



CONTRA COSTA HEALTH

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cchealth.org

Basic Health Care (BHC) Frequently Asked Questions

1. What is the Basic Health Care program?

Basic Health Care (BHC) is health coverage for people who live in Contra Costa County, have low income, and do not have other health coverage.

2. Can I get BHC if my documentation is not documented?

Yes. People who qualify can get BHC, regardless of their documentation status.

3. Will Contra Costa Health (CCH) ask about my documentation status?

CCH may ask for personal information to help ensure you receive all the healthcare and services you need. We ask about documentation status so we know what program will best serve you. Personal information you provide to CCH is confidential. Documentation status is **NOT** shared with agencies outside of CCH.

4. Will CCH share my personal information with other government agencies?

CCH does **NOT** share your personal information with other government or law enforcement agencies.

5. Is BHC considered a public charge under immigration law?

No, the Basic Health Care program is **NOT** a [public charge](#).

6. What services are covered under the BHC program?

BHC covers [basic healthcare needs](#), including provider visits, approved [prescriptions and over-the-counter medicines](#), emergency or urgent care, and hospitalization.

7. What services are NOT covered under the BHC program?

Check the [Covered Benefits, Limitations and Exclusions](#) document for coverage details.

8. How much does Basic Health Care cost?

There is an annual cost for the program that is [based on your income](#), and the number of people covered:

- \$0 to \$240 per year for each adult
- \$0 to \$60 per year for each child (18 or younger)

You will receive cost information before you enroll.

9. What forms of payment are accepted and where can I make those payments?

CCH accepts cash, checks and credit card.

Payments can be made at any of the [nine health centers](#) registration desks, or call (925) 957-7400 for a phone in credit card payment.

- Antioch Health Center, 2335 Country Hill Drive, Antioch, CA 94509
- Bay Point Family Health Center, 215 Pacifica Avenue, CA 94565
- Brentwood Health Center, 171 Sand Creed Road, Suite A, Brentwood, CA 94513
- Concord Health Center, 3052 Willow Pass Road, Concord CA, 94519
- Martinez Health Center, 2500 Alhambra Avenue, Martinez, CA 94553
- Pittsburg Health Center, 2311 Loveridge Road, CA 94565
- North Richmond Center for Health, 1501 Fred Jackson Way, Richmond CA 94801
- West County Health Center, 13601 San Pablo Avenue, San Pablo CA 94806
- George & Cynthia Miller Wellness Center, 25 Allen Street, Martinez CA 84553

Face-to-face payments can also be made at the billing office:
595 Center Avenue, Suite 300
Martinez, CA 94553

10. How do I apply for Basic Health Care?

Call (800) 771-4270 toll free, between 7 a.m. and 5 p.m. Monday through Friday.

Even if you do not qualify for the Basic Health Care program, we can help find the right healthcare option for you.

11. What do I need to apply for Basic Health Care?

An initial screening will include asking for some personal information. These questions will also be used to help determine if you are eligible for other healthcare programs. You will be asked to provide:

- Name
- Age
- Consistent Physical Address
- Family Size
- Documentation Status

- Income

If it is determined you may be eligible for the BHC program, you will be mailed an application and a letter requesting additional documents.

12. What additional documents will I be asked to provide?

You will receive a letter in the mail asking for some extra documents to see if you qualify for the BHC program. Please make sure to send back the documents by the date mentioned in the letter.

- Proof you live in Contra Costa County (copy of bank statement, utility bill with name/address, etc.)
- Proof of income (employer pay stub, check or statement from employer, or income declaration)
- Copy of Identification (photo ID, passport or birth certificate. All can be foreign issued.)
- Completed BHC Application
- Completed Rights and Responsibilities

13. How do I return the application and additional documents?

MAIL - the application and required documents to:

CCRMC - Financial Counseling
2500 Alhambra Avenue
Martinez, CA 94553

FACE-TO-FACE:

Patient Accounting Department
595 Center Avenue, Suite 300
Martinez, CA 94553

14. When does my coverage start?

Please allow **30 days** to determine if your application is approved. You will be notified by mail the effective date of your health care coverage.

15. How do I get care?

You will receive instructions to make appointments when you enroll. For urgent care, call the advice nurse toll-free at 877-661-6230.

16. Can I choose my provider?

Yes. You can choose a family medicine doctor or nurse practitioner from our Regional Medical Center provider network. You will receive instructions for selecting a provider when you enroll.

Your provider is available by appointment online, at Contra Costa Regional Medical Center in Martinez, or at one of our nine [health centers](#) across the county.

- Antioch Health Center, 2335 Country Hill Drive, Antioch, CA 94509
- Bay Point Family Health Center, 215 Pacifica Avenue, CA 94565
- Brentwood Health Center, 171 Sand Creed Road, Suite A, Brentwood, CA 94513
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17. Is specialty care available?

Yes. Many [specialty services](#) are available by referral from your primary care provider.

18. Where can I receive hospital or emergency care?

Hospital and emergency medical care is covered only at Contra Costa Regional Medical Center in Martinez. If you have a medical emergency, please go to the nearest emergency hospital. By law, all hospitals must provide emergency care to everyone, even if you can't pay.


19. Where can I fill my prescription?

You can get a prescription filled at one of the following Walgreens pharmacies in Contra Costa County:

- 3416 Deer Valley Road, Antioch | 925-978-8000 phone, 925-978-4209 fax
- 4520 Balfour Road, Brentwood | 925-513-4055 phone, 925-516-9544 fax
- 6570 Lone Tree Way, Brentwood | 925-240-6043 phone, 925-240-6134 fax
- 1800 Concord Ave., Concord | 925-674-9477 phone, 925-674-9258 fax
- 1990 Monument Blvd., Concord | 925-689-7812 phone
- 11565 San Pablo Ave., El Cerrito | 510-234-9300 phone, 510-234-8986 fax
- 3416 Deer Valley Road, Antioch | 925-978-8000 phone, 925-978-4209 fax
- 3655 Alhambra Ave., Martinez | 925-372-0337 phone, 925-372-6018 fax
- 2901 Railroad Ave., Pittsburg | 925-439-8575 phone, 925-439-1558 fax
- 721 Gregory Lane, Pleasant Hill | 925-944-9467 phone, 925-944-5976 fax
- 1150 Macdonald Ave., Richmond | 510-236-5748 phone, 510-236-5267 fax
- 13691 San Pablo Ave., San Pablo | 510-233-9467 phone, 510-233-8467 fax
- 2900 North Main St., Walnut Creek | 925-933-0307 phone, 925-933-0559 fax

20. Does BHC cover dental care?

For adults, BHC covers emergency dental services limited to dental x-rays, examinations, permanent filings, and extractions only.



For children 18 years or age or younger, BHC covers emergency dental services as well as dental examinations, x-rays, fillings, extractions and preventive care including teeth cleaning, sealants and fluoride applications.

21. What should I do if I lose my membership card?

Membership cards are not required for this program.

22. How do I make a complaint about my care?

We encourage members with concerns about their care to call toll-free 877-905-4545.