INCLUSIVE HEALTH

A program for the community

PROGRAM ELIGIBILITY CRITERIA

Requirements:

- ➔ Be employed by a participating organization at the moment of registering to the program
- ➔ Remain employed by the participating organization at the moment of accessing the program services
- ➔ Be between 18 and 68 years of age
- ➔ Not having medical coverage or health insurance that covers the services offered by the program
- ➔ Live in a geographic area served by the program

Application Process:

- ➔ Fill out the program registration form
- ➔ Provide the proper documentation required for eligibility:
  - Last two pay stubs (proof of being employed by a participating organization)
  - Identification Document (ID), this document needs to show the applicant's full name, date of birth, and photo. Acceptable documentation includes Driver's License, State ID, passport, matrícula consular, or an official ID from other country.

Program Structure:

1. Program Registration:
   Interested individuals must meet the program requirements, fill out the program registration form and provide the proper documentation. The application may be submitted online or in person.
2. Initial Evaluation:
   Each approved program participant will have an initial evaluation with a CSF Foundation Health Advisor to determine the participant's existing needs and possible medical conditions. If at the moment of the initial evaluation the Health Advisor identifies medical concerns, the program participant will be referred for a medical evaluation with a Primary Care Provider assigned by the Program.
3. Personalized Health Plan:
   The Health Advisor will develop a personalized health plan for each program participant based on their initial health evaluation.
4. Preventative Health:
   If after the initial assessment and evaluation, the program participant needed a medical consultation and/or to be seen by a Primary Care Provider, the program will cover:

- Appointment with a Primary Care Provider (assigned by the program)
- Specific medical evaluations:
    - Laboratories
    - Imaging Studies

If the results of the routine exams show any anomalies, the CSF Foundation Health Advisor will coordinate within the program capacity to refer the program participant for a consultation with a specialist. The program will cover:

- Appointment with a specialist (must be a specialist under the program's capacity and currently working with CSF Foundation)
- Specific diagnostic study

5. Follow-ups:
   Periodic follow-up appointments with the CSF Foundation Health Advisors will facilitate monitoring the program participant's health progress. Allowing the Health Advisors to adjust the program participants' health plans and bring them the best possible outcome based on their needs.
6. Aid for medical interventions and/or surgery:
   If after the program participant has been evaluated by a specialist affiliated to CSF Medical Non-Profit Foundation and is determined that the program participant needs a surgical procedure, the program participant may qualify for additional aid. The program will provide aid for program participants who qualify for economic assistance under the program's capacity for up to $3,000.00 for surgical treatment.
   Any medical intervention and/or surgery must be evaluated, accepted, and performed by a specialist and hospital with existing agreements with CSF Medical Non-Profit Foundation.
   If the surgery cost exceeds the amount approved for assistance, the program participant will be responsible for paying the remaining amount.

Program participants must understand that not all surgeries are covered by this program. The viability of each surgery depends on several factors including:

- **Program Capacity**: Whether the program has the necessary resources to carry out the procedure safely in hospitals or surgical centers.
- **Specialist Availability**: Whether the right specialist is available to review the case, provide a complete assessment and is willing to perform the surgery based on the program participant's medical diagnosis.
- **Program Participant's Risk**: Whether the surgery involves a high risk for the program participant. High risk surgeries will not be performed through the program.
- **Continuity of treatments**: Whether the treatment needed by the program participant requires a continuity of care which cannot be ensured by the program participant due to their inability to carried out treatment.

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Surgery Financial Aid Application:
After the program participant has been evaluated by the CSF Foundation Health Advisor, had a medical consultation with a Primary Care Provider, a medical condition requiring specialty treatment was identified, and during the appointment with the CSF Foundation specialist it was determined they needed surgery, the program participant may apply for financial aid for surgery.

The program participant must:

- Complete the Inclusive Health Surgery Financial Aid Application
    - Applicants must sign the authorization to be contacted regarding their application. CSF Foundation may contact them via phone and/or email.
- Show proof of employment by a participating program organization
    - Last two pay stubs
- Be between 18 and 68 years of age at the moment of the application
- Sign a ratification legally stating that the applicant has no health insurance or medical coverage
- Present medical documentation proving the need of a surgical treatment
    - Medical diagnosis
    - Imaging results
    - Laboratory results
- The surgery must be evaluated, approved, and performed by the specialists and hospitals that have agreements with CSF Medical Non-Profit Foundation

**The Surgery Financial Aid Application should be requested from a CSF Foundation Health Advisor. The application can be submitted in person or via email to the email address indicated by the Health Advisor at the moment of requesting the application.

Surgery Approval process though Inclusive Health:
After the Surgery Financial Aid Application is submitted, the CSF Medical Non-Profit Foundation Board of Directors will review and evaluate each application. The Board of Directors will approve or deny applications to their sole discretion based on the answers provided in the application.

The approved granted amount will be subject to the discretion of the CSF Foundation Board of Directors. The program participant is aware that this economic assistance will be dependent of the program's capacity. The granted amount for surgical treatment has a limit for up to $3,000.00. If the surgery cost exceeds the amount granted for assistance, the program participant is aware they will be responsible for paying the remaining amount of the cost of their procedure.

If the application is approved by the Board of Directors, the applicant will be notified via phone and/or email of their approved aid amount.

The granted program amount for surgery is not a monetary cash aid, the approved amount will be directly given to the organization(s) in charge of performing the surgery on behalf of the program participant. The program participant would never receive the money directly.

The amount granted to the program participant must be used for their surgery within a 6-month (182 days) period from the approval notification date. If the granted amount is not used within the 6-month period, the applicant will lose the right to use the granted amount. The lost granted amount will be reallocated for other program participants in need of surgical support to use.

Pre-Surgery Health Advisor Follow-ups:
Program participants needing surgery who were approved to received economic assistance for their surgery and whose granted amount doesn't cover the total cost of the surgery, must notify the CSF Foundation Health Advisor about the payment status of the remaining amount for their surgery. Once the program participant has paid in full any remaining amount of their cost of surgery not covered by the granted amount, CSF Foundation will issue the granted amount to complete payment on behalf of the program participant.

The CSF Foundation Health Advisors will be part of this process and will help the program participant verify the completion of all needed documentation, necessary medical clearances, and pre-operatory exams in preparation for their surgery date.

Post-Surgery Health Advisor Follow-ups:
After the surgery the CSF Foundation Health Advisors will continue to follow-up with the program participant. For program quality assurance the program participant will have A post-operatory phone call assessment the day after their surgery.

The program participants will be invited to give a testimony of their experience with the Inclusive Health Program and how it changed their live. This testimony will be used to measure the success of the program.

NOTE:

- Throughout the one-year program coverage, the program participant must update CSF Foundation of any changes to their contact information, employment, and health insurance status.