pharmaceutical manufacturers' programs
- **Information and referral to medical homes serving the uninsured**  
Information, referral, and application assistance, as appropriate, for medical home placement and enrollment in specialty care access programs:
  - Bridges to Care (Davidson Co.) • Project Access (Hamilton, Knox, Washington & Sullivan Counties)
  - Referral to Federally Qualified Health Centers (FQHCs) and other community and faith-based sliding scale providers to the uninsured
- **Application Assistance for Charitable Care, Discounted Services and Supplies**  
Research, advocacy, and negotiation with hospitals, providers, manufacturers, and other organizations regarding charitable care programs, discounts, payment plans, debt relief, arrangements for needed medical care, services, supplies, durable medical equipment, nutritional supports, & more.
- **Referral to Disease-Specific Organizations, Support Groups, and more!**

### **Healthcare Navigation Line:**

**English:** 615-244-0488 (Nashville area) 1-800-269-4038 (Toll-free)

**TTY:** 615-313-9240 (Nashville area) 1-800-772-7647

*For other languages, please see language sheet.*

**Health Assist  
Tennessee**  
a nonprofit organization

*Guiding Tennesseans to Healthcare Solutions since 1994*

Our Healthcare Navigation Services in Middle Tennessee are funded by the Baptist Healing Trust, the HCA foundation, and the Memorial Foundation.