

# MOUNT CARMEL Community Health and Well Being



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## GENERAL HOTLINES

|  |                       |
|--|-----------------------|
| Alcoholics Anonymous .....                               | 614-253-8501          |
| American Red Cross (Disaster) .....                      | 614-251-1443          |
| Central Ohio Poison Center .....                         | (800) 222-1222        |
| Child Abuse Hotline .....                                | 614-229-7000          |
| CHOICES (domestic violence) .....                        | 614-224-4663          |
| Hands-On (Info and Referrals) .....                      | 614-221-2255 or 2-1-1 |
| Huckleberry House Teen Crisis Center .....               | 614-294-5553          |
| National Center for Missing and Exploited Children ..... | 1-800-843-5648        |
| National Human Trafficking Resource Center .....         | 1-888-373-7888        |
| National Runaway Safe Line .....                         | 1-800-786-2929        |
| National Sexual Assault Hotline .....                    | 1-800-656-4673        |
| Netcare (mental health or substance abuse crisis) .....  | 614-276-2273          |
| Ohio Mental Health/Addiction Helpline .....              | 877-275-6364          |
| Rape Helpline .....                                      | 614-267-7020          |
| Senior Hotline .....                                     | 614-294-3309          |
| Sexual Assault Response Network .....                    | 614-267-7020          |
| Sexual Violence Helpline of Ohio .....                   | 844-646-4357          |
| Sudden Infant Death (SIDS) of Ohio .....                 | 800-477-7437          |
| Step One (Pregnancy/Prenatal) .....                      | 614-721-0009          |
| Suicide Hotline .....                                    | 614-221-5445          |
| Teen Suicide Hotline .....                               | 614-294-3300          |

To visit our free Mobile Medical Coach for Urgent Care, please call 614- 546-4200 to learn where the Coach will be located that day.

## RESOURCES & CASE MANAGEMENT



### Case Management Hub

Mount Carmel's Urban Health Case Management Hub Program accepts referrals for the vulnerable and underserved populations of our communities from both agencies and individuals who wish to self-refer. Those who are referred should require longer-term and more intensive case management and support and be in need of services or community resources.

For more information, contact the Urban Health Management team at [urbanhealthmgmt@mchs.com](mailto:urbanhealthmgmt@mchs.com) or 614-546-4300.

## PREGNANCY



### Step One

Call 614-721-0009 to take the first step in prenatal care.

### My Baby & Me

Free home visits to pregnant women by specially trained nurses to provide education and resources.

Call 614-724-BABY to schedule a visit.

### Moms2B

Free weekly prenatal education program through OSU and United Way. Join to

make new friends, share a meal, talk with healthcare professionals and learn how to have a healthy pregnancy. Call 614-292-1605 for more information.

### Celebrate One

Celebrate One provides information & resources for moms and moms to be, to promote their health and the health of their baby. [celebrateone.info/moms/](http://celebrateone.info/moms/)

## HEALTHY BABY



### Welcome Home

Free postpartum home visits to new mothers and their infants by a Mount Carmel Registered Nurse to check on mom and baby's health as well as answer any questions. Call 614-546-4227 to schedule a visit.

### Safe Sleep

When putting a baby to sleep, follow the ABC's of safe sleep: Alone, on their Back, in a Crib. For more information or to find out about eligibility for a free crib, contact Celebrate One, through Columbus Public Health at 614-645-3111.

### Early Intervention

A service to parents of eligible children under age 3 with developmental delays or disabilities, partnering families with an intervention team to support young children as they learn and grow. Services are provided at no cost to eligible families.

Call 800-755-4769 to make a referral. [celebrateone.info/babies](http://celebrateone.info/babies)

## SPIRITUAL HEALTH



Talk with patient about their beliefs and see if you can assist them in finding a place of worship close to them.

### LowerLights Christian Health Center

The Center offers to connect patients to spiritual companions when they receive primary care through them. LowerLights (FQHC) 614-274-1455, Locations: 1160 W. Broad St., 43222 or 777 W. State St., 43222 (Nurse Practitioner Clinic).

**Mount Carmel** offers access to chaplains at your request. Call 614-557-8296 to make a staff referral. Mount Carmel hospital chapels are open to the public 24 hours a day. Our chaplains are denominationally diverse and are professionally trained and certified in healthcare chaplaincy. There is also a chaplain available on the Mount Carmel Mobile Coach, for availability, please call 614-546-4200.

## HOUSING



### Land/Street/Car

If a patient is homeless and not in a shelter, ask if they would like help calling the Homeless Hotline to get into shelter or on the waiting list: (888) 474-3587 (11 am - 1 pm and 5-5:30 pm are good times to call). You can also leave a message for the Maryhaven Outreach team who can assist them in getting on the housing list for subsidized housing at 614-449-1530.

### Shelter

If in a shelter, encourage the patient to work with shelter staff to find permanent housing.

### Low Income Housing Resources

Homeport 614-221-8889

Community Properties of Ohio (CPO) Management 888-631-3969

Columbus Metropolitan Housing Authority 614-421-6248

## UNSAFE LIVING



### Emergency-911

### Columbus Police Non-emergency line

614-645-4545

### CHOICES

614-224-4663 (intimate partner violence help)

### Human Trafficking: National Human

### Trafficking Resource Center

1-888-373-7888

### Suicide Hotline

614-221-5445

### Sexual Assault Response Network of Central Ohio (SARNCO)

614-267-7020 or Sexual Violence Helpline of Ohio 844-646-4357

## RENTAL/UTILITY ASSISTANCE



### HEAP/PIPP Applications – Help with AEP/Columbia Gas bills

Call Lutheran Social Services Appointment Line to schedule a time to fill out the application at 614-586-9313. Locations are 82 N. Wilson Rd., 43204 or 1460 S. Champion Ave., 43206.

City of Columbus Utilities Discount Program 614-645-8276

### Rental Assistance

FEMA (Federal Emergency Management Agency) funds accessed through COMPASS 614-463-9612 or JOIN 614-241-2530

PRC (Prevention, Retention and Contingency) for Pregnant or Parenting Individuals, apply through Job and Family Services 614-233-2000

## HEALTHY LIVING



### Diabetes Prevention Program

Mount Carmel and the YMCA's Diabetes Prevention Program have partnered together to help individuals take control of their health by adopting habits to reduce their chances of developing type 2 diabetes and improve their overall health and well-being. Research by the National Institutes of Health has proven that programs like the YMCA's Diabetes Prevention Program can reduce the number of cases of type 2 diabetes by nearly 60%.

For more information, contact the Urban Health Management team at urbanhealthmgmt@mchs.com or 614-546-4300.

### Mount Carmel West's Healthy Living Center

The Center offers a wide range of free programs and services such as cooking and exercise classes, diabetes and weight management and much more! For more information or to register, contact the Healthy Living Center at 614-234-4660.

## FOOD ACCESS



### Mid-Ohio Foodbank

Call 614-277-3663 for more information about produce markets, walk-in pantries and general food resources.

### HandsOn

To make a food pantry appointment, contact either by phone 614-341-2282 or by text 614- 702-7772.

Mid-Ohio Foodbank has staff who meet folks out in the community to apply for SNAP/ food stamps and can also prescreen over the phone for eligibility:

Bailey Cleary-Foeller 614-230-3263

Demetria Peacher 740-438-4732

## EMPLOYMENT



### New Directions Career Center (NDCC)

199 E. Rich St., Columbus, Ohio 43215 614-849-0028. Offers free and low-cost monthly workshops to ages 18+; will help people regardless of ability to pay. Financial aid scholarships, bus passes and childcare assistance available.

### Columbus Urban League (CUL) Career Services Department

788 Mount Vernon Ave., Columbus, Ohio 43203 614-257-6300, ext. 106. Offers free assistance with resume and online job applications, job placement, employment counseling, internet access, and scholarships for vocational training.

### Columbus Works

888 Parsons Ave., Columbus, Ohio, 43206 614-309-3176. Offers free orientation and workshops, pairs participants up with an employment mentor to support their job search.

### Godman Guild Career Services

303 E. Sixth Ave., Columbus, Ohio 43201 614-294-5476. Offers free computer classes, hiring events with local employers, walk-in computer lab for job searching and free babysitting during their one-week job readiness class.

### Franklin County One Stop (Formerly COWIC)

1111 E. Broad St. Ste 201, Columbus, Ohio 43205 614-559-5052. Offers services Monday-Friday 8 am-5 pm including a resource/computer room, career counseling, employment specialists, assistance with unemployment, and services for the disabled and for veterans.

## EDUCATION



### Ohio GED Office

25 S. Front St., 43215 614-466-1577

### Godman Guild

614-294-5476

### Columbus City Schools

Adult & Community Ed. 614-365-5000

### Aspire Program locations

614-566-6000

### Southwestern City Schools

Adult Community Ed. courses (fee based), ABLE/GED classes (free) and adult ESL classes (free) 614-801-3477

### Adult Higher Education

Columbus State Community College

614-287-5353

Ohio Dominican University

614-251-7400

## TRANSPORTATION



### Medicaid Cab Transportation

If a patient is under a Managed Care Plan through Medicaid (meaning they have CareSource, Molina, Buckeye, Paramount or United Healthcare) they are eligible for 15 free round trip cab rides to and from their doctor, WIC or Medicaid redetermination appointments. On the Medicaid card, look for the Member Services or Transportation phone number to schedule. Medicaid will also send bus passes instead of cabs if desired by the patient. Try to give as much notice as possible if transportation services are needed.

### COTA–Bus Transportation

\$62 unlimited monthly bus pass or a \$4.50 unlimited day pass. COTA also offers a 50% discount to riders 65 and older, disabled, Medicare card or VA disability minimum of 80%. For more information call 614-228-1776.

### Bike Transportation

Franklinton Cycle Works – 897 W. Broad St. 614-228-1852 and Bikes for All People, 934 Parsons Ave. 614-670-8685 are community bike shops who can assist patients in repairing and owning a bike to facilitate transportation.

## TRANSPORTATION ASSISTANCE



If you're covered by Medicaid and you're having trouble getting to health care services, transportation assistance may be available.

- If you're a member of a managed care plan or MyCare Ohio plan, call the number listed in the table to the right, or contact the Ohio Medicaid Hotline for consumers (1-800-324-8680 or [ohiomh.com](http://ohiomh.com)).
- If you're not a plan member (or you want an option besides what your plan offers), contact the Medicaid Transportation Coordinator at your local county department of job and family services (CDJFS). The main phone number for each CDJFS is included in a list available at [jfs.ohio.gov](http://jfs.ohio.gov); select County Directory.

If you're not a plan member and you need transportation by wheelchair van, you may contact a provider directly. A searchable directory of Medicaid providers is available at [medicaid.ohio.gov](http://medicaid.ohio.gov); select these options:

*FOR OHIOANS > Already Covered > Your Benefits > Find a Medical Provider*

### Don't cancel. Call!

|                            | Managed Care Plan                | MyCare Ohio Plan                 |
|----------------------------|----------------------------------|----------------------------------|
| <b>Aetna</b>               |                                  | 1-855-364-0974<br>1-866-799-4395 |
| <b>Buckeye Health Plan</b> | 1-866-246-4358<br>1-866-531-0615 | 1-866-549-8289<br>1-866-531-0615 |
| <b>CareSource</b>          | 1-800-488-0134                   | 1-855-475-3163                   |
| <b>Molina Healthcare</b>   | 1-866-642-9279                   | 1-844-491-4761                   |
| <b>Paramount Advantage</b> | 1-866-837-9817                   |                                  |
| <b>United Healthcare</b>   | 1-800-895-2017<br>1-800-269-4190 | 1-877-542-9236<br>1-800-269-4190 |

### Questions?

Contact the Ohio Medicaid Hotline for consumers at 1-800-324-8680 or [ohiomh.com](http://ohiomh.com).

## HEALTH INSURANCE



### **Southeast Inc.**

Southeast Inc. has a staff member and a team of volunteers dedicated to assisting consumers to enroll in Marketplace ("Obamacare") or Medicaid health coverage, as well as assisting with any necessary follow up (submitting documents, filing appeals, etc.) They will even meet patients in the community at convenient public locations. Call Kathryn Bamberger at 614-225-0990, ext. 1155

### **Medicaid**

Community Members can apply online for Medicaid via [benefits.ohio.gov](https://benefits.ohio.gov) or Navigators are available at four Mobile Coach clinics (Short North, Hoge Memorial Presbyterian Church, Holy Family and Stowe Mission) to assist.

**\*\*Remind patients to save a copy of their application including their confirmation number and the date/time it was submitted as proof.**

Medicaid also has a fabulous hotline staffed with those able to answer many questions and provide a lot of good information at 800-324-8680.

## RX HELP



### **Charitable Pharmacy**

614-227-0301 – provides medications at no cost to eligible individuals.  
Call for more information.

### **GoodRx**

Free application for Smart Phones that compares drug costs between pharmacies and offers free coupons.

### **Ohio's Best Rx**

Free Rx savings card at 1-866-923-7879

## DENTAL CARE



### **Medicaid**

If a patient is enrolled in Medicaid and has a Managed Care Plan "MCP" (meaning their provider is either CareSource, Molina, United Healthcare, Buckeye or Paramount) they should have dental coverage. The key is finding providers who accept the MCP. This can be done through each MCP's individual website; you can narrow down your search by zip code and by type of service desired.

### **Medicare**

Basic Medicare typically does not cover dental services unless the patient is enrolled in a supplemental plan. OSHIP has a wonderful hotline dedicated to helping people with Medicare understand their coverage at 1-800-686-1578.

### **Uninsured**

Patients without insurance are welcome to visit PrimaryOne at 614-645-7487 and be seen on a sliding scale fee. Vineyard Church also offers a free dental clinic every Wednesday at 5 pm. Patients need to call Friday between 9-9:45 am to schedule at 614-259-5428 for the clinic located at 6000 Cooper Rd., Westerville, 43081

## TOBACCO CESSATION



### **Ohio Tobacco Free Quitline**

1-800-QUITNOW (1-800-784-8669)

### **Franklin County Community Cessation Initiative**

614-525-4892

### **American Lung Association Free HelpLine**

1-800-LUNGUSA (1-800-586-4872)

## PRIMARY CARE/DENTAL CARE



### **PrimaryOne (Federally Qualified Health Center (FQHC))**

614-645-5500

\*indicates locations offering dental services

\*1180 E. Main St., 43205 614-645-5535

\*2300 W. Broad St., 43204 614-645-2300

3781 S. High St., 43207 614-645-3163

1500 E. 17th Ave., 43219 614-645-2700

3433 Agler Rd., Suite 2800, 43219

614-645-1600

1905 Parsons Ave., 43207 614-586-4159

Dental Only: \*240 Parsons Ave., 2nd Fl.,

43215 614-645-7487

### **LowerLights (FQHC)**

614-274-1455

1160 W. Broad St., 43222

777 W. State St., 43222

(Nurse Practitioner Clinic)

### **Mount Carmel Health Stations (FQHC)**

946 Parsons Ave., 43206

614-445-6275

3480 Refugee Rd., 43232 614-235-4039

6699 E. Livingston Ave., 43068

614-367-1255

### **Heart of Ohio Family Health Centers (FQHC)**

2365 Innis Rd., 43224

614-416-4325

882 S. Hamilton Rd., 43213

614-235-5555

### **For Children:**

Close To Home Centers

[www.nationwidechildrens.org/locations/](http://www.nationwidechildrens.org/locations/)

close-to-home-locations

## MENTAL HEALTH AND ADDICTION



### **Mental Health Support through Mount Carmel Crime and Trauma Assistance Program (CTAP)**

Free trauma-focused therapy 614-234-5900

### **AMIGAS free support group for Latinas**

844-226-0544

### **Mental Health America**

Local support group/counseling 614-221-1441

### **Local Mental Health Agencies**

#### **Southeast Mental Health**

16 W. Long St., 43215 614-225-0990

524 B W. Broad St., 43215 614-224-4850

#### **North Central Mental Health Services**

1301 N. High St., 43201 614-299-6600

#### **Columbus Area Integrated Health Services Inc.**

1515 E. Broad St., 43205 614-252-0711

#### **Integrated Services for Behavioral Health**

1206 W. Broad St., 43222 614-869-0054

#### **Addiction Services through Mount Carmel**

Center for Family Safety and Healing For those impacted by family violence.

[www.familysafetyandhealing.org](http://www.familysafetyandhealing.org) 614-722-4046

Addiction Peer Recovery Support for long term case management and help with treatment options. For more information, please call 614-546-4300.

Project DAWN provides Narcan kits free-of-charge to those without health insurance and limited financial means. Narcan is a safe medication that can reverse an overdose caused by prescription pain medication or heroin and save lives. To request your Project DAWN Narcan kit, call 614-546-4200 for more information.