

First Quarter 2020

PRIMARY HEALTH CHOICE, INC. A PRIMARY CHOICE, INC.

In God We Trust Mission Statement

We are committed to helping and providing all individuals and families with the best of services to enhance, grow and maintain a high quality of life. The needs of each and every individual we serve are first and foremost. We strive on the belief that all individuals should receive the best services regardless of any factors.



Important tips to remember during the Covid-19 pandemic:

- Wear cloth face masks when going out in public.
- Only leave your home when absolutely necessary.
- Regularly wash your hands for 20 seconds with soap and water.
- Use hand sanitizer with at least 60% alcohol.
- Avoid touching your face.
- Refrain from greeting people by shaking hands, kissing or hugging.
- Cover your coughs and sneezes.
- Keep a distance of 6 feet between you and others.
- Keep 2-4 weeks of food on hand.
- Avoid overstocking on supplies that are in high demand so other people will have access to the needed essentials as well.
- If you take medication, make sure to get refills and keep a month's supply on hand if possible.
- Get your information from reliable sources such as the CDC or WHO.



COVID-19
CORONAVIRUS DISEASE 2019

Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.

Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.

Please visit the ADP website for updates regarding Covid-19. ADP will be updated periodically with new and important information about the coronavirus disease.



To keep your heart healthy, make sure you understand your risks and get your blood pressure and cholesterol checked on a regular basis. Choosing healthy foods and using portion control will help you work toward or maintain a healthy weight. Make sure to add in daily physical activity as well. Stress can be damaging to your heart health. If you feel stressed, find useful and fun ways to relieve your stress. Quit smoking if you are a smoker. Make sure to enough good quality sleep each day to allow your body to relax and repair.

CARF REMINDERS

- * Please remember to sign in and out each day.
- * Ensure all computers are password protected and locked when you are away from your desk.
- * All employees must wear their badge while working.

Congratulations

Accreditation has been issued for Primary Health Choice, Inc. through February 28, 2021.

ASPIRE to Excellence
carf ACCREDITED

Welcome our new staff! INTRODUCING THE NEWEST MEMBERS OF OUR TEAM!

- * Jaimelle Blanco (Regional Director)
- * Rhonda Udzinski (Burlington OM)
- * Megan Lewis (Laurinburg OMA)
- * Toria Ephram (QP)
- * Amanda Brayboy (Billing Specialist)

- * Latrell Cooper (Rocky Mount OM)
- * Latoya Peele (Greenville OM)
- * Jenean Herbin (Greensboro OM)
- * Cassandra Locklear (IHH)
- * Lindsey Brayboy (Accounts Payable Assistant)

- * Brandi Queen (Lexington OM)
- * Amanda Hall (Wadesboro OM)
- * Cierra Knight (Tarboro OM)
- * Contonio Wilson (QP)
- * Latoya Thomas (QP)

PRIMARY HEALTH CHOICE, INC.
 "Individuals' First Choice"



Primary Health Choice, Inc. A Primary Choice, Inc.




Nancy Pineda
QA/IT Assistant



Johnathan Hammonds
Regional Director



Lavetta Strickland
NCIW Direct Care - Sanford



Sophia Brown
CNA - Henderson

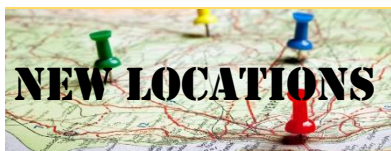


Employee

Of The Quarter



Rick is a sweet, caring person. I have truly enjoyed caring for him. We have established a bond as patient and caregiver. Rick has a sweet spirit about him. Rick loves music and playing basketball, that was our daily exercise. The family expressed to me that he would start calling my name when he knew it was time for me to get there. Rick may have down syndrome but he is very smart and keen to everything around him. Nothing gets past him. I truly love him and the family. I wouldn't trade the bond we have for nothing in the world. I was truly blessed to have him as a patient and friend. — Bertha Sanderson



We are pleased to announce we have added the following locations:

- * Tarboro, NC
- * Greenville, NC




April 10th
Good Friday

May 25th
Memorial Day



Could you use some extra cash? By using the company's awesome ERP program, you could earn extra money! See your office manager or contact Ms. Shannon at the corporate office (910) 865-3500 for details.



The majority of billing denials are for the hours being over the authorization
PHC QP's – To ensure consumers are not going over their authorizations, it is best to keep a tracking of what hours the consumer is using.
APC Office Managers – For PCS, compare the timesheets to the calendar before entering the time into Barnestorm. For CAP, compare the timesheets to the authorization before entering the time into Barnestorm. ***Respite hours are tracked from July-June (no matter what dates are on the authorization) to ensure that the patient does not go over their authorization.***