

Frequently Asked Questions

What is the Transitions of Care Center?

The Transitions of Care Center serves as a bridge between a hospital or Emergency Department visit and ongoing healthcare.

Our team can help you:

- Understand discharge instructions
- Review your medications
- Monitor your recovery
- Address medical concerns after discharge
- Navigate healthcare resources
- Connect with primary care and specialty providers when appropriate
- Reduce the risk of preventable hospital readmissions

Who can be seen at the Transitions of Care Center?

Patients may be appropriate for the Transitions of Care Center if they:

- Were recently treated by TMH
- Were discharged from the Emergency Department, an inpatient hospital stay, urgent care, or another qualifying TMH service
- Need short-term medical follow-up
- Do not have a PCP or cannot obtain a timely PCP appointment
- Need temporary medical management while waiting to establish care
- Have barriers that place them at risk for poor health outcomes
- Need follow-up for a new diagnosis, medication changes, diabetes, blood pressure concerns, or other medical issues requiring short-term monitoring

Who is not appropriate for the Transitions of Care Center?

The Transitions of Care Center generally does not provide care for:

- Routine primary care
- Long-term disease management
- Workers' Compensation-related care
- Patients under age 18
- Chronic pain management
- Routine refills of controlled substances
- Pregnancy and routine obstetric care
- Primary behavioral health or psychiatric medication management
- Most motor vehicle accident-related cases without provider approval

Can I make an appointment just because I do not have a Primary Care Provider?

No. Not having a Primary Care Provider alone does not automatically qualify someone for care at the Transitions of Care Center. The clinic is intended for eligible patients who need short-term transitional medical care after a recent healthcare encounter and who meet program criteria.

How to Find a Primary Care Provider (PCP)

A Primary Care Provider helps manage your overall health, provides preventive care, treats chronic conditions, and coordinates referrals to specialists. Following up with a PCP after a hospital stay or Emergency Department visit is one of the most important steps you can take to support your recovery.

If You Have Commercial Insurance

Call the Member Services number on the back of your insurance card and ask:

- Am I assigned to a Primary Care Provider?
- Which providers are accepting new patients?
- How do I change my PCP?
- Do I need a referral to see a specialist?
- Which providers are in my network?

Many insurance companies can assist with selecting or assigning a PCP.

If You Have Medicaid

Many Medicaid members already have a PCP assigned through their health plan.

Simply Healthcare 1-844-406-2396	Florida Community Care 1-833-322-7526
Humana Healthy Horizons 1-800-477-6931	Sunshine Health 1-866-796-0530

Your health plan can identify your assigned PCP, assist with provider changes, and locate providers accepting new patients.

If You Do Not Have Insurance

Federally qualified health centers and community health clinics may be able to help. Many offer sliding-scale fees based on income.

Bond Community Health Center 1720 S. Gadsden Street Tallahassee, FL 32301 850-576-4073	Neighborhood Medical Center 2613 South Monroe Street Tallahassee, FL 32301 850-759-0366
North Florida Medical Centers — Tallahassee 3721 North Monroe Street 850-562-0281	North Florida Medical Centers — Quincy 1249 Strong Road 850-875-9500

North Florida Medical Centers — Panacea

1328 Coastal Highway
850-984-4735

North Florida Medical Centers — Madison

1235 SW Dade Street, Suite A
850-973-1402

What barriers to care can the Transitions of Care Center help address?

Recovering after a hospital visit can be challenging. Our team can help connect eligible patients with resources related to:

- Transportation challenges
- Financial concerns
- Insurance questions
- Medication access
- Care coordination
- Social work services
- Community resources
- Navigating the healthcare system

What happens during my appointment?

Depending on your needs, your visit may include:

- Review of your recent hospital or Emergency Department visit
- Medication reconciliation
- Evaluation of new or ongoing symptoms
- Laboratory testing when appropriate
- Blood pressure follow-up
- Diabetes follow-up
- Care coordination
- Referrals when appropriate
- Planning for long-term medical care

Can the Transitions of Care Center refer me to a specialist?

Sometimes. Specialist referrals depend on your medical condition, insurance coverage, and your insurance company's referral requirements. Some plans require an assigned PCP before a specialist appointment can be scheduled.

Is the Transitions of Care Center my new Primary Care Provider?

No. The Transitions of Care Center provides short-term transitional care only. Our goal is to address immediate healthcare needs while helping patients establish ongoing care with a PCP or specialist when appropriate.

What if I have Capital Health Plan (CHP)?

Capital Health Plan members are generally encouraged to work through their CHP Primary Care Provider or Member Services.

What should I bring to my appointment?

Please bring:

- Hospital discharge instructions
- Medication list or medication bottles
- Insurance card
- Photo ID
- Questions you would like to discuss
- A family member, caregiver, or support person, if desired

When should I go to the Emergency Department instead?

The Transitions of Care Center is not an Emergency Department.

EMERGENCY WARNING

Call 911 or seek immediate emergency care for chest pain, difficulty breathing, signs of stroke, severe bleeding, loss of consciousness, or any other medical emergency.