

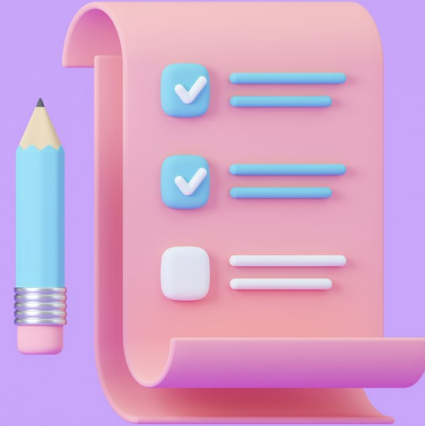


Referral Coordinator Meeting

Welcome!!

November 8, 2024

1. Welcome
2. Program
Information/Updates
3. How to refer patients?



Welcome

-
- Gary Renville, President and CEO



Changes, changes, changes!

Who are we now?

- Specialty Care Coordination
- Pro Bono Counseling
- Premium Assistance
- MTP 2.0 – Community Resource Connection
- UniteUs
- DentistLink
- Northwest Kidney Center Dental



Programs – At a Glance



Program	Service Area	Qualifications/FPL	Referral source	Contact
Specialty Care Coordination	King, Kitsap, Snohomish, Island, Mason, Jefferson, Pierce for patients living in King County	Uninsured/Medicaid 300% FPL**	CHC, Free/Faith-based clinics, residency clinic	Molly James 206-496-1585 Mollyj@projectaccessnw.org
Pro Bono Counseling	Statewide	Uninsured/Medicaid 300% FPL**	Self-referral on PANW website or CHC, Free/Faith-based clinics, residency clinic	Sherese Ezelle 206-489-4560 sherese@projectaccessnw.org
DentistLink	Statewide	Medicaid/Uninsured/Open Door	Self-referral at www.dentistlink.org , on PANW website or call 844-888-5465	Krinal Parsania 206-489-4521 krinalp@projectaccessnw.org
Premium Assistance	Statewide	Must have tax credits 300% FPL**	Referrals by funding partners only	Yesenia Mendoza Ramos 206-496-1579 yeseniam@projectaccessnw.org
Community Resource Connection – MTP	King County	Medicaid/Uninsured/Open Door Policy	Self referral on PANW website, 2 nd page enrollment form	Vy Mai 206-489-4481 Vym@projectaccessnw.org
Northwest Kidney Centers	King County	Uninsured/Medicaid 300% FPL**	Referrals by Northwest Kidney Center social workers only	Krinal Parsania 206-489-4521 krinalp@projectaccessnw.org
UniteUs	Kitsap and Snohomish	Medicaid/Uninsured/Open Door	Enrollment form in Specialty CC (2 nd page)	Molly James 206-496-1585 Mollyj@projectaccessnw.org

What's new in Specialty Medical Care Coordination?

- Dr. Tran, Pacific Medical Center
Dermatology
- Dr. Fraback, Franciscan Rheumatology
Silverdale, Rheumatology
- Dr. Perez, Dr. Taraday and Dr. Puttman-
Kostecka - New Outpatient Clinic,
Swedish Cherry Hill (accepting Medicaid
for Derm!!)



Specialty Medical Care Coordination



PROJECT ACCESS NORTHWEST		Medical Enrollment Form / English	
Return this completed form to your primary care clinic. If you need help, your primary care clinic can assist you. Project Access Northwest will contact you when we have received this completed form and are able to schedule your appointment.			
Patient Information			
FIRST NAME:	MIDDLE INITIAL:	LAST NAME:	DATE OF BIRTH:
SEX ASSIGNED AT BIRTH: ☐ FEMALE ☐ MALE ☐ OTHER		BEST PHONE NUMBER TO REACH YOU (DAY):	OTHER PHONE NUMBER:
PRONOUNS: ☐ SHE / HER ☐ HE / HIM ☐ THEY / THEM			
HOW DO YOU IDENTIFY? ☐ FEMALE ☐ MALE ☐ TRANSGENDER FEMALE / MALE TO FEMALE ☐ TRANSGENDER MALE / FEMALE TO MALE ☐ INTERSEX ☐ NON-BINARY ☐ OTHER ☐ PREFER NOT TO DISCLOSE		ARE YOU WILLING TO RECEIVE TEXT MESSAGES REGARDING APPOINTMENTS OR FOLLOW UP? ☐ YES ☐ NO WHAT IS THE BEST NUMBER TO TEXT YOU ON? ETHNICITY: ☐ HISPANIC OR LATINO ☐ NON-HISPANIC OR LATINO ☐ DECLINE TO ANSWER RACE: ☐ BLACK OR AFRICAN AMERICAN ☐ NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER ☐ OTHER ☐ AMERICAN INDIAN OR ALASKA NATIVE ☐ ASIAN ☐ WHITE ☐ DECLINE TO ANSWER	
ADDRESS:		ARE YOU HOMELESS? ☐ YES ☐ NO	
CITY:	STATE:	ZIP:	EMAIL ADDRESS:
DO YOU SPEAK CONVERSATIONAL ENGLISH? ☐ YES ☐ NO		DO YOU NEED AN INTERPRETER FOR YOUR APPOINTMENTS? ☐ YES ☐ NO IF "YES," WHAT LANGUAGE:	
DOES THE PATIENT HAVE A REPRESENTATIVE? ☐ YES ☐ NO		IF SO, PLEASE INCLUDE THEIR INFORMATION BELOW: (Name/Phone/Language)	
WHAT IS YOUR MONTHLY HOUSEHOLD INCOME?	HOW MANY PEOPLE IN YOUR HOUSEHOLD (whom you are responsible for by marriage, birth or adoption) are supported by monthly household income? Please include yourself. PEOPLE		
ARE YOU INTERESTED IN OTHER SERVICES AVAILABLE THROUGH OUR NEW COMMUNITY RESOURCE CONNECTION PROGRAM? (Please indicate your interest below and also complete the Community Resource Connection application on the next page.) ☐ COUNSELING ☐ DENTAL SERVICES ☐ OTHER RESOURCES (housing, transportation)			
DAY OF WEEK/TIME PREFERENCE		HOW FAR ARE YOU WILLING TO TRAVEL FOR AN APPOINTMENT?	
ARE YOU AVAILABLE FOR A VIRTUAL APPOINTMENT? ☐ YES ☐ NO		IF YES: ☐ TELEPHONE ☐ VIDEO CONFERENCE ☐ BOTH	
IS THIS MEDICAL CARE YOU NEED THE RESULT OF AN ON-THE-JOB INJURY, MOTOR VEHICLE ACCIDENT OR ACTIONS OF ANOTHER PERSON? ☐ YES ☐ NO			

New enrollment forms!

- Available in English and Spanish
- Available on website
- Will send out after this meeting

IF YOU HAVE INSURANCE/ MEDICAID/APPLE HEALTH... Please complete section "I" below.	OR	IF YOU HAVE NO INSURANCE COVERAGE... Please complete section "II" below.
I. Current Insurance Information (only for patients with insurance) Please indicate below which insurance(s) you have. Then, attach a copy of your insurance card or ID card for each.		
A. AppleHealth/Provider One/Medicaid? ☐ NO ☐ YES. Please provide enrollment number: #	B. Medicare? ☐ NO ☐ YES	C. Commercial Insurance or other insurance? ☐ NO ☐ YES
II. Financial Information (only for patients with no insurance) Please send a copy of your clinic's financial worksheet or other financial documentation.		

Specialty Medical Care Coordination



WHAT IS YOUR MONTHLY HOUSEHOLD INCOME?	HOW MANY PEOPLE IN YOUR HOUSEHOLD (whom you are responsible for by marriage, birth or adoption) are supported by monthly household income? Please include yourself. PEOPLE
ARE YOU INTERESTED IN OTHER SERVICES AVAILABLE THROUGH OUR NEW COMMUNITY RESOURCE CONNECTION PROGRAM? (Please indicate your interest below and also complete the Community Resource Connection application on the next page.)	
☐ COUNSELING ☐ DENTAL SERVICES ☐ OTHER RESOURCES (housing, transportation)	
DAY OF WEEK/TIME PREFERENCE	HOW FAR ARE YOU WILLING TO TRAVEL FOR AN APPOINTMENT?

Only change on main page:

- If you would like the client to be contacted for other services, please check which one(s)
- Feel free to refer to multiple programs
- Those programs will reach out separately.

Specialty Medical Care Coordination



Change to 2nd page of enrollment form:

- Please note that Community Connections – MTP is for King County Only
- UniteUs is used for Kitsap and Snohomish Counties
- Both programs can be referred on this page.
- Please fill out what the client needs for community services, not for their medical referral.

PROJECT ACCESS NORTHWEST			
Community Resource Connection			
Project Access Northwest partners with other health and social care agencies to better connect clients to the resources and services they need. In this network, the providers make the referral on your behalf so that you don't have to worry about reaching out to the organization. Rather, the organization will reach out to you. Before we make a referral, we will work with you to identify the network partners that are the best match for your needs and interests. If you have any questions, please call 206-788-4204 and ask to speak to Martha.			
Client Information			
FIRST NAME:	MIDDLE INITIAL:	LAST NAME:	DATE OF BIRTH:
Please describe your situation and needs			
(This section is REQUIRED for us to process your application. Please do not leave it blank.)			
PLEASE CHECK ALL THAT APPLY:			
☐ BENEFITS NAVIGATION	☐ EDUCATION	☐ LEGAL ASSISTANCE (in King County only)	☐ OTHER (PLEASE EXPLAIN ABOVE)
☐ CLOTHING AND HOUSEHOLD GOODS	☐ FOOD ASSISTANCE	☐ SUBSTANCE ABUSE	
☐ COUNSELING	☐ HOUSING	☐ TRANSPORTATION	
☐ DENTAL CARE	☐ INCOME SUPPORT		
☐ IS THIS NEED THE RESULT OF THE COVID-19 PANDEMIC?			
Consent to participate in the Unite Us Network (for those outside of King County)			
By consenting, you agree to share information with a Network of health and social service partners powered by Unite Us software. Your personal information may be shared securely on the Network in accordance with privacy laws to connect you with services.			
This consent covers all information shared by you or by anyone that has the right to share information on your behalf. You can always limit the information you provide on the Network by requesting to have it removed.			
To understand how your information may be used and kept safe on the Network, please see uniteus.com/privacy.			
If you no longer want your information shared on the Network, you can email consent@uniteus.com or ask any Network partner.			
Please sign and date in the box below:			
SIGNATURE			DATE

Imaging referrals

Important Reminder: Imaging Referrals

We have been receiving increased pushback on imaging referrals from our specialty providers. Please remember to:

- 1.Include the imaging questionnaire** for services beyond X-rays and ultrasounds.
- 2.Include the correct CPT code.** We've had numerous referrals returned due to incorrect CPT codes. You can find a searchable database of potential CPT codes here [For Providers | Imaging Center | Providence](#)
- 3.Ensure the provider signs the referral form.**

Additional Note:

For Swedish Edmonds referrals, clients can go through PANW but must also apply for Swedish charity care. The office for this application is located across the hall from the imaging center.



Sports Medicine OR Physical Medicine and Rehab OR Physiatry



We will be separating out these referrals by specialty – in the past, we were able to send to whichever provider had first availability:

- Sports Medicine:** This subspecialty of PM&R focuses on helping athletes prevent and recover from injuries. Sports medicine physicians collaborate with athletic trainers, physical therapists, and nutritionists to support patients in regaining their ability to participate in sports.
- PM&R (Physical Medicine and Rehabilitation):** This medical specialty is dedicated to diagnosing, treating, and preventing disorders of the musculoskeletal, cardiovascular, and pulmonary systems.
- Physiatry:** Physiatrists address similar issues as sports medicine doctors and orthopedic surgeons, but unlike orthopedic surgeons, physiatrists do not perform spine or joint surgeries. This distinction is important when deciding which type of doctor to choose.

Sports Medicine OR Physical Medicine and Rehab OR Physiatry

Common Diagnoses:

Sports Medicine: Sprains, strains, tendinopathy, fractures, dislocations, ACL tears, meniscal tear, tennis elbow

PM&R: Musculoskeletal disorders, neurological disorders, injuries to foot, ankle, hip, elbow, knee and hamstring

Physiatry: Musculoskeletal related pain, weakness, or loss of range of motion, a decline in function, symptoms of numbness and tingling in the hands or feet, radiating pain from the neck into the arm or the back into the leg



General Reminders

- PANW currently has no options/extremely limited options for Medicaid in Snohomish/Kitsap. Patients with Medicaid will need to be willing to travel to King County.
- Please do not tell patients to call PANW immediately after sending the referral to us.





Partner News:

- New Hope Clinic has closed.
- Root and Wings has partnered with MedShare to support free and charitable clinics for sourcing high quality medical supplies and equipment. More information can be found at www.medshare.org



Don't forget!

Every Friday from 9:00AM-10:00AM is an open Teams meeting for referral coordinators, nurses, etc.

Typically, Molly, Martha and Heather are on the call to answer questions about individual referrals or anything else you would want to know! New information is not presented at these meetings.

Hop on and say hi!

Topic: Optional Microsoft Teams meeting for Referral Coordinators

Time: Fridays 09:00 AM Pacific Time (US and Canada)

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 243 883 472 568 Passcode: tDZVP7

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 872-240-4517](#), [14206188#](#) United States, Chicago

Phone Conference ID: 142 061 88#

[Find a local number](#) | [Reset PIN](#)

Specialty Medical Care Coordination



King County

Demand Exceeds Capacity:

- Eye surgery
- Neurology
- PT

SPECIALTY ACCESS AVAILABLE!

The following table provides a quick snapshot about the availability of specialty appointments for patients in the King County safety net clinics.

SPECIALTY	AVAILABILITY
Acupuncture	☆☆☆
Allergy	☆☆☆
Asthma	☆☆☆
Audiology	☆☆☆
Bariatrics	☆☆☆
Cardiology	☆☆☆
Chiropractic	☆☆☆
Dermatology	☆☆☆
Diagnostic Imaging	☆☆☆
Endocrinology	☆☆☆
Gastroenterology—Medicaid	☆☆☆
Gastroenterology—Uninsured	☆☆☆
General Surgery	☆☆☆
Gynecology	☆☆☆
Hand Surgery	☆☆☆
Hematology	☆☆☆
HIV PrEP	☆☆☆
Infectious Disease	☆☆☆
Internal Medicine	☆☆☆
Naturopathic Medicine	☆☆☆
Nephrology	☆☆☆
Neurology	⊖ DEMAND EXCEEDS CAPACITY
Neurosurgery	☆☆☆
Nutrition	☆☆☆
Occupational Therapy	☆☆☆
Oncology	☆☆☆
Ophthalmology	⊖ DEMAND EXCEEDS CAPACITY
Optometry	⊖ DEMAND EXCEEDS CAPACITY
Orthopedics—Consultation	☆☆☆
Orthopedics—Surgery	☆☆☆

SPECIALTY	AVAILABILITY
OTO/ENT	☆☆☆
Pain Management	☆☆☆
Palliative Care	☆☆☆
Pathology	☆☆☆
Pediatric Surgery	☆☆☆
Physiatry	☆☆☆
Physical Therapy	⊖ DEMAND EXCEEDS CAPACITY
Plastic Surgery	☆☆☆
Podiatry	☆☆☆
Pro Bono Counseling	☆☆☆
Pulmonary Medicine	☆☆☆
Rheumatology	☆☆☆
Urology (uninsured only)	☆☆☆
Vasectomy	☆☆☆

PLEASE NOTE:

- The referral must have up-to-date contact information for the patient.
- The patient must have a King County physical address (no PO Box).
- The Project Access Enrollment Form must be included with the referral.
- Income verification must be included for uninsured patients.
- The reason for the referral must be explicitly outlined.
- Chart notes and radiology, diagnostic and therapy reports (if applicable) must be included with the referral.
- Imaging should not be older than six months.

CONTACT US

To refer a patient:

206-788-4204
Fax: 206-382-3507 / 800-579-1494

Molly James
Director, Specialty Care Coordination
Tel: 206-496-1585
mollyj@projectaccessnw.org



Snohomish

Demand Exceeds Capacity:

- Eye surgery
- Neurology
- PT

SPECIALTY ACCESS AVAILABLE!

The following table provides a quick snapshot about the availability of specialty appointments for patients in the Snohomish County safety net clinics.

SPECIALTY	Project Access Northwest	PLEASE NOTE:
Cancer Genetics	☆☆☆	■ The referral must have up-to-date contact information for the patient.
Cardiovascular/Thoracic Surgery	☆☆☆	
Cardiology	☆☆☆	
Dermatology	☆☆☆	■ The patient must have a Snohomish County physical address (no PO Box).
Endocrinology	☆☆☆	
Gastroenterology	☆☆☆	
General Surgery	☆☆☆	■ The Project Access Enrollment Form must be included with the referral.
Gynecology	☆☆☆	
GYN Oncology	☆☆☆	
Infectious Disease	☆☆☆	■ Income verification must be included for uninsured patients.
Internal Medicine	☆☆☆	
Neurology	☹ DEMAND EXCEEDS CAPACITY	
Neurosurgery	☆☆☆	■ The reason for the referral must be explicitly outlined.
Occupational Therapy	☹ DEMAND EXCEEDS CAPACITY	
Ophthalmology	☹ DEMAND EXCEEDS CAPACITY	
Orthopedics	☆☆☆	■ Chart notes and radiology, diagnostic and therapy reports (if applicable) must be included with the referral.
OTO/ENT	☆☆☆	
Palliative Care	☆☆☆	
Pediatrics	☆☆☆	■ Imaging should not be older than six months.
Physiatry	☆☆☆	
Plastic Surgery	☆☆☆	
Podiatry	☆☆☆	
Pro Bono Counseling	☆☆☆	
Prosthetics/Orthotics	☆☆☆	
Physical Therapy	☹ DEMAND EXCEEDS CAPACITY	
Pulmonary Medicine	☆☆☆	
Sports Medicine	☆☆☆	
Surgical Oncology	☆☆☆	
Urology	☆☆☆	
Vascular Surgery	☆☆☆	
☆☆☆	= currently available	
☹ DEMAND EXCEEDS CAPACITY	= Available, but demand exceeds capacity	



Kitsap County

All specialties
noted here are
currently available.

The following table provides a quick snapshot about the availability of specialty appointments for patients in the Kitsap County safety net clinics.

SPECIALTY	Project Access Northwest	PLEASE NOTE:
Bariatrics — Non-Surgical	☆☆☆	■ The referral must have up-to-date contact information for the patient.
Cardiology	☆☆☆	
Dermatology	☆☆☆	
Diabetes/Nutrition	☆☆☆	■ The patient must have a Kitsap County physical address (no PO Box).
Endocrinology	☆☆☆	
Gastroenterology	☆☆☆	■ The Project Access Enrollment Form must be included with the referral.
General Surgery	☆☆☆	
Hematology	☆☆☆	■ Income verification must be included for uninsured patients.
Infectious Disease	☆☆☆	
Internal Medicine	☆☆☆	■ The reason for the referral must be explicitly outlined.
Neurology	☆☆☆	
Oncology	☆☆☆	■ Chart notes and radiology, diagnostic and therapy reports (if applicable) must be included with the referral.
Plastic Surgery	☆☆☆	
Pro Bono Counseling	☆☆☆	■ Imaging should not be older than six months.
Pulmonary Medicine	☆☆☆	
Rheumatology	☆☆☆	
Sports Medicine	☆☆☆	
Urology	☆☆☆	
Vascular Surgery	☆☆☆	
Wound Care	☆☆☆	
☆☆☆	= currently available	
☹ DEMAND EXCEEDS CAPACITY	= Available, but demand exceeds capacity	



Remote Access to our database:

Don't forget that we are offering remote access to our database for the price of \$300 per user per year. This is the cost of adding in new users (PANW is not earning a profit).

Webforms

You can refer patients through our webform! Information is attached to these slides and will be sent out after this meeting.



UniteUs 2024 YTD Numbers

Specialty	Number
Benefits Navigation	15
Clothing/Household Goods	15
Education	5
Food Assistance	32
Housing Assistance	12
Income Support	24
Employment	1
Legal Assistance	8
Health	9
Transportation	10
Unknown	1
Total	138

Specialty Care Coordination Numbers 2024 YTD Numbers (as of 11/7/24)

Program	Referrals	Appointments
Specialty Care Coordination	1300	2997
NWKC Dental	16	13
UniteUs	138	78





Help us help you!!

PANW sends out weekly reports to each clinic that has referrals in process. These include:

- Approved referrals
- Pended referrals (reason for pend included)
- Appointments scheduled (date/time/location)
- Additional information (anything we want you to know that doesn't fall into the pend/approved category)
- Closed referrals

If you have referrals in process, you should be receiving these!

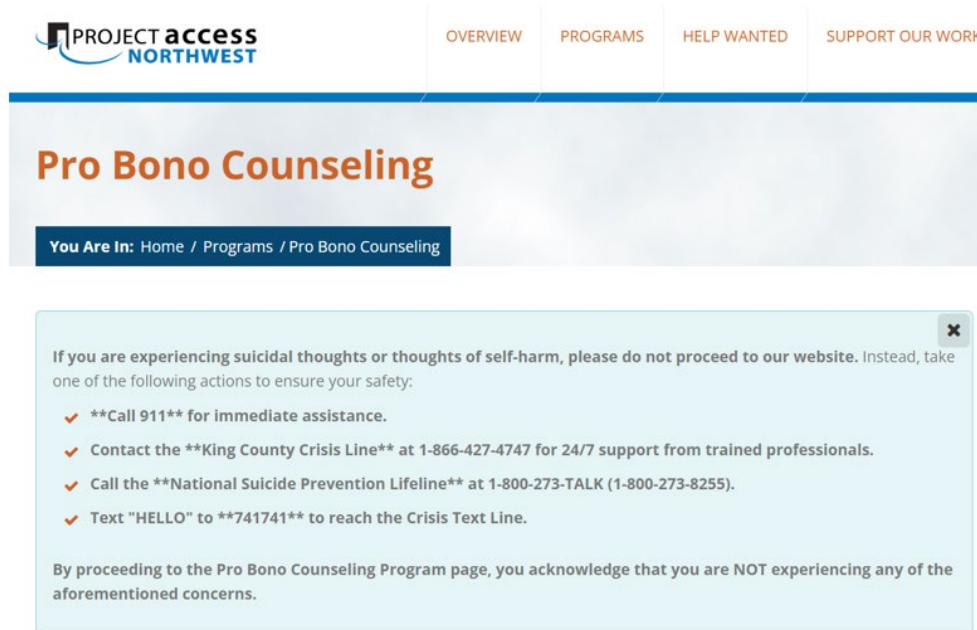
These reports can be securely emailed or faxed to your clinics. If you are not receiving them, please reach out with updated contact info. We have found that one person as a contact works best!!

Please do not ask patients to call PANW to schedule appointments. We will reach out to them once an appointment is available.

- Who We Serve:
 - Our free counseling services are available to those adults living at or below 300% of the federal poverty level [Who We Serve and How](#)
 - Clients can be located anywhere within Washington state using HIPAA-compliant teletherapy platforms
- Client Benefits:
 - Free access to high-quality mental health care
 - Tailored therapy services provided by licensed professionals and student interns – no prescribed session limits, your therapy needs are based on you and your counselor!
 - Easy sign-up process through our HIPAA-compliant client self-enrollment webform [Pro Bono Counseling-Client Enrollment Webform](#)



- We are NOT a resource for crisis care, psychiatry to address complex behavioral health needs or medication management.*



- We CAN provide you with community resources and support.*

- *Internal Crisis Management Protocol*
 - *Passive or Active SI/HI Callers*
 - *Provide immediate support – determine where they are gathering key demographic information*
 - *Call 9-8-8 WHILE client is on the phone*
 - *Explain the process to the client and obtain their consent*
 - *Introduce client to crisis line counselor, provide relevant context about the situation and client needs*
 - *Keep client engaged in the event there is a hold time*
 - *If client is experiencing ACTIVE SI/HI we will call 9-1-1 (using 2-Care Coordinator approach)*
 - *Follow up*
 - *Schedule a follow up call with client within 48 hours of crisis call being received*
 - *Provide additional community resources and/or referral to PBC counselor (post-stabilization)*



What is Premium Assistance?

The Project Access Northwest Premium Assistance Sponsorship Program is tailored for residents of Washington State who do not qualify for Apple Health (Medicaid) or Medicare. While these individuals can purchase private health insurance through the Washington Health Benefits Exchange, the cost of premiums poses a significant financial burden.

Current Funders

- CHI
- Multicare



Qualifications

- Be a Washington state resident who lives at or below 300 percent of the Federal Poverty Level.
- Be eligible to purchase a Qualified Health Plan in the Washington Health Benefits Exchange.
- If approved, choose a Silver level Plan and agree to apply all Tax Credits offered.
- Be referred to Project Access Northwest by one of our Premium Assistance partners.
- Agree to share information available to the Exchange as well as all copies of information sent by the Exchange with Project Access Northwest.
- Update your eligibility information, such as income and family size, on the Exchange throughout the policy year.
- File federal income taxes to qualify for a tax subsidy. (If married, file jointly.)



COMMUNITY RESOURCE CONNECTION

Programs, services and supports to address
health-related social needs for all of King County



What is Community Resource Connection?

- Goal setting, resource navigation, and referrals to meet critical health-related social needs
- A Medicaid Transformation Project (MTP 2.0) program
- Part of the HealthierHere Community Hub
- Network of CHWs that speak the following languages:
 - Afrikaans, Arabic, ASL, Bantu Languages (Kikuyu, Kikamba, Kiambu), Bemba, Bengali, Chinese, Dari, Farsi, French, Hindi, Malawian, Mien, Nyanja, Oromo, Pashto, Punjabi, Russian, Somali, Spanish, Swahili, Tonga, Ukrainian, and Vietnamese.

Meet the team!



Vy Mai (She/Her)
Community Health Care
Coordination Manager
206.489.4481
vym@projectaccessnw.org



Brooklynn Switzer (She/Her)
Community Health Worker
206.489.4630
brooklynns@projectaccessnw.org



Julia Harman (She/Her)
Community Health Worker
206.489.4582
JuliaH@projectaccessnw.org



How to refer to Community Connections

- Self-refer or referred by community partners
- Online form
- Call 1-833-453-0336

Please select the organization that referred you to the Hub from the dropdown list on question 1 of the online intake form.



Client is referred or self-refers through HealthierHere intake form



CHW contacts client to learn needs and goals



CHW connects client to social resources and follows up



CHW ensures closed loop on referrals



Priority Needs	Total Numbers (as of 11/7/24)
Housing/Rental Assistance	20
Financial Instability	15
Transportation	10
Food Access	8
Behavioral Health	7

What is DentistLink?

DentistLink Overview

- DentistLink is a service provided by Delta Dental in partnership with the Arcora Foundation, a non-profit organization committed to improving oral health and promoting health equity.
- The Foundation collaborates with communities to prevent oral disease, transform health systems, and enhance access to care.

Our Mission

- Everyone has an oral health story. DentistLink aims to connect patients with Apple Health benefits to local dentists who accept their insurance.

Service Information

- DentistLink offers free referral services across Washington state. Patients can self-refer by visiting www.dentistlink.com, where they can search for providers or receive assistance via phone or text.



Care Coordination Services

- Care coordinators are available to assist you via text and phone. If you need specialized care, we can connect you with specialists in addition to general dentistry services.
- When you reach out, a referral specialist will return your call or text. If they are unable to respond immediately, they will get back to you as soon as possible. The referral specialist will ask a few questions regarding your age, location, and dental needs, and will then match you with a dental provider that suits your requirements.
- Additionally, DentistLink offers interpreter services for clients who are not English speakers, ensuring you receive the support you need.



[Find a Dentist](#)

Search our directory anytime



[844-888-5465](#)

Call or text a
referral specialist weekdays
9am - 5pm



[Complete Form](#)

We'll connect you to resources based
on your needs

Staff for DentistLink Program:

- Krinal Parsania, Manager, Care Coordination
KrinalP@projectaccessnw.org
206-489-4521
- Evan Tsuruda, Care Coordinator
evant@projectaccessnw.org
206-489-4524
- Alondra Alvarado Rivera, Care Coordinator
alondrar@projectaccessnw.org
206-496-1576

Please reach out with any questions!!



Contact Type	Number of Clients Served (10/7-11/6/24)
Phone calls	662
Text referrals	72
Self-referrals	312
Partner referrals	84
Total	1130



General Reminder:

Please do not send any immigration paperwork to Project Access for any program you are referring to.

We do not ask for this information and avoid having the information in our system.

How do I refer patients to multiple programs at PANW?

- There are multiple ways to refer patients to PANW programs:
 - For **Specialty Care Referrals**, please use the Community Connections form (2nd page of enrollment form). Clients can be referred to many other programs through this form.
 - Our website has self-referral options for Pro Bono Counseling, DentistLink and Community Connections (inside and outside of King County).



OVERVIEW

PROGRAMS

I have a client who.....

My client is being referred to Specialty Care Coordination and has shown interest in counseling and housing support. How do I refer this patient?

Please refer the patient through the Specialty Care Coordination process. Additionally, use the Community Connections form on the second page of the enrollment form to enable Pro Bono Counseling or Community Connections programs to reach out separately.

I have a client who.....

My client does not require specialty care coordination but does need dental services. They have significant anxiety about visiting the dentist. How can PANW assist in this situation?

PANW can refer the client to both DentistLink for dental resources and Pro Bono Counseling for anxiety assistance. The patient can be referred directly through our website at:



[OVERVIEW](#)

[PROGRAMS](#)

I have a client who.....

My client needs dental and cardiac clearances for an upcoming orthopedic procedure. How can PANW assist this patient?

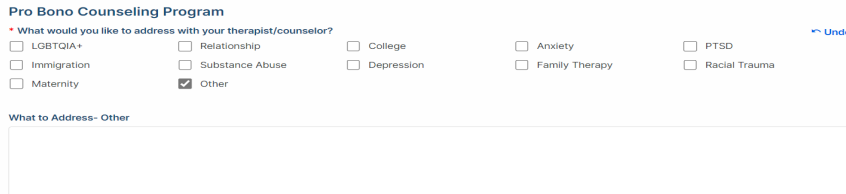
Please send a specialty care referral for cardiac clearance and fill out the Community Connections form for dental resources. The DentistLink staff will reach out separately.

I have a client who.....

We have a primary care patient who needs counseling but has complex needs that may require medications. How can PANW assist in this situation?

Please have the client complete the online [Pro Bono Counseling-Client Enrollment Webform](#)

Please select "Other" and list the specific needs

A screenshot of the 'Pro Bono Counseling Program' webform. The title is 'Pro Bono Counseling Program'. Below it is a question: '* What would you like to address with your therapist/counselor?'. There are several checkboxes: 'LGBTQIA+', 'Relationship', 'College', 'Anxiety', 'PTSD', 'Immigration', 'Substance Abuse', 'Depression', 'Family Therapy', 'Racial Trauma', 'Maternity', and 'Other'. The 'Other' checkbox is checked. Below the checkboxes is a text box labeled 'What to Address- Other'.

You can also email Sherese Ezelle, Director of Behavioral Health Integration directly at sherese@projectaccessnw.org or behavioralhealth@projectaccessnw.org to discuss specific client needs and obtain additional resources

Questions?

Thoughts?

Ideas?

Needs?

Hope everyone has a peaceful holiday season!

Thank you for attending!

Project Access Northwest
will be closed during the
following:

11/28/2024-11/29/2024

12/23/2024-1/2/2025

