

Access to Care Report Card for Carle Clinic and Christie Clinic

August 2008

| Access Subject | Comments | Carle Clinic Grade | Christie Clinic Grade |
|---|--|--------------------|-----------------------|
| Access for Medicaid patients | (+) Participation in IL Health Connect (-) Failure to openly welcome Medicaid patients in IL Health Connect to establish medical home at clinic (-) Limited access; denial of care (-) <u>Medicaid patient "dumping" on to PMG by Carle Clinic</u> (-) Medicaid patients still forced to visit ER for care | D- | D |
| Access for uninsured | (-) Demand for full payment up front (-) Discriminatory pricing (charging highest prices) (-) Unreasonable payment plans (-) Denial of care (-) <u>"Dumping" on to PMG by Carle Clinic</u> | D- | D+ |
| Access for patients with medical debt | (-) Unreasonable and coercive payment demands (-) Failure to honor established payment plans (-) Denial of care | F | F |
| Acceptance of major forms of insurance | <u>Carle Clinic:</u> (-) Refusal to accept BC/BS (-) Denial of care to Health Alliance patients with medical debt | D- | B |
| Fair credit and debt collection practices | (-) High interest rates (-) Forcing patients to take loans or put debt on credit cards (-) Coercion to sign up for CareCredit <u>by Christie Clinic</u> (-) Collections and legal action (-) Denial of care to coerce unreasonably high payments | D- | D- |
| Access to specialists | (-) Denial of access for Medicaid patients (-) Patient "dumping" onto PMG specialists <u>by Carle Clinic</u> | F | D |
| Provider collaboration | (-) Denial of care forces patients to ER; strains hospitals (-) Refusal to accept ER referrals (-) Refusal to participate in hospital charity care programs (-) Lack of commitment to Frances Nelson patient referral (-) Carle Clinic dumping Medicaid & uninsured on PMG doctors | F | D- |
| Transparency | (-) Failure to make Medicaid and uninsured policies public (-) Refusal to publish list of doctors accepting Medicaid in IL Health Connect | F | F |
| Convenience | (+) Ample parking (+) Expansion of state-of-the-art facilities (-) Location of new facilities not based on community need (-) Location of facilities forces some to change doctors (Carle) (-) Failure to account for transportation issues of patients (-) Failure to work with MTD for local access | D- | C+ |