

DAS

(Direct Appointment Scheduling)

Training Manual



**Within the Minnesota Department of Health's
Cancer Control Section**

Sage Screening Program

The Sage Screening Program is a statewide, comprehensive breast and cervical cancer control program whose primary objective is to increase the number of women who are screened for breast and cervical cancer.

What we pay for. . .

The following services are free to eligible women at participating facilities. Special arrangements may be needed for some services--check with your Regional Coordinator. For reimbursable CPT codes, see rate schedule.

Screening services:

- Office visit for breast and cervical exam
- Screening mammogram (breast exam required)
- Pap smear

Diagnostic Services:

- Office visit for breast or cervical services (i.e. for exam or results counseling)
- Diagnostic mammogram
- Fine needle aspiration of breast lump, including pathology reading
- Colposcopy, including biopsy
- Breast Ultrasound
- Breast biopsy (with prior arrangement)
- Diagnostic services for HPV testing and endometrial biopsies--refer to Provider Manual or call your Regional Coordinator

*Age exceptions for breast services:

Sage services are intended for women age 40 and older. However, we do recognize that there are some situations where services are indicated in younger women. If during an office visit and breast exam on a woman under 40, the clinician feels that a mammogram is indicated (for example, to screen a woman with a strong family history, or to follow-up on an abnormal breast exam finding), you can then enroll the woman and Sage will cover her office visit and mammogram. If further follow-up is needed, the woman could also have a diagnostic mammogram, breast ultrasound, or outpatient breast biopsy through Sage/Race for the Cure.

Sage web site: www.MNSage.com

Who is eligible?

Women who meet **all three** criteria:

- Age 40 or older*
- Have no insurance or are underinsured**
- Income within our guidelines.
(You do not need to verify income)

2007 Income Guidelines

Household Number	Monthly Income	Yearly Income
1	2,127	25,525
2	2,852	34,225
3	3,577	42,925
4	4,302	51,625
5	5,027	60,325
6	5,752	69,025

Insurance Guidelines

Self-employed or farmers should use their net income after deducting business expenses. Since monthly incomes may vary, encourage clients to use a current or recent month's estimate of their monthly income after business expenses. No documentation is required.

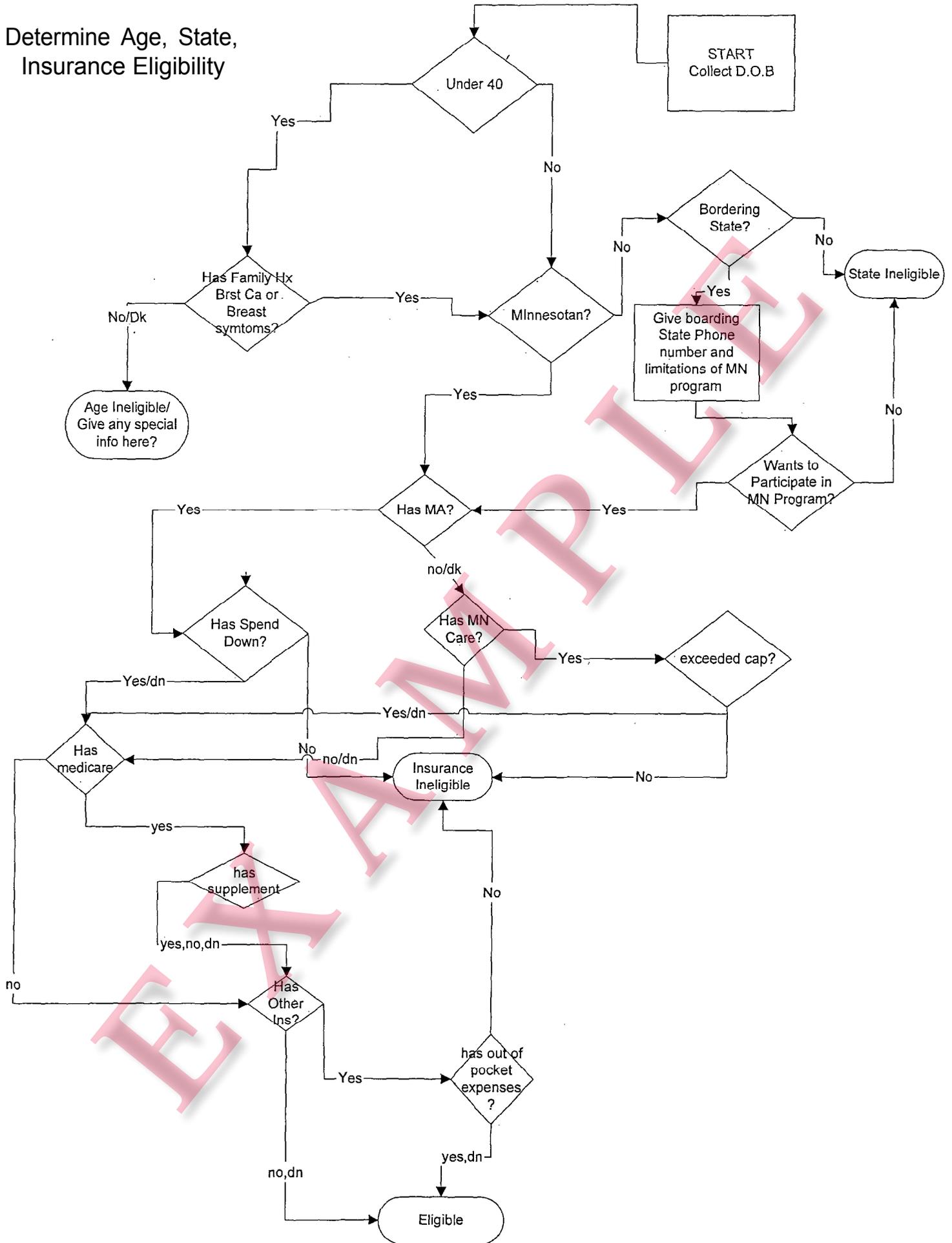
**Underinsured includes:

- Insurance that does not cover screening or insurance with unmet deductibles or co-payments.
- Women on Medicare can be enrolled to pay uncovered expenses associated with these screening or follow-up services.
- Women on MinnesotaCare and M.A. can be enrolled to pay uncovered expenses associated with such screening or follow-up services. Sage cannot cover MinnesotaCare or Medical Assistance co-pays (call for questions)

This form is for training purposes with Sage service delivery network. This form is NOT intended for public distribution.



Determine Age, State, Insurance Eligibility



Cancer Control Overview

EXAMPLE

1.0 Cancer Control Section Free Screening Programs Overview

Sage Screening Program

Sage Screening Program

The Sage Screening Program (Sage) is a free breast and cervical cancer screening service funded by the State of Minnesota and the Center for Disease Control and Prevention under the “Breast and Cervical Cancer Mortality Prevention Act of 1990.” The Sage Screening Program used to be known as the Minnesota Breast and Cervical Cancer Control Program and many individuals refer to the program as MBCCCP. The program serves mostly Minnesotan women age 40 and over who are uninsured or underinsured.

Sage - Eligibility Criteria

Sage - Eligibility Criteria

Eligibility criteria are based on four main factors: age, state of residency, health insurance status, and household income. If a woman is 40 or older, she is age eligible. If a woman is younger than 40 years old, she may be eligible if she meets the following criteria:

- has pains in her breasts, which are not associated with her menstrual cycles
- has a lump in one of her, breasts
- has a family history of breast cancer, then she is age eligible

All other women are not age eligible.

***Note: Sage only covers the breast exam and mammogram for women under 40.**

In order for a woman to be state eligible, she must be a resident of Minnesota and plan on living in Minnesota for the next six months. If a woman lives in a bordering state (ie, North Dakota, South Dakota, Iowa, and Wisconsin) and is interested in Sage, she may be eligible for the free breast exam, Pap test, and mammogram; however, if an abnormal result is found, she will not be eligible for MA-BC – Minnesota’s free breast and cervical cancer treatment coverage program. (For more information on MA-BC and other states breast and cervical cancer screening programs, see *Appendix A: MA-BC.*)

A woman must be either uninsured or underinsured to be insurance eligible. Uninsured means that a woman does not have any health insurance at all. Underinsured means that a woman has health insurance, but the insurance doesn’t cover all medical costs; this includes deductibles, co-pays, 20/80 plans, Health Savings Accounts (HSA), etc. (For more information on Health Savings Accounts, see *Appendix A: HSA.*) Women on Medical Assistance, Minnesota Care, and/or Medicare may be insurance eligible given the following guidelines:

- a woman on Medical Assistance has not used all of her spend down;
- a woman on Minnesota Care has exceeded her spending cap;
- a woman on Medicare has not met her deductible and/or does not have any supplemental insurance or her supplemental insurance does not cover the full cost of medical care.

A spend down is the amount an individual needs to spend before Medical Assistance will begin to cover all medical costs. (It is similar to a deductible.) Sage will cover the costs of clinical breast exams, Pap tests, mammograms, and other Sage covered services if a woman’s spend down has not been met. (For more information on Medical Assistance, see *Appendix A: MN Health Care Programs.*)

A spending cap is the set amount of dollars worth of insurance that an individual on Minnesota Care is able to spend, such as \$10,000. Once an individual surpasses his/her spending cap, all medical costs will be the individual’s responsibility. If a woman has a spending cap, the clinic

will bill Minnesota Care first and then Sage will pick up on the additional visit cost not covered by Minnesota Care.* Sage is the payer of last resort. Note though that having a clinical breast exam, Pap test, and mammogram through Sage may use all of the woman’s insurance benefit for the year because Minnesota Care will be billed first. A woman may not know if she is near exceeding her spending cap. In this case, she should call the number on the back of her insurance card and find out. (For more information on Minnesota Care, see *Appendix A: MN Health Care Programs.*) ***Note: Let the woman know that the clinics are required to bill their insurance company first, including MA, MinnesotaCare, and Medicare.**

Medicare covers screening mammograms every year and Pap tests every two years; however, there may be some cost to the patient. Sage will pay for screening services when Medicare does not. (For more information on Medicare coverage, see *Appendix A: Medicare.*)

Minnesota Comprehensive Health Care Association (MCHCA) health insurance is a state-funded **private** health insurance for people who can’t get any other health care. It has a deductible and a co-payment and as a result, women covered by MCHCA will be eligible for Sage, if they meet the age, residency, and income guidelines.

The last eligibility criterion is based on a self-reported household income. A woman’s gross household income must be at or below 250% of federal poverty guidelines as indicated in the table below. This income includes all wages, commissions and tips, Social Security, disability, child support, alimony, and public assistance. Farmers and self-employed individuals may report their net income - income after deducting business expenses. The income guideline changes every year around April. The total number of persons living in the household is defined as the total number of persons in the same house and supported by the reported income.

2007 Income Guidelines		
Household	Monthly	Yearly
1	\$2,127	\$25,525
2	\$2,852	\$34,225
3	\$3,577	\$42,925
4	\$4,302	\$51,625
5	\$5,027	\$60,325
6	\$5,752	\$69,025
Add for each additional	\$725	\$8,700

*** A woman must meet all of the four eligibility criteria listed previously to receive Sage services.**

Enrollments

In order for a woman to have her mammogram covered by Sage, she must have a clinical breast exam prior to the mammogram. Sage covers both the clinical breast exam and mammogram. Clinical breast exams are usually scheduled under the term “physical,” which may also include a Pap test (see age eligibility for whether Sage covers for the Pap test or not). During the clinical breast exam visit, the participant completes a blue enrollment form. After the clinical breast exam (and Pap test) is completed, an encounter number is given to the participant, by the clinic, and she

is referred to the radiology department for a mammogram. The encounter number is used to track participants for follow-ups. Each visit will have a unique encounter number.

Sage - Services Covered

Sage - Services Covered

The main services covered by Sage include clinical breast exams, Pap tests, and mammograms. These are known as screening services (asymptomatic patient). Additional screening services include Computer-Aided Detection (CADs) mammograms and pelvic exams. Sage also covers the following diagnostic services:

- Office visit for follow-up breast and cervical services
- Diagnostic mammogram (symptomatic patient)
- Fine needle aspiration of breast lump (procedure where a fine needle is used to obtain tissue samples)
- Breast ultrasound (ultrasound used to determine if a lump is a cyst-filled with a fluid- or a solid mass; also used for younger women where the breast tissues are more dense; also used to evaluate breasts with implants)
- Breast biopsy (outpatient only)
- Colposcopy (a visual examination of the cervix), including biopsy (for women 40 and older) *See *Appendix C: Free Colposcopy Program* for more information on the Colposcopy program for women under the age of 40.
- Endometrial biopsy, following an abnormal AGC Pap done through Sage (for women 40 and older)
- Human Papilloma Virus (HPV) High Risk Panel, following an abnormal ASCUS Pap done through Sage (for women 40 and older)

Sage - Sites

Sage - Sites

Over 350 clinics throughout Minnesota and over _____ mammogram facilities are associated with Sage. A woman usually has her breast exam and Pap test at one of the clinics and then is referred (unless the clinic has on-site mammography) to a mammogram facility.

*Sage will only cover visits completed at one of these affiliated sites. See Section _____ for more on sites.

Sage - Process for Screening (taken from the Provider Manual)

Sage - Process for Screening

Step 1: Woman calls for information about the Sage Screening Program. Screening site (or other designated entity) screens her for eligibility and schedules an appointment.

Step 2: Woman completes pages 1-3 of Sage Screening Program Enrollment form (blue). Screening site checks form for completeness, verifies eligibility, and assigns tracking “encounter number”.

Step 3: Screening site does exam. Nurse or doctor completes Visit Summary section (page 4) of Enrollment form. Screening site makes copy of Enrollment form for own records and sends original to Sage Screening Program.

Step 4: The clinic sends the Pap to the Lab for results, with the pink Pap Summary form and the encounter number (or by giving the Lab the patient’s encounter number so that they can initiate the form or dictated report).

Step 5: Screening site schedules mammogram and informs mammography facility of encounter number by sending them the green Mammogram Summary form (or by giving the mammography facility the patient's encounter number so that they can initiate the form).

Step 6: Woman has mammogram; Mammogram Summary form sent, with film, to radiologist.

Step 7: Radiologist sends dictated mammogram report to ordering physician and in addition, the completed Mammogram Summary form (green). Completed form is mailed to the Sage Screening Program. Diagnostic mammograms and ultrasounds use same encounter number as original mammogram form.

Step 8: Lab sends Pap results to clinic and to the Sage Screening Program (on pink Pap Summary form or in Bethesda format with encounter number).

Step 9: Normal results: clinic notifies patient. Patient is in yearly Sage Screening Program recall system. Patient must re-screen yearly.

Step 10: Abnormal results: Clinic notifies patient, facilities do follow-up care and track patient to ensure that care is obtained. The Sage Screening Program also tracks all abnormal results and requests follow-up information from the clinic.

Step 11: Return visits: screening site documents on Return Visit form (buff colored). Use a new encounter number for each visit.

Sageplus Screening Program

Sageplus Screening Program

The Sageplus Screening Program (*Sageplus*) offers free heart-health screening services to women ***who are eligible for Sage and are between the ages of 40 and 64**. The program began in 2004 as part of the Center for Disease Prevention and Control's WISEWOMAN Program. *Sageplus* works with Sage to offer screening and risk reduction counseling for stroke and heart disease, in addition to the breast and cervical cancer screening. Because *Sageplus* is a relatively new program, it is available only at a limited number of locations.

Sageplus Clinics

Sageplus Clinics

As of June 2007, there are ten Sageplus sites:

- Sage Women's Clinic, Edina, MN
- Southside Community Clinic, Minneapolis, MN
- Green Central Community Clinic, Minneapolis, MN
- Northpoint Health and Wellness Center, Minneapolis, MN
- Park Nicollet (on Blaisdell), Minneapolis, MN
- N.I.P. (Neighborhood Involvement Program)/Uptown Community Clinic, Minneapolis, MN
- West Side Community Health Services, St. Paul, MN
- Open Door Clinic, Mankato, MN
- Affiliated Community Health Center, Willmar, MN
- Lake Superior Community Health Clinic, Duluth, MN

Sageplus Services

Sageplus screening services include measurement of risk factors for stroke and heart disease, such as:

- Height, weight, waist circumference
- Blood pressure
- Cholesterol
- Blood glucose (for diabetes)

If the measurements show that the stroke and heart disease factors are too high, Sageplus will cover an office visit for further medical evaluation. Additional service covered by the program includes office and phone counseling sessions with a nurse to modify health behaviors.

Unlike Sage, Sageplus does not cover follow-up visits or medications and treatments for stroke, heart disease, or diabetes. Sageplus clinics, on the other hand, will direct eligible women to no-cost and/or low-cost options such as drug program enrollment or sliding fees.

The Sageplus program consists of:

1. An initial heart health screening
2. An hour-long visit to discuss changes the woman might make in her diet, how physically active she is, or smoking status to improve her heart health
3. Three 15 minute phone calls, by a nurse, to assess progress, resolve barriers, and address questions
4. A re-screening visit, within 12-14 months of her initial heart health screening

Also unlike Sage, Sageplus has been limited to one year by the Center for Disease Prevention and Control (CDC) policy. If a woman has completed her screening and re-screening, she is technically no longer eligible for the program, regardless of whether she actively participated in the life style change part of the program. However, if, after a year, a woman states that she was not ready to change before and wants to try again, **and** requests to be in the program an additional time, she may “re-enroll” in Sageplus (as an exception to the CDC policy). ***Note: This decision should be made by the clinic at her re-screening appointment.**

Every woman that is screened through Sageplus will receive a free pedometer and can earn \$10, \$20, and a Sageplus fleece jacket when she reaches a certain steps goal (first 4 cards sent in, 1,000,000 steps, 2,000,000 steps respectively). Woman can also join the SmartChoices program, which is a program similar to the steps program, involving recording the number of servings of fruits and vegetables a woman eats each day. When a woman reaches 600 servings, she can earn a Utensil set, a Measuring Cup set, or The Joy of Cooking cookbook. Smokers will be offered free quit smoking classes. Women who return for a counseling visit receive a headset radio.

Sageplus appointments require a 12 hour fast – meaning that no food or drink is permitted 12 hours before the appointment. Fasting is necessary to obtain accurate cholesterol and blood glucose readings. Only a small amount of water – the amount necessary to swallow medication or to rinse the mouth – is allowed. Because of the need to fast, Sageplus appointments should be scheduled only in the morning.

Whenever possible, Sage and Sageplus appointments should be scheduled at the same time; however, during circumstances when this isn’t an option, Sageplus can be scheduled separately from Sage appointments (only at specific clinics, such as Sage Women’s Clinic). If a woman already had her Sage screening for the year, she may still be eligible for Sageplus if the Sage

appointment was within the last 8 months. If the Sage appointment was more than 8 months ago, the woman should combine her Sage*plus* visit with her next Sage re-screening appointment.

See Appendix C for a detailed overview of the Sage*plus* program.

EXAMPLE

Phone Recruitment Overview

EXAMPLE

2.0 Phone Recruitment Overview

Direct Mail Recruitment

Direct Mail Recruitment

One of Sage's main modes of recruitment is through direct mail. Although many strategies have been used to recruit women for breast cancer screening, few have been rigorously tested for efficacy and cost-effectiveness. Direct mail is a popular channel for reaching target audiences because it can reach large, widely dispersed populations, and is relatively inexpensive to implement and replicate. It has been shown through repeated testing to be one of the few cost-effective strategies for enrolling women into Sage.

Using the Health Belief Model (HBM) – a health behavior modification theory based on the understanding that a person will take action according to his/her perceived risks and benefits – direct mail is most effective at motivating contemplators to get screened. Contemplators are individuals who are ready to act and change their health behavior but need an extra boost of encouragement.

In addition, Sage uses direct mail to target specific groups of women; for example, women within a specific area or below a certain household income or women who do not have insurance, etc. Every mailing has a specific extension number assigned to it. These extension numbers are used to track the intervention.

Direct mail is also used to recruit women already in the Sage program for rescreening. This is usually done by sending out monthly reminder letters – letters sent out 11 months after last mammogram – and relapser letters – letters sent out 16 months after last mammogram. Reminders and relapser letters have extensions 5 and 1, respectively. A second reminder is sent to women that have not responded to their first reminder letter; these second reminders are assigned extension 555.

Twice or thrice a year, there is a large Department of Revenue state-wide mailing. Every once in a while, a mailing will be sent out to a specific population or list of names (ie, within a specific zip code, MeritCare, Consumer List, etc.). When this happens, the phone recruiters will be notified ahead of time with the assigned extension numbers.

1-888-643-2584/ 1-888-6HEALTH Phone Line

Phone Line

Sage has a toll free number: 1-888-643-2584 or 1-888-6HEALTH. This toll free number is publicized through the direct mail pieces. Women interested in Sage will call this number to determine whether they are eligible for the program and to schedule an appointment. See Section 4 and Section 5 for details on taking and making calls via the toll free number.

When a woman calls the toll free number during regular business hours (7:30 am – 5pm), she will receive the following message:

*Welcome to the Sage Screening Program. To continue in English, press 1.
To continue in Spanish, press 2 (in Spanish).*

After pressing 1:

You have reached the Minnesota Department of Health's Free Mammogram Program. Thousands of women have already received mammograms through our program, and we would like to assist you as well.

- *If you would like to learn more about our free cancer screening program and find out if you are eligible, please press 1 now.*

Call will be directed to a phone recruiter. If a phone recruiter is not available:

All of our operators are currently assisting other callers. The current wait time is approximately ____ minutes. If you'd like to leave a message at any time, please press 1. If you'd like to continue to hold, please stay on the line. Your call is very important to us, thank you for holding.

Every two minutes after the first message:

Our operators are still assisting other callers. The current wait time is approximately ____ minutes. If you'd like to leave a message at any time, please press 1. If you'd like to continue holding, please stay on the line. Your call is very important to us, thank you for holding.

- *If you're calling to inform us of your appointment, please press 2 now.*

Please state your full name, and spell your last name. Please tell us the name of the clinic or clinics you have scheduled appointments with for your screening. Also please leave the date and times of your appointments. Thank you for calling us back with this information, and have a nice day!

- *If you're calling with a billing issue, please press 3 now.*

Calls are directed to Dwight Overton's number, 651-201-5630.

After pressing 2:

Call is forwarded to CC Spanish Line's number, 651-284-3986.

When a woman calls after the regular business hours, she will receive the following message:

Welcome to the Sage Screening Program, the Minnesota Department of Health's free mammogram program. Our normal business hours are 7:30 am to 5pm Monday through Friday. Your call is extremely important to us, so please leave your-full name, spell your last name and leave a phone number you can be reached at during the day. We will get back to you as soon as possible. Thank you again for calling and have a great day!

If a woman calls during a holiday when the office is closed, she will receive the following message:

Welcome to the Sage Screening Program, the Minnesota Department of Health's, free mammogram program. Our normal business hours are 7:30 am to 5 pm Monday through Friday, however, our office is closed today for holiday. Your call is extremely important to us, so please leave your full name, spell your last name and leave a phone number you can be reached at during the day. We will get back to you as soon as possible. Thank you for calling and have a great day!

Incentives

Incentives

Some extension numbers are associated with an incentive offer. These incentives are in the form of a \$20 gift card from Walmart, a \$20 gift card from Target or a \$20 gift check. If a woman is eligible for Sage, meets new participant guidelines, and completes her mammogram appointment, she will receive the incentive about six to eight weeks after her appointment. Be careful to note that not all extensions have an incentive.

Incentives are awards given to women who would have otherwise not gone in for a mammogram for taking care of their health. Incentives are not a reward given to women who receive a mammogram on a regular basis. As a result, only new Sage participants or participants who haven't been having regular mammograms for the past few years should receive incentives.

Phone Coverage and Schedule

Phone Coverage and Schedule

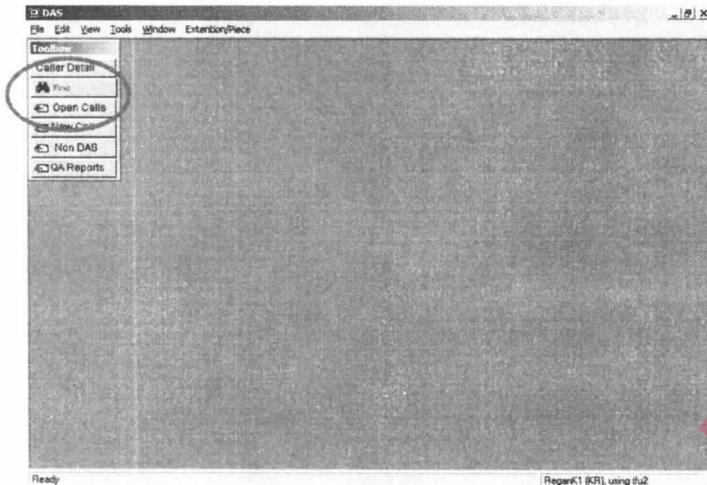
A phone recruiter needs to staff the phone at all times from 7:30 am to 5 pm. Schedules for phone coverage are created on a weekly basis. As a result, phone recruiters need to convey their available time to Joanne Moze before the end of the week.

Incoming Calls

EXAMPLE

4.0 Taking Incoming Answering Incoming Calls

When taking incoming calls, four programs should be opened and ready to access: DAS, TFU Explorer, TFU Sites, and ScheduleView. See Section ____ on each of these individual programs.



The following DAS screen should be on top:

Please use the transcripts below as guidelines for taking incoming calls from the toll-free number. Bolded texts are the transcript; italicized texts are messages as writing in DAS. All cap texts are buttons in DAS. Asterisks begin important notes.

Answer the phone on the third ring as follows:

Hello. This is the Minnesota Department of Health's Sage Screening Program, may I help you.

- If the caller wants to know if she is eligible for Sage, click on NEW CALL.
- If the caller has her appointment date and time, click on OPEN CALL.
- If the caller has a complaint or billing inquiry, click on NON-DAS CALL.
- See red circle in picture above.

See following sub-sections on how to continue with the call.

Incoming NEW CALLS

Incoming NEW CALL
New Calls - Tennessean Warnin

A caller is a new call if she is interested in learning more about Sage and seeing if she is eligible. After clicking on the NEW CALL icon, proceed with the following script:

First, I'd like to ask how you found out about our

program.

(If they heard about us from program materials, then ask

Did the material have an extension number following the phone number?)

If they have an extension number, fill in the first box on this screen (if there is a letter in the extension, use a capital letter). If they don't have an extension number or can't remember it, TAB out of the Extension number field. Don't enter a zero (0) or hit the space bar. These actions cause an undesired value to be entered in the field.

*Use the TAB button to move from one input box to the next.

May I have your zip code please.

Fill in the box and tab to the next question.

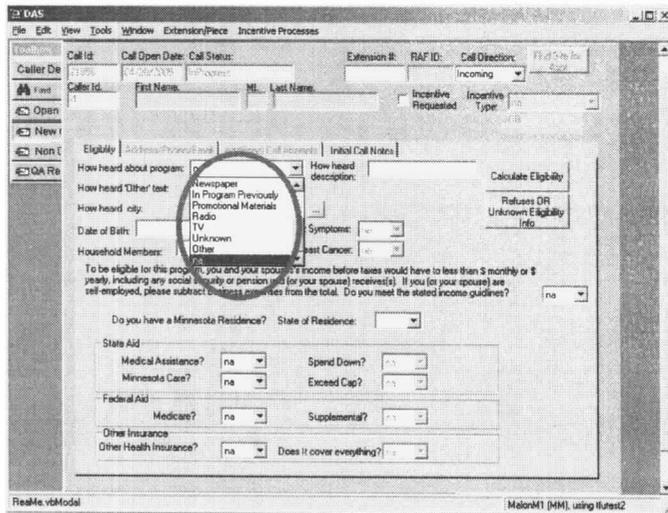
*We are required to read the Tennessean Warning before asking for any personal information.

I'll need to read you a brief statement before we continue.

Read the Tennessean Warning including the "Would it be okay to ask you some question?"

- If the caller says **no**, click on the circle by NOT ACCEPTED. A message will come up that says: *Are you sure the caller has refused the Tennessean Warning? This will end the call.* If they refused, click YES. The system will bring you back to the first screen. If you marked NOT ACCEPTED by mistake, click on NO, then click ACCEPTED and click on NEXT STEP.
- If the caller says **yes**, ACCEPTED is the default, so click on NEXT STEP.

New Call - How Hear



If the caller did not give an extension number, the following screen will appear. The cursor will appear in the HOW HEARD ABOUT PROGRAM field. Click on the arrow to the right of the HOW HEARD ABOUT PROGRAM box to pull up the choices.

Select one of the listed options:

- ❖ Select “HealthCareProv” for Health Care Provider (ie, nurse, physician, etc.)
- ❖ Select “ProgramPrev” for in Sage previously (this is for callers who are current Sage participant but have not received a reminder or do not have remember the extension on their reminder or relapser letter)
- ❖ Select “PromoMaterials” for promotional materials; any type of promotional materials with the Sage and/or Sageplus logo
- ❖ Select “FriendRelative” for friends and/or relative
- ❖ Select “AnotherAgency” for another agency (ie, ACS, 211, MDH, etc)
- ❖ Select “DirectMail” for direct mail; a mail piece that the caller received by post mail
- ❖ Select “Newspaper” if the caller heard about Sage from a newspaper ad or article. Specify in HOW HEARD DESCRIPTION which newspaper it was in
- ❖ Select “Radio” if the caller heard about Sage from a radio station. Specify in HOW HEARD DESCRIPTION which radio station it was on
- ❖ Select “TV” if the caller heard about Sage from a TV station. Specify in HOW HEARD DESCRIPTION which TV station it was on
- ❖ Select “InternetMDH” or “InternetOther” if the caller learned about Sage from the Internet. Specify whether she learned about it from a MDH website or a non-MDH website.
- ❖ Select “Other” if the caller heard/learned about the Sage program from a source that is not on the list. Specify in HOW HEARD ‘OTHER’ TEXT what the source is
- ❖ Select “Unk” if the caller does not know how she heard about Sage

Next, proceed towards eligibility screening. Remember to use the TAB key to move the cursor.

Screening for Eligibility

Can I get your birth date please?

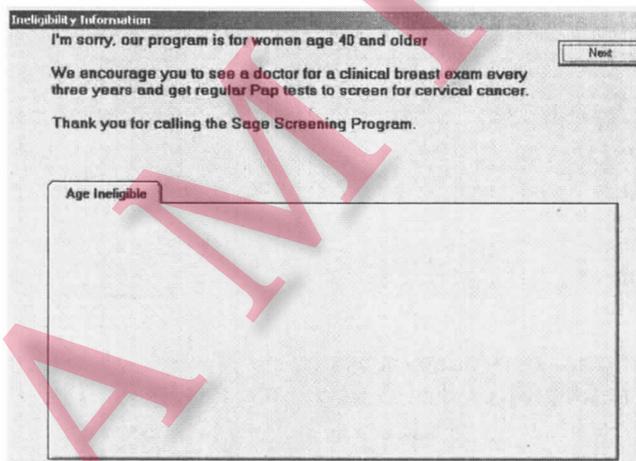
Fill the date in very carefully using this format mm/dd/yy. You do not have to type in the “/” between the numbers. After you fill in the information and tab to the next box, check to make sure the birth date is recorded correctly.

- If the caller is older than 40, the cursor will proceed to HOUSEHOLD MEMBERS.
- If the caller is younger than 40, **Since you are under the recommended age for a mammogram, do you have any concerns about your breast health at this time?** Concerns may include lump, skin change, nipple discharge, or pain not associated with menstrual cycle). Enter Y for yes or N for no. Tab to next box

Is there a history of breast cancer in your immediate family (mother, sister, father, brother)? Enter Y for yes and N for no.

- If the caller is under 40 and does have symptoms of family history, tab to the next field, HOUSEHOLD MEMBER. She is age eligible.

- If the caller is under 40 and she does not have any symptoms or family history, click on CALCULATE ELIGIBILITY. She would not be eligible for Sage because of her age. The following screen will appear. Read the message on the screen and click NEXT. DAS will ask, “Do you wish to end this call as ineligible?” Click OKAY to end call and CANCEL is a mistake was made.



Screening - Household Income

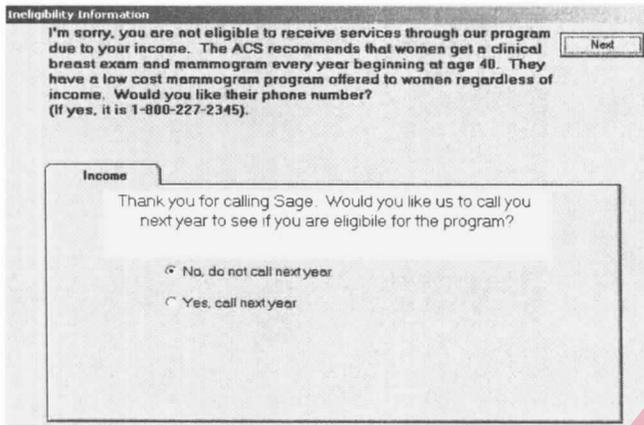
How many people are supported by the household income?

Fill in the number and hit tab.

To be eligible for this program, your (you and your spouse's) income before taxes would have to be less than _____ monthly or _____ yearly, including any social security or pension you (or your spouse) receive(s). If you (or your spouse) are self-employed, please subtract business expenses from the total. Do you meet the income guidelines?

Enter Y for yes, caller's income is less then the guideline or N for no, the caller's income is NOT less than the guideline.

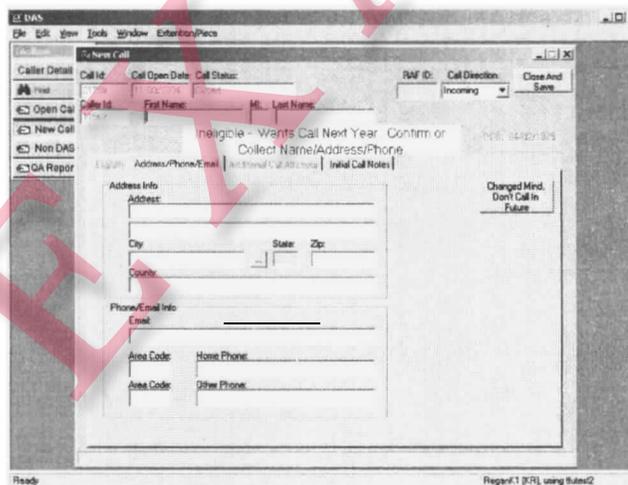
- If the caller makes more than the income guideline, after entering N, press CALCULATE ELIGIBILITY. The following screen will appear. Read the information to the caller.



If you give ACS's number, tell caller:

Be sure to tell ACS that you've already called the Minnesota Department of Wealth's Sage Screening Program and you weren't eligible, otherwise they may refer you back to us.

- After asking if they'd like us to call them next year, click on YES, CALL NEXT YEAR or NO, DO NOT CALL NEXT YEAR.
 - If the caller wants us to call her next year, click on NEXT and the screen on the next page will appear. Follow the boxes for contact information and fill them in properly. Be sure to double-check the spelling of all names and streets. Click on CLOSE AND SAVE. The screenshot is below. Tell them:



Okay, we'll call you next year to see if you are eligible. Thank you for calling, and please feel free to share our toll-free number.

- If the caller does NOT want us to call her next year, click on NEXT and follow below

A message will say “Do you wish to end this call as ineligible? Click YES.

* If you do NOT wish to close the call as ineligible and instead go back to the eligibility screening window, click CANCEL.

- If the caller makes less than the income guideline, enter Y and continue with the rest of the questions on the screen.

Screening - Household Income Eligibility

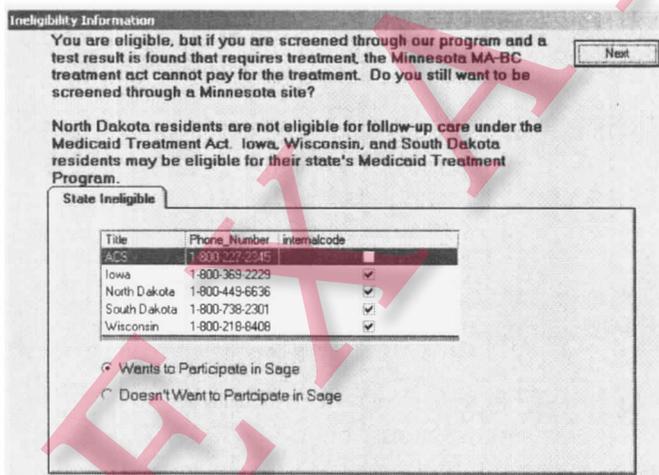
Do you live in Minnesota?

If they answer Yes, type the letter M in the State of Residence drop down menu (signifying Minnesota). Make sure the correct state abbreviation comes up.

Screening - Residence

- If the caller says no, ask her
 - **Where do you live?**
Type the first letter of the state in the State of Residence drop down menu and make sure the correct state abbreviation is selected and press tab.
 - If the caller’s current state of residence is a bordering state (Iowa, North Dakota, South Dakota, Wisconsin), the screen on the next page will appear, read this information and proceed.

Screening - Residence Neighboring State

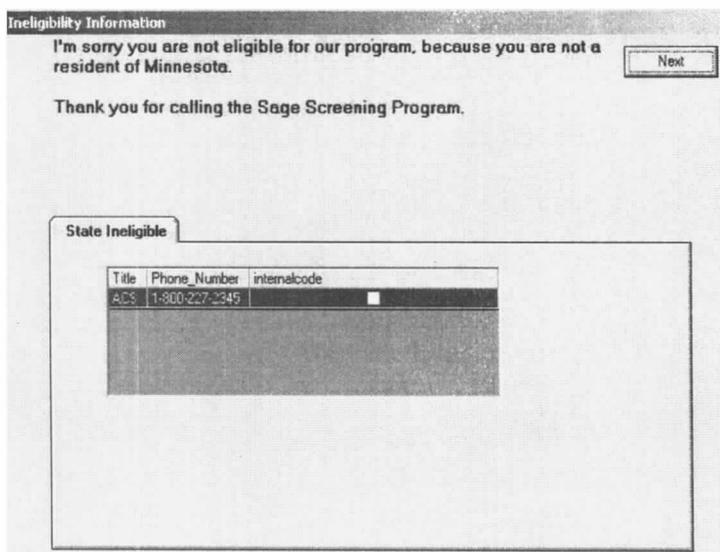


If the caller wants to participate in Sage anyway, click on NEXT, and continue below with the rest of the eligibility screening.

If the caller does not want to participate in Sage, give the caller the phone number of the breast and cervical cancer screening program in her state or the ACS (American Cancer Society) number.

Screening - Residence Ineligibility

- If their current state of residence is a non-bordering state, the following screen will appear.



Read the statement on the screen and give the caller the ACS phone number. If you give the ACS' number, tell them: **Be sure to tell ACS that you've already called the Minnesota Department of Health's Sage Screening Program and you weren't eligible, otherwise they may refer you back to us.**

- If they answered Yes, continue on.

Screening - Residence Eligibility

Do you currently receive any Medical Assistance, Minnesota Care or Medicare?

Screening - Insurance

If the caller receives Medical Assistance, ask her

- **Do you have a spend down?**
Enter Y for yes or N for no.

Screening - Insurance Medical Assistance

If the caller answers no, enter N, and click on CHECK ELIGIBILITY. Follow the protocol for closing an ineligible call above.

If the caller answers yes, enter Y, and continue with screening.

Screening - Insurance Minnesota Care

If the caller receives Minnesota Care, ask her

- **Do you have a spending cap?**
Enter Y for yes, N for no, or dk for don't know.

If the caller answers no, enter N, and click on CHECK ELIGIBILITY. Follow the protocol for closing an ineligible call above.

If the caller answers yes, enter Y, and continue with screening.

Screening - Insurance Medicare

If the caller receives Medicare, ask her

- **Do you have any supplemental insurance?**
Enter Y for yes, N for no, or dk for don't know. After entering Y or N, tab to the next question.

Screening - Insurance

Do you have any other health insurance?

Enter Y for yes and N for no.

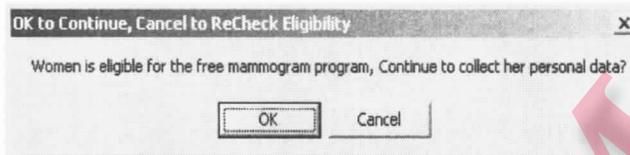
If the caller does not have other health insurance, enter N, and click CHECK ELIGIBILITY. Proceed to Collecting Personal Information

If the caller does have other health insurance, enter Y, and ask

- **Does your insurance cover the full cost of a clinical breast exam and a mammogram each year?**

Enter Y for yes and N for no.

- If the caller's insurance does not cover a clinical breast exam and a mammogram every year, or if the caller has deductibles, co-pays, or a 20/80 plan, then enter N, and click on CHECK ELIGIBILITY. The following screen will appear and the caller is eligible; continue on below.

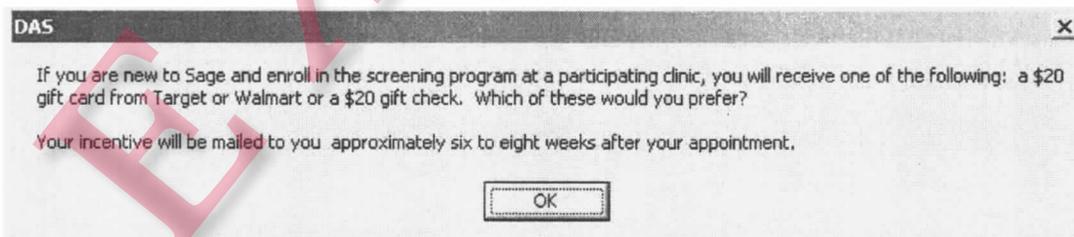


You are eligible for the free mammogram program. I am going to now collect information on your name, address, and phone number and then connect you with one of our clinics to schedule the appointment. Is this okay?

Continue on below with collecting personal information.

- If the caller's insurance does cover the full cost of a clinical breast exam and mammogram each year, then enter Y, and click on CHECK ELIGIBILITY. Follow the protocol for closing an ineligible call above.

If an incentive was offered the following message will appear. Read the message, check the appropriate incentive type from the pull down menu, and click on OK.



Continue on to collect the name, address, email, and phone number of the caller.

Obtaining Personal Information

Can I get your first name please?

If it is a shortened name, ask whether-this is her formal name.

Can I get your middle initial?

And your last name?

Double check that the first and last names are spelled correctly. There are many ways to spell the same name.

Can I have your street address please?

Ask them to repeat or spell anything you don't understand. Verify this information with them to make sure it is correct.

Do you have an e-mail address we could contact you at?

Can I have your home phone number please, starting with the area code?

Is there another phone number where you can be reached?

Personal Information - Due Date

When was your last mammogram?

If the caller doesn't remember, ask her if she remembers approximately how many years ago and what time of year she think it was.

The program will calculate the projected next mammogram date.

If the caller is not due (greater than two months), click on Contact When Due and end call.

If the caller is due (within the next two months), click on Find Site for Appointment and the following "Duplicate Caller Check" screen will appear.

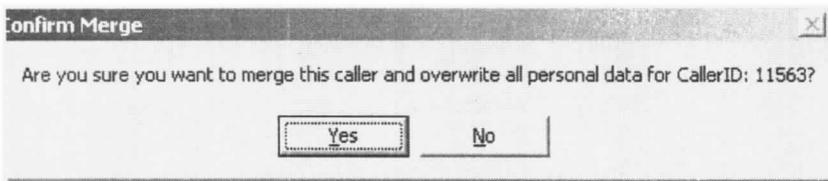
Personal Information - Duplicate

If no names are listed or the names listed do not match (some names may be misspelled; be careful to catch these names and correct them), the caller is new to our system and click CANCEL/CLOSE.

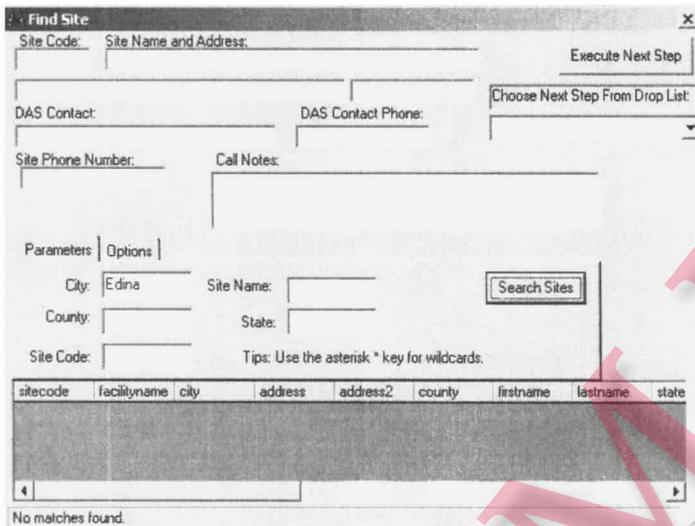
PreviousId	FirstName	LastName	BirthDate	address	address2	city
11563	Karen	Regan	10/6/1963	5518 Unity Avenue North		Crystal
7626	Leslie	Aa	10/6/1963	639 Baggins Way		Murder

If a duplicate name shows up, make sure everything matches (and verify information that do not match; caller may have moved or caller may have had two DOB's) and click on the matching name. Click on SUBMIT AS DUPLICATE and a message will appear asking whether you are "sure you want to merge this caller..." Click YES

and continue with finding an appointment site.



Scheduling Appointment



After checking to see that the caller is not a duplicate, the next screen will appear.

- If the caller lives in the

metro area, promote the Sage Women's Clinic

We have several clinics throughout the metro area, however, we do have this one clinic in Edina that offers free heart-health screening services in addition to the breast exam, pap, and on-site mammogram. Would you be interested in scheduling an appointment at this clinic?

Scheduling Appointment - Sage Clinic

- If the caller is interested in the Sage Women's Clinic, type MOA in the "Site Code" and under "Choose Next Step From Drop List," select "Schedule appointment." Continue with Section 6.0
- If the caller is not interested in the Sage Women's Clinic, promote the Sageplus program.

Scheduling Appointment - Sageplus

We do offer the free heart-health screening service at other sites besides the Edina clinic. All of these other sites are in Minneapolis. Are you interested in scheduling an appointment at one of these sites?

- If the caller is interested in scheduling an appointment at a

Sageplus site

Okay, we have three clinics in Minneapolis that are associated with this free heart-health screening. These clinics are Northpoint Health and Wellness Center, Green Central, and Southside Community Clinic. Do you have any preferences?

Depending on the caller's preference input DCH for Northpoint Health and Wellness center, GCC for Green Central, or SSC for Southside Community Clinic in the "Site Code" box. If the caller does not have any preference, select one of these sites. Click on "Search Sites" and continue below with Finding Site. *When scheduling appointment for Sageplus, be sure to tell appointment scheduler that appointment is for both Sage and Sageplus.

- If the caller is not interested in scheduling an appointment at a Sageplus site, proceed to find a metro site (details below).

Scheduling Appointment - Finding Site

- If the caller does not live in the metro area

You will need a breast exam before the mammogram. We also provide free Pap test if you are interested. Where would you like to go for your breast exam (and Pap test)?

- Enter city, county, name, or other information on the clinic of interest.
- If clinic cannot be found, **I am sorry but that clinic is not affiliated with our program. Is there another clinic that you would like to try?**

Try entering other information until an affiliated clinic is found.

- When an affiliated clinic is found, click on the clinic of interest and clinic contact information will appear. Continue below with a three-way appointment scheduling.

sitecode	facilityname	city	address	address2	county	firs
CRP	Cedar-Riverside People's Center	Minneapolis	425 20th Avenue South		Hennepin	Ri
XFM	Family Medical Center	Minneapolis	Five West Lake Street		Hennepin	Lo

Okay, I am going to go ahead and call the _____ clinic now to help you schedule the appointment. Once I get a hold of the contact person at the clinic, I will bring you back into a three-way conference call. In the

meantime, just hold on. Is this okay?

Scheduling Appointment - 3-way call

Press the “more” tab on your phone, press “conf” and then dial the “DAS Contact Phone” starting with a 9 and ask for “DAS Contact.”

Scheduling Appointment - 3-way call
Scheduled Appointment

- If the DAS Contact person is reached

Hello, this is ____ with the Sage Screening Program. I have a woman on the other line that is eligible for the program and needs to schedule an appointment for a breast exam, (Pap test), and mammogram.

Answer any questions that the clinic may have.

Can I bring her on to schedule the appointment?

To bring caller back into a three-way conference call, press “conf” again.

Caller’s name, I have DAS contact’s name’s here from the clinic. She is going to help you schedule an appointment and I will be staying on the line and listening so I can get the appointment information.

Press mute, in the “Choose Next Step From Drop List” pull down menu, select “Schedule appointment,” and then “Execute Next Step.” The next screen will appear.

The screenshot shows a software interface titled "Appointment Info" with a "Close" button in the top right. It contains the following fields and options:

- Appnt Id: 8121, Call Id: 21855, Caller ID: 11600, Appointment Site: XFM Family Medical Center
- First Name: Jane, M.I.: Jansen, Last Name: Jansen, Date of Birth: 07/19/35, Age: 70
- Appointment Date: [empty], Appt Time: [empty]
- Scheduled** section with checkboxes for:
 - Mammogram (with Mam Date: [empty] and Mam Time: [empty])
 - Breast Exam
 - Pap Smear
- Bus Token Needed for visits at least 3 days in the future? (to allow for mail time)
- Appointment Notes: [empty text area]
- DED: MM, Entry Date: 04/28/2005

Listen for the appointment date and time. Enter the appointment date and time into the “Appointment Info” screen and check the necessary Mammogram,” “Breast Exam,” and “Pap Smear” boxes. Thank the clinic for getting her scheduled and ask the patient:

Scheduling Appointment - 3-way call
Unable to schedule

- If the DAS Contact person is unavailable, leave a message with the following structure

Hello DAS Contact, this is ____ from the Sage Screening Program. I have a woman here who is eligible for the free program and needs to

schedule an appointment for a breast exam, (Pap test), and mammogram. Her name is _____ (say and spell her last name), her date of birth is _____, and she can be reached at _____ (be sure to give the area code). Thank you.

Press the “end call” tab on your phone to re-connect with the caller. Tell the caller

_____ was not in. I gave her your name and phone number and she should give you a call back sometime to schedule to appointment. It would be great if you could give us a call back when you are able to schedule the appointment so that we can print you a confirmation letter verifying your eligibility into our program and to verify your appointment date and time. Is there anything else that I can help you with? Thank you for calling. Please share our toll-free number.

Select “Unable to schedule” from the “Choose Next Step From Drop List” pull-down menu, write a short note and click on “Execute Next Step.” The following message will appear, “Do you wish to end this call as an unable to schedule?” Click on OK to close call.

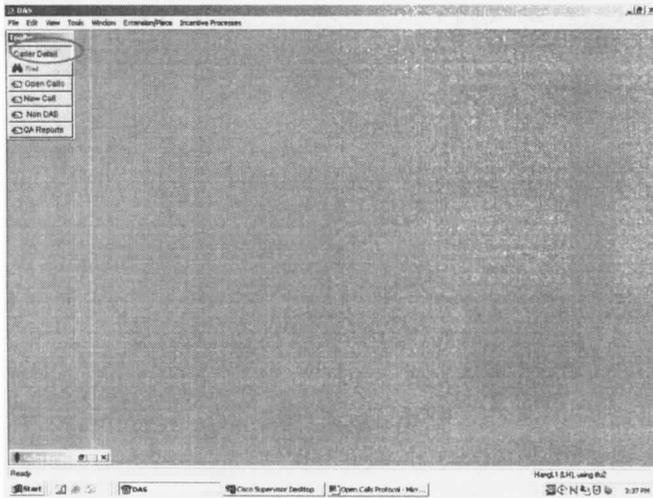
Scheduling Appointment - 3-way call
Schedule on own

If the caller insists on scheduling on her own, give her the clinic phone number and ask her to give us a call back when she is able to schedule the appointment so that we can print her a confirmation letter.

Scheduling Appointment - 3-way call
Lois Tatro sites - Referred

If the caller is interested in a Hennepin County site (any site where the contact person is Lois Tatro), call Lois and leave her a message. Tell the caller that Lois will give her a call back to schedule the appointment. Select “Referred-Site Handling” from the “Choose Next Step From Drop List” pull down menu and click on “Execute Next Step.” The following message will appear, “Do you wish to end this call as Referred?” Click on OK to close call.

*If you do not want to close a call, click on cancel when DAS asks whether you “wish to end this call as a _____?”

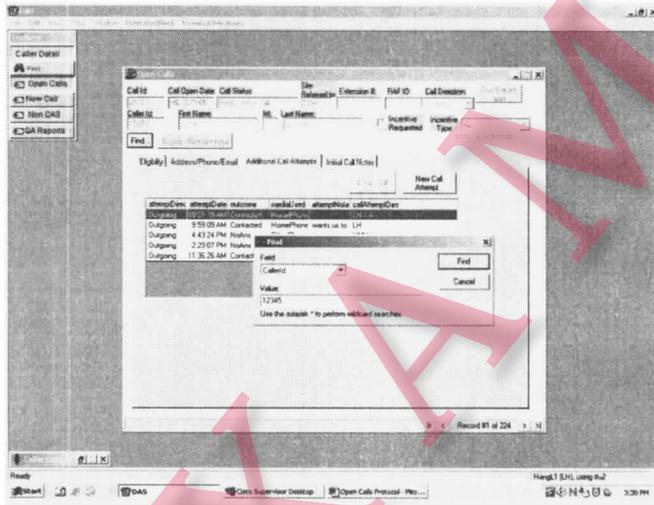


A caller is an open call if she has already called into our system, has already been screened as eligible, and is calling to notify us of her appointment date (or the failure to contact the clinic for an appointment).

First of all, click on the Open Calls tab on the left-hand menu in DAS. Click Find and ask:

Can I get your first and last name please.

Input the last name in the LastName Find menu. Look for the matching first name.



Confirm the caller by asking

And can you confirm your date of birth please. Thank you.

If the DOB is correct, continue below. If the DOB is incorrect, continue to look for the individual.

Were you able to schedule an appointment at referred site?

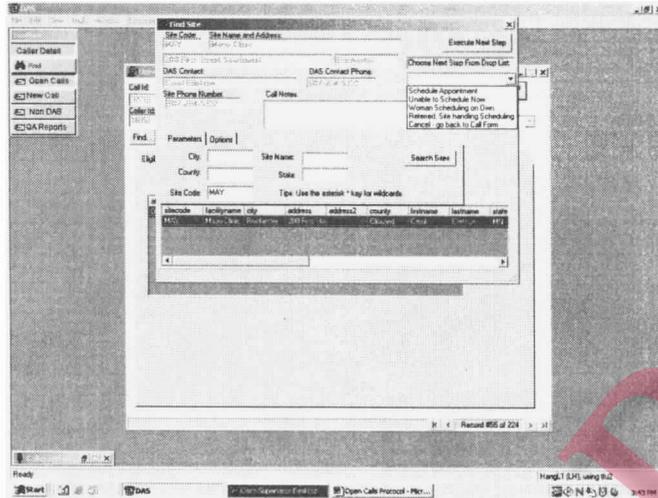
- Yes: **That's great. Can I get the appointment date and time?**

First, click on New Call Attempt in the Additional Call Attempts tab and answer the individual input boxes. See Section 5.2 for detailed description of the attempt info. Next, select 'Contacted Caller' in the outcome of the call attempt pull-down menu. Afterward, click on Find Site for Appt and enter the criteria for clinic search (it is easiest to input the site code). Click on the desired site and select Scheduled appointment from the pull-down menu. Click Execute and input the appointment information.

Okay, again that appointment was for a (breast exam, Pap, and mammogram) on (date) at (time). Is this correct?

Double check the appointment information. Close call and if the appointment is for a later date, print the confirmation letter.

I will send you a confirmation letter in the mail to verify your eligibility into the free mammogram program and to remind you of your appointment date and time. Can I help you with anything else?

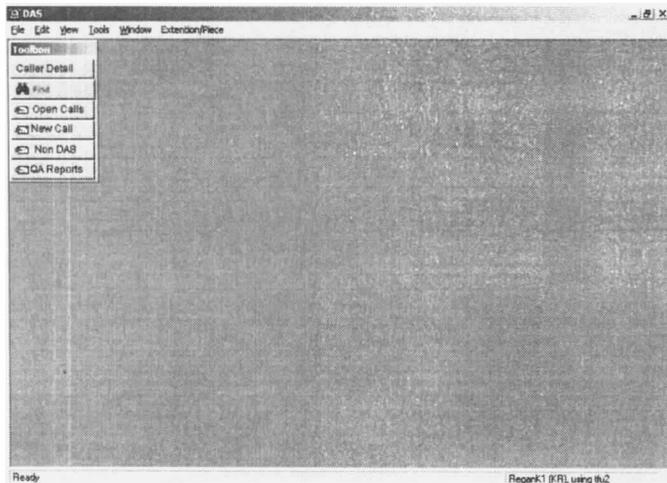


• **No: Would you like me to call the clinic again to schedule an appointment?**

First, click on New Call Attempt in the Additional Call Attempts tab and answer the individual input boxes. See Section 5.2 for detailed description of the attempt info. Next, select 'Contacted Caller' in the outcome of the call attempt pull-down menu. Write a brief note describing the caller's appointment situation. Afterward, click on Find Site for Appt and enter the criteria for clinic search (it is easiest to input the site code). Click on the desired site and select Scheduled appointment from the pull-down menu. Call the site and ask for the DAS contact person. Continue with the Scheduling Appointment – 3-way call protocol as described at the end of Incoming New Calls.

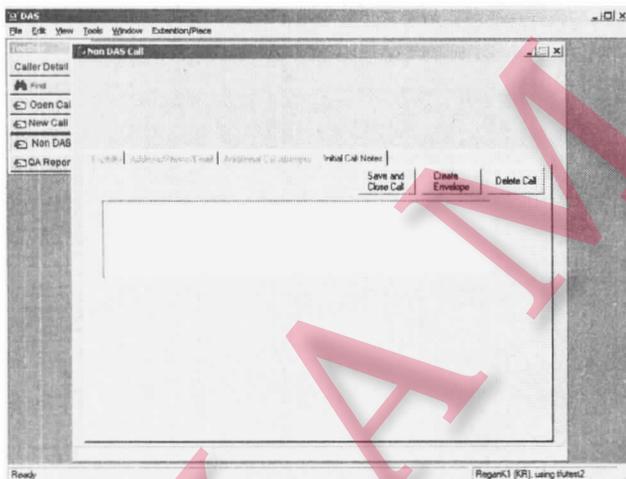
Incoming Calls - NON-DAS Call

Incoming Calls - NON-DAS call



If a caller is neither interested in scheduling an appointment (new call) nor calling to notify phone recruiters of her appointment date and time (open call), then the call is a non-DAS call. Please record all non-DAS calls. First of all, click on NON-DAS in the upper left hand main DAS menu.

The following screen will appear.



Listen to the caller's concern and record in the call note box 1) why the caller called and 2) the solution to the call. After doing so, please direct the call to the appropriate person. Use the following guideline to determine what kind of information should be recorded and who to transfer the call to.

Billing Problem

Non-DAS Call - Billing

Listen to the billing question/concern and record as much information as possible. Then ask:

Can I get your name and phone number?

Type this information in the blank field. Also type a brief description of the problem. After you've recorded this information, click on save and close call. Tell the caller:

I've recorded this information in our database and I'm going to transfer you to our billing person, Dwight Overton, he'll be able to help you.

Reassure them that we'll get it taken care of. To transfer to Dwight, press transfer and dial 9 (651) 201-5630, when you hear it ring, press transfer again and hang up. If Dwight is not at his desk, send him an email with as much information as possible.

Remember that Dwight does not have access to DAS; as a result, be sure to not assume that Dwight will know the same information as the phone recruiters.

Complaints

Non-DAS Call - Complaints

If someone calls to complain about a mailing, an advertisement, our program, or etc., first, listen to their complaint, and then ask them:

Can I get your name and phone number so I can record your concern?

Type their complaint and any other information they give you in the blank field, even if they won't give you their name and number. Click on save and close call. Ask them:

Would you like to speak to our program director about this? She would like to bear your concern and she can explain our program and why we advertise the way we do.

If they say yes, transfer them to Shelly, if Shelly is not in, transfer them to Brenda. To transfer the call, press transfer and dial 9 (612) 676-5543 for Shelly or 9 (612) 676-5402 for Brenda. If they do not want to talk to anyone else, say

Thank you for calling, I've recorded your concern, Good bye.

Feedback on Direct Mail Pieces

Non-DAS - Mailing Feedback

If someone calls with good feedback, we would like this information recorded also. Ask them:

Can I get your name and phone number so I can record your comments?

Type their name and number (if they give them) and their comments in the blank field. Click on save and close call.

Thank you very much for calling. Please feel free to give others our toll-free number so they can call to find out if their eligible too, have a great day, good bye.

Wants to be Taken Off Mailing List or Dropped from our Program

Non-DAS Call - Dropped

If someone calls and does not want to receive any more mailings from our program, ask them:

Can I get your name and address so we can put you on our do not contact list?

Type their name and address in the blank field and any other comments they make.

Thank you for calling, we will make sure your name is taken off our mailing list.

Click on save and close call. After closing call, email Lillian with the name to be taken off list.

Report Deceased Person

Non-DAS Call - Deceased Person

Listen to the caller and then say,:

I'm sorry about that, can I get her name, address, and birth date so we can have her removed from our mailing list.

Type this information in the blank field. Click on save and close call. Send an email to Lillian with the name to be dropped.

Personal Information Changes

Non-DAS Call - Information Changes

If a caller wants to change her personal information (ie, address, name, etc.), first, look up her name in DAS. Right click on her Call Icon and select Non-DAS call. Record her information changes and close the call.

Okay, you're ___ has been changed from ___ to ___. Thank you very much calling to let us know. Goodbye.

Send an email to Lillian to make the necessary changes.

***If a caller asked how we obtained his/her name and requested that we remove his/her name from our mailing list, tell him/her the follow:**

We purchase mailing lists from different organizations, if you'd like to make sure your name is removed from their lists, you can do so by mailing a written request to Mail Preference Service, ATTN: Dept. 6150403, Direct Marketing ASSOC., P.O. Box 282, Carmel, NY 10512. Include the following information in your written request: your first name, middle name, last name, address, city, state, and zip code. This may not remove your name from all lists, but it will take care of the majority of them. If they want more information on this, you can go to the following website: www.govspot.org

DAS Need to be Called

Requested Call Date

Every week, Mike generates a “DAS Need to be Called” report which lists the names of women that called into our system but were not due at the time of their calls or were income ineligible at the time of their calls. Take a look at the call notes to determine the reason for a requested call date and contact these women.

Due for Mammogram Call Back

Due for a mammogram

If the caller was not due for a mammogram at the time of her initial call, contact the caller to determine if she is still interested in the program. If she is still interested:

- 1) Find the caller in DAS
- 2) Ask if her income and health insurance status have changed since the last call,
- 3) A. If her income and health insurance status have not changed, re-open the call by right-clicking the call icon on the left hand menu and select “open,” and proceed to the next step.
B. If her income or health insurance status have changed, screen her for eligibility and assign the appropriate close reason if she is ineligible (ie, insurance ineligible; income ineligible, etc.) or proceed to the next step if she is eligible.
- 4) Schedule the appointment as you would with any other call.
- 5) As soon as the appointment is scheduled, delete the orange-shaded “Requested Call Date” box on the Personal Information tab in DAS.
- 6) Note all call attempts in DAS regardless of whether the caller was contacted or not.

Script

“Hello. This is Minnesota Department of Health’s Sage Screening Program. You called into our program in (date of initial call), but you weren’t due for a mammogram at that time. Now that you are due, are you still interested in our free screening program?”

Yes. Okay. Has your income or health insurance status changed?

If the answer is no, re-open call and continue on as a new call attempt.

If the answer is yes, re-screen her for eligibility (you will not be able to re-open her DAS eligibility so you might have to re-screen verbally and note the outcome).

No. Woman usually explains why she is no longer interested in program. Re-open the call and insert a new call attempt. Note in the “Call Note” box of the call attempt why she is refusing the appointment and close the call as “Refused Appt.” **Thank you for calling and we want to remind you that getting a mammogram every year is important to your health.**

Income Ineligible Call-back

Income ineligible

If the caller was income ineligible at the time of her initial call, contact the caller to determine if she is still interested in the program. If she is still interested:

- 1) Find the caller in DAS
- 2) Right click on the yellow “Calls” folder in the left-hand menu and select New ▾ Call ▾ Screening Eligibility.
- 3) Continue with the call as if it was a new call. Use extension 197M. If there was an incentive associated with the initial call, please check the incentive box.
- 4) As soon as the appointment is scheduled, delete the orange-shaded “Requested Call Date” box on the Personal Information tab in DAS.
- 5) Record all call attempts in DAS, within the initial call’s tab, if the caller was not contacted (note: a new call will be opened if the caller is contacted and therefore, there wouldn’t be a need to record any call attempts under the initial call).

Script

“Hello. This is Minnesota Department of Health’s Sage Screening Program. You called into our program in (date of initial call), but you weren’t eligible at that time due to your income. Our income guidelines have changed and I am calling to see if you are still interested in our free-screening program?”

***Yes.* Okay. I need to ask you a few questions to see if you are eligible for year for the program.**

Open a new call and rescreen her for eligibility.

No. Woman usually explains why she is no longer interested in program. Delete the orange-shaded “Requested Call Date” box on the Personal Information tab in DAS. **Thank you for calling and we want to remind you that getting a mammogram every year is important to your health.**

Number of Call-back Attempts

Once three consecutive contact attempts have been made, delete any text in the orange-shaded “requested call date” box on the Personal Information tab in DAS and note this action in the call notes. After doing so, email Lillian to send out an “exceeding callback” letter.

Note:

The screenshot shows the DAS interface for a caller named Shirley J. Carr. The 'Requested Call Date' field is highlighted in orange and circled in black. The interface includes the following fields and sections:

- Caller Detail:** Name: Shirley J Carr, Gender: F, Birthdate: 06/27/1939, TPU: -1
- Personal Information:**
 - First Name: Shirley, Last Name: Carr, Birthdate: 06/27/1939, Father's Age: 65
 - Address / Phones / Email / Last Mailed Date: 1264 First Lake Drive, Do Not Contact In Future:
 - City: 219, State: 446, Postal Code: 56201, Country: 930
 - Home Phone: 219 446 1844, Other Phone: , Email:
 - Caller Make: , Last Mailed Date / Call In Progress: 04/31/2004, Requested Call Date: (highlighted in orange and circled)
- Best Times Available:**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
no	pm	pm	pm	pm	pm	pm

The “requested call date” box creates this report. If there is a date (or any other text) in the box, then the caller ID will show up in the weekly “DAS Need to be Called” report. No “requested call date” means no *requested call date*. As a result, to ensure that we do not continue calling women who have already scheduled appointments or have exceeded the appropriate call-back attempts, please delete this date when appropriate.

Replying to Voicemail Messages

There are two voicemail boxes for Sage's toll-free number. One mailbox receives calls from women interested in the program and other information. The other mailbox receives calls from women who are reporting their appointment dates and times (most of these women are in our OPEN call list).

➤ To Check the first Voicemail

1. dial 9-651-556-7600
2. Press # when asked "if you have a mailbox in the system, please press #"
3. enter mailbox number: 555-333-1050
4. enter password: 555-333-1050
5. You will hear the total number of new voicemail messages. Press 1-1 to start listening to the voicemails.
6. NOTES for checking voicemail:
 - a. 1 rewind.
 - b. 1-1 rewind to the beginning of the message
 - c. 3 fast-forward
 - d. 3-3 fast-forward to the end
 - e. 5 date and time of message
 - f. 7 erases message
 - g. 9 saves message
7. Listen to the voicemail message and record on the voicemail tracking sheets:
 - a. Date and time of the message
 - b. Name of the caller (if given)
 - c. Message

➤ To Check the second Voicemail

Repeat the above steps with the following mailbox number and password:

Voicemail number: 555-333-1051

Password: 555-333-1051

Once all the messages have been listened to and recorded, begin voicemail call-backs. Use the following transcript to guide call-backs.

Hello, this is ____ with the Minnesota Department of Health's free mammogram program. Can I speak with ____.

Once you reach the correct person,

Hello ____, you called and left a message on our voicemail machine. I am calling you to return your message. How can I help you?

Continue on with Incoming New Call

If a person cannot be contacted, leave a message.

Hello, this message is for _____. This ____ is with the Minnesota Department of Health's free mammogram program. You called and left a

message on our voicemail and I am returning your call. Please give us a call at 1-888-643-2584. Thank you.

Record the call outcome for every voicemail call-back attempt. Use the following codes:

- ❖ Lm = left a message
- ❖ Lm/person = left a message with a person
- ❖ Rc = reached caller
- ❖ Na = no answer
- ❖ Bz = busy signal
- ❖ Bad # = bad phone number

* Some callers leave a message specifying a time or date when he/she can be reached. If you are unable to contact the caller at the requested time, please ask one of the other phone recruiters to contact the caller.

EXAMPLE

Open Call Protocol

Open calls are calls/callers that are waiting for a clinic contact to schedule an appointment. A table of open calls can be found by clicking the Open Calls menu in DAS.

Every week, a different phone recruiter will be responsible for ensuring that open calls are contacted. Weekly task rotation assignments can be found on the weekly schedule. Open calls should be contacted roughly every 6-8 calendar days following the last contact. Out going calls should only be made when another phone recruiter is logged in and ready to take incoming calls.

The first call-back attempt should be made between 5 to 8 calendar days after initial call date. Exceptions to this include callers that are interested in scheduling at a clinic where completed paperwork precedes appointment scheduling or callers with other specific circumstances (ie, will be out of town for the next two months, just had surgery, etc). As of April 2007, clinics that need paperwork before scheduling include Allina Medical Clinic/Woodbury (RCW), Dakota Clinic/ Park Rapids (PRK), and Allina Medical/ Faribault (FRB). Please allow at least two weeks (and no longer than three weeks) before contacting callers interested in scheduling at these clinics.

Please use the following priority list to contact open calls:

- 1) First, contact all open calls that have been opened for at least 5 business days without any call-back attempts.
- 2) Second,, start with open call #1 and work your way up to the most recent call date. Contact all open calls where the last attempt date was greater than 10 calendar days ago (ie, calls with last contact date before X where X = today's date-10).

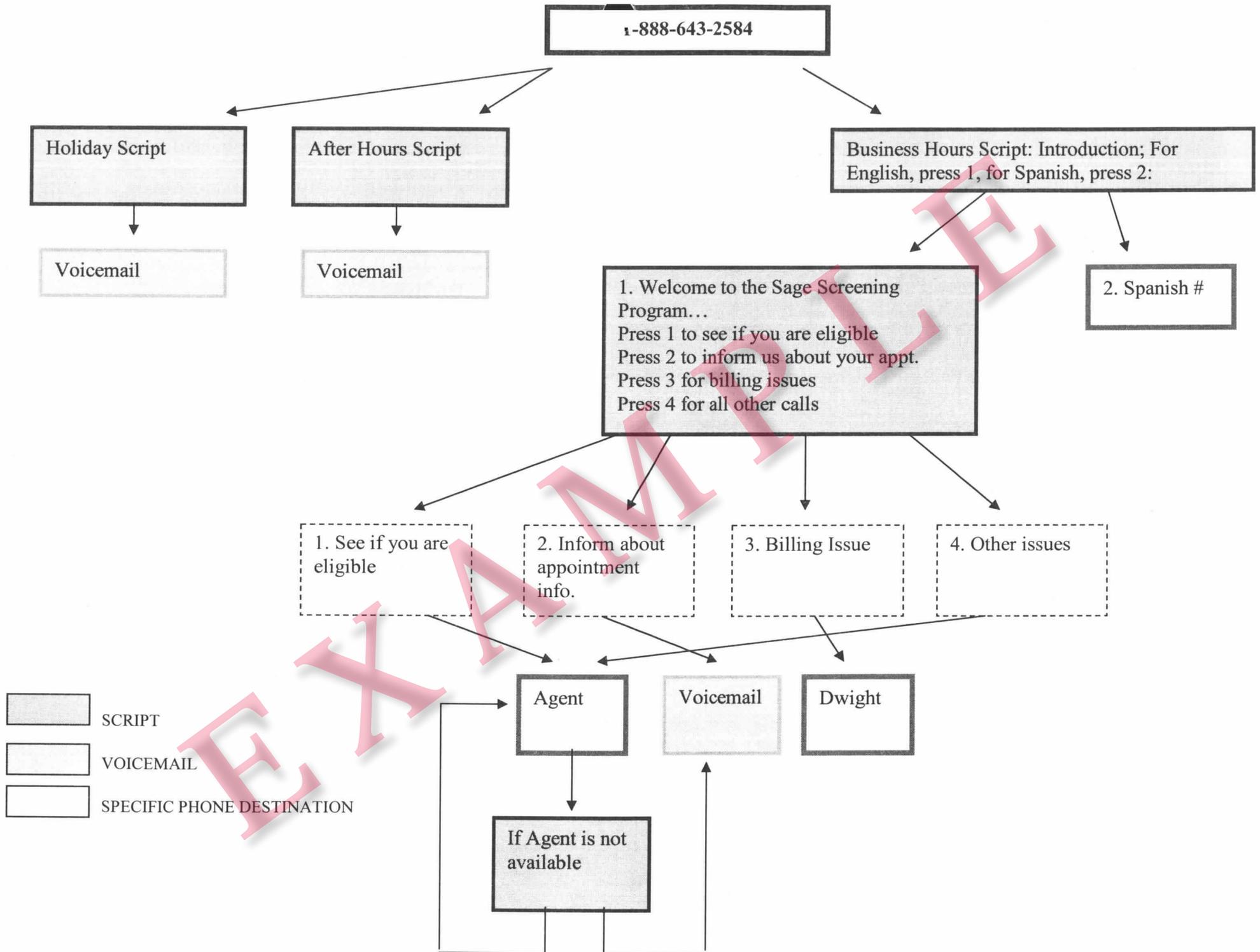
Note: If it is your week to contact open calls and you were unable to make a call back attempt to those that are due for contact (according to 1. and 2. above), please communicate this with the person responsible for open calls the following week. Doing so will help the next open call person gauge where she/he needs to start so that open calls are closed or callers are contacted within a reasonable time.

Once an open call has reached a certain amount of unsuccessful contacts, the call may be closed. The following calls may be closed

- A call with at least 5 total call attempts and the last 3 consecutive attempts were unresponsive
- A call with 2 consecutive attempts and each of those attempts had an outcome of bad number. Note: there are some numbers that are disconnected; because this disconnection might only be temporary, it's important to make a second attempt to verify phone disconnection before closing an open call.
- A call with at least 3 no answers outcome and one weekend or one night unsuccessful attempt

When an open call is deemed as unsuccessful, please send Joanne an email to close the open call. Include in the email, the call ID and why the open call needs to be closed (exceeding callback, bad number, etc.). In response, Joanne will close the open call appropriately and send a call-back letter.

EXAMPLE



8

Web Appointments

Web appointments are online requests for appointments. When a request is made, an email is sent to Jim McLean. In response, Jim emails Lillian and a call is made. Web appointments are assigned one of two extension numbers: WEB or NET. The extension WEB is given to women that are rarely or never screened and are requesting an appointment call; the extension NET is given to women that are regularly screened and are requesting an appointment call. Extension numbers are determined by whether there is an incentive associated with the online request or not (incentive is yes = “WEB”; incentive is no = “NET”).

Call-backs for Web appointment are like any call-backs. A guideline transcript is below:

“Hello, I am calling from the Minnesota Department of Health’s free mammogram program. Can I speak with _____.”

“Hello _____. You made a request online for an appointment and I am giving you a call to help you schedule an appointment.”

Read Tennessen and continue on as a new call.

****Be sure to ask why or how she searched for our website**.**

Online Request Notes and Guideline:

- Date and note all call attempts.
- Three call attempts should be made at the requested time unsuccessful attempts, the online request is closed.
- Mark all Web Appointment sheets with a _____ to indicate that the request is completed.
- Incomplete online requests can be found in the lavender “WEB appt” folder and completed or closed online request can be found in the “WEB APPOINTMENT CALL-BACKS” white binder.

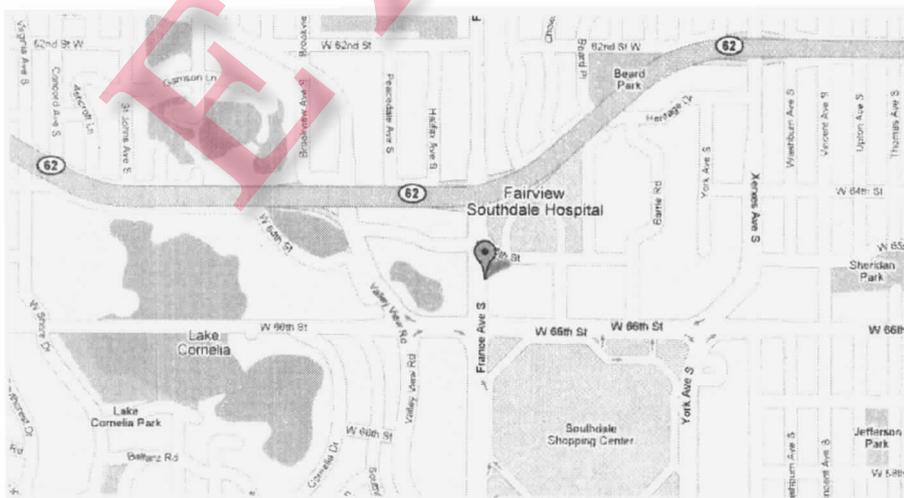
Sage Screening Clinic

General Info

The Sage Women's Clinic is a Sage-contracted clinic in Edina, Mn. Although the clinic is headed by the Bloomington Division of Health, the clinic sees only Sage and Sageplus patients. All staff and mammography technicians at Sage are female; the exams are performed by a licensed Nurse Practitioner. The clinic was originally located in the Mall of American and hence, its site code MOA. Below are the main clinic contact information.

Sage Women's Clinic
Southdale Medical Clinic
6545 France Avenue South, Suite 340
Edina, MN 55435

Phone: (952) 922-2427
Fax: (952) 922-2437



Sage Clinic – Scheduling Appointments

Both the clinic and phone recruiters schedule appointments at the Sage Women's Clinic. This is the only clinic where phone recruiters directly schedule appointments without a three-way conference call. Appointments are scheduled using the ScheduleView program in the Apps folder on the computer desktop.

Some reminders before scheduling appointments:

- ❖ Sage appointments are half an hour long
- ❖ Sage appointments can be made anytime between 8:30 am and 3:30 pm, except at 9:00 am and 10:00 am.
- ❖ Sageplus appointments take a full hour and can only be made in the morning (8:30 am, 9:30 am, and 10:30 am).
- ❖ Do not schedule any appointment on the date of the call; if appointment is urgent, screen the caller for eligibility and call the clinic to schedule appointment for the day. Always notify clinic of sudden appointments.
- ❖ Do not schedule any symptomatic callers or new Sage Clinic patients after 2:30 pm. Patients with symptoms are sent to St. Paul Radiology or Consulting Radiology for mammograms, and staffs at the mammogram sites leave by 3 pm.

If a caller is interested in scheduling an appointment at Sage Women's Clinic, ask whether she would be interested in the Sageplus program. If she is interested in the Sageplus program, remember to schedule appointments only in the morning. If the caller is not interested in a Sageplus appointment, phone recruiters may schedule at any times according to the reminder tips above.

To schedule appointment, click on the time slot and right click the mouse. Select "Make appointment." Input the caller's name in a "last name, first name" format. Check to make sure that the appointment date is correct. Select the appropriate service code and remember to indicate that the appointment was scheduled by MDH by typing "MDH" in the appointment note box. Click Save and input the appointment date and time into DAS.

There are six service codes; two codes pertain to Sage appointments and four to Sageplus appointments.

- ❖ SA01: Sage New (30 minutes) – Patient is new to the Sage clinic; consists of a clinical breast exam, mammogram and if requested, a Pap test.

- ❖ SA02: Sage Rescreen (39 minutes) – Patient was screened last year at the clinic; consists of a clinical breast exam, mammogram, and if requested, a Pap test.
- ❖ SA03: Sageplus Initial (60 minutes) – Patient is new to the Sage clinic and wants a Sage and Sageplus appointment; consists of a clinical breast exam, mammogram, heart-health screening, and if requested, a Pap test.
- ❖ SA04: Sageplus Intervention, (60 minutes) – (LSI??).
- ❖ SA06: Sageplus only (45 minutes) – Patient that only needs Sageplus services.

If the caller is new to the clinic, input the caller as a new patient/customer. Patients are known as “customers” in ScheduleView. To input new patient info into ScheduleView, press the F5 key when the cursor in the Customer Name box before typing the name. Pressing the F5 key any other time will result as a new Provider. Input the Last Name, First Name, DOB, and phone number. Click Save and all the new patient information will transfer to the appointment window. Follow through with the rest of the appointment scheduling protocol. Remember to save the appointment.

New Patients/Customers

Every morning, Sage Clinic summary sheets are faxed to the clinic. These are summary sheets of appointments scheduled within the past 24 hours.

Summary Sheets

7.0 Confirmation Letter Packets (and samples)

Below is a guideline of what forms should be included in the confirmation letter packets sent to participants after scheduling an appointment.

- ❖ **SAGE APPOINTMENT AT SAGE WOMAN'S CLINIC**
 - ✓ Confirmation Letter
 - ✓ Sage Clinic at Southdale Medical Clinic Map (pink)
 - ✓ Getting Ready for a Mammogram (purple)
 - ✓ 2005/2006 Sage Screening Program Income Guidelines (white)
 - ✓ Sage Enrollment Form (blue or tan depending on new or rescreening, respectively)

- ❖ **SAGE APPOINTMENT AT A CLINIC OTHER THAN SAGE WOMAN'S CLINIC**
 - ✓ Confirmation Letter
 - ✓ Getting Ready for a Mammogram (purple)
 - ✓ 2005/2006 Sage Screening Program Income Guidelines (white)

- ❖ **SAGEPLUS APPOINTMENT AT SAGE WOMAN'S CLINIC**
 - ✓ Confirmation Letter
 - ✓ Sage Clinic at Southdale Medical Clinic Map (pink)
 - ✓ Getting Ready for a Mammogram (purple)
 - ✓ Getting Ready for Glucose and Cholesterol Tests (blue)
 - ✓ 2005/2006 Sage Screening Program Income Guidelines (white)
 - ✓ The Sage Plus+ Screening Program: What it Covers, What it Does Not Cover (pink)
 - ✓ Sage Enrollment Form (blue or tan depending on new or rescreening, respectively)
 - ✓ Sageplus Enrollment Form (pink)

- ❖ **SAGEPLUS APPOINTMENT AT A CLINIC OTHER THAN SAGE WOMAN'S CLINIC**
 - ✓ Confirmation Letter
 - ✓ Getting Ready for a Mammogram (purple)
 - ✓ Getting Ready for Glucose and Cholesterol Tests (blue)
 - ✓ 2005/2006 Sage Screening Program Income Guidelines (white)

- ❖ **SAGEPLUS ONLY APPOINTMENT AT SAGE WOMAN'S CLINIC**
 - ✓ Sageplus ONLY Confirmation Letter
 - ✓ Getting Ready for Glucose and Cholesterol Tests (blue)
 - ✓ 2005/2006 Sage Screening Program Income Guidelines (white)
 - ✓ Sageplus Enrollment Form (pink)

8.0 Transportation

Transportation is available to participants who cannot get to and from their appointments, however these transportation services are limited to certain areas.

Sage can provide bus tokens and taxi services to women in the metro area. If the participant is interested in the bus tokens, email Lillian with the woman's name and her callerID and she will send out the confirmation letter with the bus tokens.

If the participant is interested in the taxi service, call Airport Taxi and Town Taxi at 763-592-6401. You must give the account number, which is 00360 when you call to schedule the ride. The taxi service will give you a confirmation number. The confirmation number is important to have in case there is a problem with the ride and you need to contact Airport Taxi and Town Taxi. Please give the taxi company name, phone number and confirmation number to the caller.

Taxi service may be available to women in the Willmar or St. Cloud area. Phone recruiters would need to contact Angie Swanson at 651-201-5634 to set up the transportation service.

Unfortunately, Sage's transportation coverage is limited to the metro, Willmar and St. Cloud areas.

Taxi Information for Sage Screening Program Patients

Our preference would be for women to use public transportation. If you need bus tokens, please contact Lillian Hang or your Regional Coordinator.

Airport and Town Taxi

The number to call to schedule a taxi ride is (763) 592-6401.

You must give the account number, which is 00360 when you call to schedule the ride. They will give you a confirmation number. The confirmation number is important to have in case there is a problem with the ride and you need to contact Airport and Town Taxi.

Please give the taxi company name, phone number, and confirmation number to the woman. Again, in case there is a problem with the ride.

Airport and Town Taxi has a policy that children must be placed in a child restraint. It is the passengers' responsibility to provide the child restraint. The driver has the right to 'refuse transportation if a child restraint is not provided.

Airport and Town Taxi bills the Sage Screening Program directly' so the woman does not have to pay for the ride.

9.0 Communication

Communication

Regional Coordinators

Regional Coordinators

Keeping the Regional Coordinators (RCs) abreast of problems or issues within their respective regions is very important. If you are continually experiencing problems with a particular clinic or **contact** person, be sure that the lead phone worker and the RC are aware of the issues so that they **can** be resolved as soon as possible. If you are not sure whether or not to contact an RC about a specific issue, consult with the lead phone worker.

You may contact the RCs by e-mail or phone. The out-state RCs – Jim McLean and Pat Radabaugh- are only in the St. Paul office on Mondays. Otherwise, they are at their home office and out visiting clinics. E-mail tends to be a very effective and efficient way to reach the RCs most of the time. If you need to speak with the RC for the metro area – Gay Lynn Richards, this person works out of our office though may be out at clinics or hospitals. Again, e-mail is a great way to communicate with the RCs.

Jim McLean

Jim.McLean@health.state.um.us or
jimmclean@chartertmi.net
651-201-5620 (p)
651-389-9177 (f)

Pat Radabaugh

Patricia.Radabaugh@health.state.mn.us or
pattyra@charter.net
651-201-5631
651-320-215-2461 (f)

GayLynn Richards

Gaylynn.Richards@health.state.mn.us
651-201-5632

Please carbon copy (cc) the lead phone worker on any e-mails that you send to the RCs regarding patients or facilities so that she is aware of these issues as well.

Please keep in mind that the RCs do not have access to DAS. As a result, be sure to include important and correct information regarding the caller (ie, names, DOB, where she went for her visit, phone numbers, etc.)

Phone Recruiters

Phone Recruiters

Communication among phone staff is pretty informal. You can always send e-mails about questions you have or issues that arise. Remember the patient privacy policy and do not discuss patient information outside of the phone recruitment room.

You may contact your supervisor about issues you feel you cannot or should not discuss with the lead phone worker. Your supervisor is the person who signs your

timesheet and makes major decisions related to the phone line. Speak to the lead phone worker about your daily schedule, vacations, clinic related issues, etc. The lead phone worker will refer you to the supervisor if she feels it is not her role to handle the issue you are experiencing. When in doubt, approach the lead phone worker first.

Others

Others

If a caller has a particular concern that you are not familiar with or seems very difficult to handle, you may (and should) always ask for some assistance from a member of the phone staff who is experienced on the phone line. If there is no such person available at the time, you may ask the woman if someone else can return her call when we are available. Be sure that this information is passed along to an appropriate person.

If you experience a glitch with a clinic or have difficulty getting a patient scheduled at a particular clinic, be sure you inform the lead phone staff worker immediately so that the issue can be resolved as soon as possible.

EXAMPLE

10. Commonly Used Numbers and Information

Common Numbers

Sage Screening Program Local Program Number

Rachel Mahon Bosman
CC Spanish
Joanne Moze
Deanna Livengood
Lillian Hang

Sage Woman's Clinic
Southdale Medical Clinic
6545 France Avenue South, Suite 340
Edina, MN 55435

Phone: 952-922-2427
Fax: 952-922-2437

American Cancer Society (ACS)	1-800-227-2345
Airport Taxi and Town Taxi Account number	763-592-6401 00360
Friendly Languages	763-566-4312
Medical Assistance	651-431-2670 (metro) 1-800-657-3739 (rural)
Medicare	1-800-444-3423
MN Care	651-297-3862 (metro) 1-800-657-3672 (rural)
First call for help	211
Hotline for low Cost Pap/STD Screening Sites	1-800-783-2287
Cancer Control Receptionist	651-201-5600
MDH Receptionist	651-201-5000

Individual Voicemail 651-296-4040

1-888 Voicemail 651-556-7600

Confidential Informaion and Patient Data

Confidential

If you have questions on the Department policy on data privacy and confidentiality, please refer to the Appendices of this manual under “Data Privacy.”

All patient data that is collected through the phone line is considered confidential information. This means that this information is not to be shared outside the workplace, is not to be discussed in common areas where others who are not involved with MBCCCP can overhear, or discussed in poor taste with others. Remember that the women in our program are real people with real feelings and it is our responsibility to ensure their privacy.

For these reasons, all patient data that is on paper should not be visible if someone were to approach your desk while you are away. This means post-its with patient names and telephone numbers, envelopes with patient names, etc.

When you no longer need patient information that is on paper i.e. DAS print-outs, post-its, etc please place these items face-down in the “Shred” box that is located near the printer. The contents of the Shred box are periodically shredded on the first floor. If the Shred box is full or nearly full, please ask the lead phone worker to direct you to the shredder; proceed to shred all documents.

Eligibility Criteria

1. Age

< 40 yo

> 40 yo

Has symptoms or family hx

No symptoms of family hx

AND

2. State Residency

Non- MN

MN

State surrounding MN

State not surrounding MN

Willing to go to MN for service

Not willing to go to MN for service

AND

3. Income

> income guidelines

< income guidelines

AND

4. Insurance

No insurance

Has insurance

MN Care

OR

Medical Assistance

OR

Medicare

OR

Other Insurance

MNCare Limited/Spending Cap

Non-MNCare Limited/Spending Cap

With Spend-down

With no Spend-down

Has Supplemental Insurance w/ full coverage

Has no Supplemental Insurance w/ full coverage

Has full coverage

Does not have full coverage

Eligibility Flow Chart

Patient must be Age, State, Income, and Insurance eligible to be eligible for Sage services.

Shaded blue boxes are means by which a patient may be eligible for each of these criteria.

Guidance Re: Medical Assistance, MNCare, and Medicare Coverage in Relation to the Sage Program

When you reach the insurance questions, first ask if they have Medical Assistance (MA) or MNCare.

If they have MA, ask if they have a...

Spend Down -- a set amount they need to spend before the assistance can be used. (98% of all spend downs are set monthly, the other 2% are divided between 6-month and 1-year spend downs)

If they have MNCare, ask if they have...

MNCare Limited -- a MNCare Benefit that has a set limit on the dollars worth of insurance they are able to spend annually; there is a \$10,000 annual inpatient limit and a \$5,000 total annual limit on all other services.

If they have a Spend Down:

Explain to them that the program will pick up the costs of the clinical breast exam, mammogram, and Pap until their spend down amount is met and **MA** goes into effect.

If they have MNCare Limited:

Explain to them that the costs of their appointment will first be billed to **MNCare**, and when and if they meet their spending limit, the Sage Screening Program will then pick up the costs of the clinical breast exam, mammogram, and Pap that were not covered by MNCare. Let them know that having a CBE, mammogram, and Pap through our program may use up all their insurance benefits for the year. If the patient doesn't know if she is near exceeding her spending limit, ask her to call the number on the back of the card and find out. You can suggest that they call us back after they've used their insurance, so they don't have to use it for these services.

MN Comprehensive Health Care Assoc (MCHCA):

Callers who have a MA Spend Down or MNCare Limited or have MCHCA are eligible for our program. DO NOT check the Medical Assistance or MNCare buttons. List these callers as "any other insurance" and "doesn't cover the full cost".

If the caller says she has Medical Assistance or MNCare and she does not have any costs besides a \$3 co-pay, inform her that her services should be covered, and so she should not need our help.

Federal insurance: Medicare

Medicare

The policies regarding Medicare and supplemental insurance have been revised. Effective immediately, all Medicare participants, regardless of supplemental insurance, are eligible for our services.

Human Resources

Human Resources

Whom to contact

If you need to contact the Human Resources Representative for our section, please consult with the lead phone worker or the Office Manager. She will be able to direct you to the appropriate person.

Holiday, Sick and Vacation Time

You are eligible for holiday pay as of your first day of work.

If you are appointed to your position for a period of more than nine months, you begin accruing sick and vacation time immediately, prorated on the number of hours you work in a pay period. You may use sick time as needed immediately. You will begin accruing vacation time immediately; however, you cannot use vacation time until you have been employed in your position for six months.

To find out how many hours of sick and vacation time you accrue per pay period, please refer to the Appendix under “Leave Accrual” in this manual.

Timesheets

For an introduction to your timesheet and dates when timesheets are due to the Office Manager, consult with the lead phone worker or the Office Manager.

Pay Stubs

Department of Health employees are paid every other Friday.

Through the Department, you have the option of Direct Deposit. Please contact HR for a Direct Deposit set-up form.

You can, view your pay stub online at <https://www.s4web.state.mn.us/servlets/iclientservlet/employee/?cmd=login>
It's best to bookmark this site for easy access. Follow instructions for first time sign in and you'll be up and rolling!

Male Callers

Breast cancer occurs primarily in women but occasionally occurs in men.

From time to time, a male caller would inquire about free breast cancer screening through Sage. Unfortunately, Sage only offers free cancer screening to eligible women. However, if a male caller has a lump, phone recruiters should transfer the caller to one of the RCs. An RC can connect the caller with a site that provides breast cancer screening for men. In such a case, Race for the Cure funding can be used for diagnostic work up. If a male caller does not have a lump or other symptoms that he is concerned about, please encourage him to speak with his medical provider or call American Cancer Society at 1-800-227-2345. If a male caller does not have a medical provider, please direct him over to ACS for more information.

The American Cancer Society has an extensive database of available cancer resources. ACS will refer the caller to one of these sites for more information and service.

Phone recruiters do not screen male callers for eligibility or schedule appointments for such callers.

script

“Do you have any symptoms or lumps that you are concerned about?”

Yes – “I can transfer you to one of our regional coordinators and he or she can help you find a clinic that screens men for breast cancer. Would you like that?”

No – “Unfortunately, at the moment we only offer free cancer screening to eligible women. It is recommended that men with risks for breast cancer consult with their medical providers. And if you do not have a medical provider, I can give you the number to American Cancer Society for more information. Would you like that number?”

****If a caller’s sex is not specified or is ambiguous, please. continue the call as if she is a woman. Only respond to the caller as a male caller after he has specified that he is a male.***

Non Minnesota Sage Sites

Sanford Clinic/Brookings

922 22nd Avenue South

Brookings, SD 57006-2830
Brookings, SD 57006-2830

605-692-8684

Winneshiek Medical Center Clinic

901 Montgomery Street
Decorah, IA 52101

563-382-9671

Family Healthcare Center/Fargo

306 Fourth Street North
Fargo, ND 58102

701-239-7111

Independent Family Doctors

1711 Gold Drive, Suite 160
Fargo, ND 58103

701-234-9400

Altru Clinic/Family Medical Center

1380 Columbia Road South
Grand Forks, ND 58201

701-795-2000

Altru Clinic/Main

1000 Columbia Road South
Grand Forks, ND 58206

701-780-6000

Northern Valley Obstetrics and Gynecology

1451 44th Avenue South, Suite 201 D
Grand Forks, ND 58201
Grand Forks, ND 58201

Franciscan Skemp HealthCare/LaCrosse

Center For Womens's Health
800 West Avenue South
Lacrosse, WI 54601

608-791-9891

Gundersen Lutheran/LaCrosse

1836 South Avenue
Lacrosse, WI 54601

608-782-7300

800-362-9567

Albert Lea Medical Center/Lake Mills

309 Tenth Avenue South
Lake Mills, IA 50450

507-377-6740

888-999-2386

Gundersen Lutheran/Onalaska Campus

3100 Kinney Coulee South
Onalaska, WI 54650

608-796-8170

Avera Maternal Fetal Medicine

1001 East 21 st Street, Suite 400
Sioux Falls, SD 57105
Sioux Falls, SD 57105

Avera Nurse Midwifery

1001 East 21st Street, Suite 400A
Sioux Falls, SD 57105
Sioux Falls, SD 57105

Avera Perinatology Clinic

1001 East 21st Street, Suite 401A
Sioux Falls, SD 57105
Sioux Falls, SD 57105

Avera Women's Specialty Clinic

1001 East 21 st Street, Suite 401
Sioux Falls, SD 57105
Sioux Falls, SD 57105

Downtown Women's Health Care

401 East Eighth Street; Suite 230
Sioux Falls, SD 57103

605-334-5099

OBGYN, Ltd.
1500 22nd Street West, Suite 301
Sioux Falls, SD 57105

605-328-7700

Sanford Clinic Family Medicine/Sanford
Clinic Wellness Center Campus
3401 West 49th Street
Sioux Falls, SD 57106
Sioux Falls, SD 57106

Sanford Clinic/Breast and Bone Health
Institute
1500 22nd Street West, Suite 302
Sioux Falls, SD 57105

605-328-4592

Sanford Clinic/Medical Arts Center
1201 South Euclid, Suite 201
Sioux Falls, SD 57105
Sioux Falls, SD 57105

Sanford Surgical Associates
1201 South Euclid, Suite 104
Sioux Falls, SD 57105-0483
Sioux Falls, SD 57105-0483

Coteau Des Prairies Clinic
203 Orchard Drive
Sisseton, SD 57262-2399

605-698-7681

North Kossuth Medical Clinic
202 Third Street North
Box 296
Swea City, IA 50590

North Kossuth Medical Clinic/Titonka
162 Main Street North
PO Box 392
Titonka, IA 50480

Sanford Clinic Watertown
901 Fourth Street Northwest
PO Box 290
Watertown, SD 55388

605-886-1573

Aitkin

Riverwood Aitkin Clinic
200 Bunker Hill Drive
Aitkin, MN 56431

218-927-2157
888-270-1882

East Lake Clinic
36666 Highway 65
McGregor, MN 55760
McGregor, MN 55760

Riverwood Clinic/McGregor
2 East Center Avenue
PO Box 340
McGregor, MN 55760

218-768-4011

Anoka

RiverWay Clinic/Andover
15245 Bluebird Street
Andover, MN 55304

763-712-6106

RiverWay Clinic/Anoka
1833 Second Avenue South
Anoka, MN 55303

763-712-6106

Allina Medical Clinic/Coon' Rapids Women's
Health
3960 Coon Rapids Boulevard, Suite 101
Coon Rapids, MN 55433

651-284-3985

888-643-2584

Allina Medical Clinic/Fridley
500 Osborne Road, Suite 255
Fridley, MN 55432
Fridley, MN 55432

763-786-6011

Fridley Medical Center
7675 Madison Street Northeast
Fridley, MN 55432

Allina Medical Clinic/Ramsey
5300 Alpine Drive Northwest
Ramsey, MN 55303-4298

763-236-0014

Becker

Dakota Clinic Ltd./Detroit Lakes

125 East Frazee Street
Detroit Lakes, MN 56501

218-844-2370

MeritCare Clinic/Detroit Lakes

1245 Washington South
Detroit Lakes, MN 56501

218-846-2272

PHS Indian Health Center White Earth

40520 County Highway 34
Ogema, MN 56569
Ogema, MN 56569

218-983-4300

800-477-0125

Beltrami

Leech Lake Health Clinic/Bemidji

616 America Avenue
Bemidji, MN 56601
Bemidji, MN 56601

218-333-8144

MeritCare Clinic/Bemidji

1233 34th Street Northwest
Bemidji, MN 56601

218-759-5000

800-942-4923

Northern Medical Clinic

619 Fifth Street Northwest
Bemidji, MN 56601-2914

218-751-4144

Physicians Clinic of Minnesota

3801 Bemidji Avenue North
Bemidji, MN 56601
Bemidji, MN 56601

218-333-5694

MeritCare Clinic/Blackduck

P.O. Box 188

Blackduck, MN 56630

218-835-4222

PHS Indian Hospital

1 Hospital Road
Redlake, MN 56671
Redlake, MN 56671

218-679-3316

Benton

Foley Medical Center

471 Highway 23

PO Box 218
Foley, MN 56329

320-968-7234

Big Stone

Graceville Health Center Clinic

115 Second Street West
PO Box 157
Graceville, MN 56240

320-748-7243

Northside Medical Center, PLC

465 Eastvold Avenue
Ortonville, MN 56278
Ortonville, MN 56278

320-839-6157

Blue Earth

Parkview Clinic

102 South Main
Lake Crystal, MN 56055

507-726-6939

Immanuel-St. Joseph's Mayo Health
System Clinic

1015 Marsh Street
P.O. Box 8673
Mankato, MN 56002-8673

507-345-2934

800-327-3721

Immanuel-St. Joseph's Mayo Health
System Clinic/Eastridge

101 Martin Luther, King Jr. Drive
Mankato, MN 56001
Mankato, MN 56001

800-327-3721

Mankato Clinic, Ltd.
1230 East Main Street
P.O. Box 8674
Mankato, MN 56002-8674

507-345-2934
800-327-3721

Open Door Health Center
309 Holly Lane
Mankato, MN 56001

Brown

New Ulm Medical Center
1324 Fifth Street North
P.O. Box 577
New Ulm, MN 56073

507-233-1000

Sleepy Eye Medical Center
400 Fourth Avenue Northwest
P. O. Box 323
Sleepy Eye, MN 56085.

507-794-3691

Springfield Medical Center Clinic/Mayo
Health Sys
625 North Jackson
P.O. Box 110
Springfield, MN 56087

507-723-6201

Carlton

Carlton County Family Planning

1304 Cloquet Avenue
Cloquet, MN 55720
Cloquet, MN 55720

218-879-3990

Min-No-Aya-Win Clinic

927 Trettel Lane
Cloquet, MN 55720

218-879-1227

Raiter Clinic, Ltd.

417 Skyline Boulevard
Cloquet, MN 55720

218-879-1271

Gateway Family Health Clinic/Moose Lake

4570 County Highway 61
Moose Lake, MN 55767
Moose Lake, MN 55767

218-485-4491

Carver

Ridgeview Chanhassen Clinic

7907 Powers Boulevard
P.O. Box 423
Chanhassen, MN 55317

888-643-2584

Western OB/GYN Ltd./Waconia

550 South Maple Street
Waconia, MN 55387

952-856-4032

Cass

Cass Lake Indian Hospital

425 Seventh Street Northwest
Cass Lake, MN 56633
Cass Lake, MN 56633

218-335-3200

MeritCare Clinic/Cass Lake

P. O. Box 67
Cass Lake, MN 56633

218-335-2559

Pillager Family Clinic

680 Pillsbury Street North
Pillager, MN 56473
Pillager, MN 56473

218-335-3200

Pine River Family Clinic

PO Box 88
Pine River, MN 56474
Pine River, MN 56474

218-587-4416

Dakota Clinic/Walker

P.O. Box 1029
Walker, MN 56484

218-547-3452

MeritCare Clinic/Walker
513 Michigan Avenue
Walker, MN 56484

218-547-3938

Chippewa

Clara City Clinic

330 West Center
Clara City, MN 56222

320-847-3711

Milan Clinic

237 Second Avenue
Milan, MN 56262
Milan, MN 56262.

320-734-4632

Migrant Health Service/Montevideo

201 Williams Avenue
Montevideo, MN 56265
Montevideo, MN 56265

Montevideo Medical Clinic

908 11th Street North
Montevideo, MN 56265

Chisago

Fairview Chisago Lakes Clinic

11725 Stinson Avenue
P.O. Box 409
Chisago City, MN 55013

Fairview Lakes North Branch Clinic

North Branch, MN 55056

Fairview Lakes Rush City Area Clinic

760 Fourth Street West
Rush City, MN 55069

320-358-4784

5200 Fairview Boulevard
Wyoming, MN 55092

651-982-7200

Fairview Lakes Regional Medical Center/Int
Med

5200 Fairview Boulevard
Wyoming, MN 55092

651-982-7200

Fairview Lakes Regional Medical
Center/OB-GYN

5200 Fairview Boulevard
Wyoming, MN 55092

651-982-7670

Clay

Barnesville Area Clinic

209 Second Street Southeast
P.O. Box 279
Barnesville, MN 56514

218-354-2111

MeritCare Clinic/Hawley

P. O. Box 746
Hawley, MN 56549-0746

218-483-3564

Dakota Clinic/Moorhead

Moorhead Center Mall
Moorhead, MN 56560

701-364-6800

Family Healthcare Center/Moorhead

715 11th Street North, Suite 103
Moorhead, MN 56560

218-299-7240

Hendrix Health Center/MN State University
Moorhead

1104 Seventh Avenue South
Box 92
Moorhead, MN 56563

218-477-2211

MeritCare Clinic/Moorhead

1301 Eighth Street South
Moorhead, MN 56560

701-234-3200

Migrant Health Services, Inc./Moorhead

810 Fourth Avenue South, Suite 101

Moorhead, MN 56560
Moorhead, MN 56560

218-236-6502

800-842-8693

MeritCare Clinic/Ulen

108 Viking Avenue West

P. O. Box 24
Ulen, MN 56585

218-596-8867

Clearwater

Clearwater Clinic

121 Central Street West

P.O. Box 607
Bagley, MN 56621

218-694-6281

Clearwater Health Service Clinic/Bagley

123 Fourth Street Northwest

Bagley, MN 56621

218-694-2384

Clearwater Health Service Clinic/Clearbrook

22 Elm Street, Box 67

Clearbrook, MN 56634

218-776-3184

Conttonwood

Sanford Clinic Mountain Lake

P. O. Box 340

Mountain Lake, MN 56159-0340

507-427-3332

Westbrook Health Center

920 Bell Avenue

PO Box 158
Westbrook, MN 56183

507-274-6121

Avera United Medical Clinic

820 2nd Avenue

P.O. Box 338
Windom, MN 56101

507-831-1703

Windom Family Medical Center

PO Box 187

Windom, MN 56101
Windom, MN 56101

Crow Wing

Brainerd Medical Center, Inc.

2024 South Sixth Street

Brainerd, MN 56401

218-828-7100

800-677-8262

Central Lakes Medical Clinic, P.A.

318 East Main Street

Crosby, MN 56441

218-546-2507

800-450-8375

Crosslake Family Clinic

35205 County Road 3

P.O. Box 470
Crosslake, MN 56442

218-692-1010

Mille Lacs Health System/Garrison

27378 State Highway 18

PO Box 425
Garrison, MN 56450

Pequot Family Clinic

4317 West Woodman Street

P.O. Box 356
Pequot Lakes, MN 56472

218-568-4416

Dakota

Allina Medical Clinic/Farmington

3500 213th Street West

Farmington, MN 55024

651-463-7181

Allina Medical Clinic/Hastings

1210 First Street West

Hastings, MN 55033

651-438-1800

Regina Physicians Services

1285 Nininger Road
Hastings, MN 55033

651-480-4200

Douglas

Alexandria Clinic, P.A.

610 30th Avenue West
Alexandria, MN 56308

320-763-5123

800-646-4220

Broadway Medical Center, Ltd.

1527 Broadway Street
Alexandria, MN 56308

320-762-0399

888-640-0399

Steven P. Radjenovich

119 30th Avenue West
Alexandria, MN 56308
Alexandria, MN 56308

Faribault

Albert Lea Medical Center/Kiester

120 Main Street North
Kiester, MN 56051

507-377-6740

888-999-2386

Albert Lea Medical Center/Wells

301 South Broadway Avenue
Wells, MN 56097

507-377-6740

888-999-2386

Fillmore

Olmsted Medical Center/Chatfield

207 Twiford Street
Chatfield, MN 55923
Chatfield, MN 55923

507-867-4925

Gundersen Lutheran/Harmony Clinic

805 Main Avenue South
Harmony, MN 55939

507-886-8888

Mabel Clinic

114 South Main
P.O. Box 428
Mabel, MN 55954

Olmsted Medical Center/Preston

405 Kansas Street Northwest
Preston, MN 55965

507-765-5324

Rushford Community Clinic

P.O. Box 579
Rushford, MN 55971

507-864-7726

Olmsted Medical Center/Spring Valley

302 West Tracy Road
Spring Valley, MN 55975

507-346-7373

Freeborn

Albert Lea Medical Center/Albert Lea

210 St. Mary Avenue North
Albert Lea, MN 56007

507-377-6740

888-999-2386

Albert Lea Medical Center/Alden

192 Washington Avenue
Alden, MN 56009

507-377-6740

Goodhue

Cannon Falls Medical Center/Mayo Health System

1116 Mill Street West
Cannon Falls, MN 55009

Olmsted Medical Center/Pine Island

111 County Road 11 Northwest
Pine Island, MN 55963

507-356-4929

Fairview Red Wing Health Services

701 Fairview Boulevard
Red Wing, MN 55066
Red Wing, MN 55066

651-267-5540

Olmsted Medical Center/Wanamingo

224 Main Street
P.O. Box 158
Wanamingo, MN 55983

507-824-2217

Fairview Zumbrota Clinic

1350 Jefferson Drive
Zumbrota, MN 55992-1636
Zumbrota, MN 55992-1636

507-732-7314

800-533-0807

Grant

Eleah Medical Center

930 First Street Northeast
Elbow Lake, MN 56531

218-685-4461

Hoffman Clinic

102 Sixth Street
Hoffman, MN 56339

320-986-2038

Hennepin

Hennepin Care North

6601 Shingle Creek Parkway, Suite 400
Brooklyn Center, MN 55430

Park Nicollet Clinic/Brookdale

6000 Earle Brown Drive
Brooklyn Center, MN 55430

888-643-2384

Fairview EdenCenter Clinic

830 Prairie Center Drive
Eden Prairie, MN 55344
Eden Prairie, MN 55344

952-826-6500

Sage Women's Clinic

Southdale Medical Center, Suite 340
6545 France Avenue South
Edina, MN 55435

888-6Health

952-922-2427

Ridgeview Excelsior Clinic

675 Waters Street
Excelsior, MN 55331
Excelsior, MN 55331

952-906-7855

Allina Medical Clinic/Isles

2800 Hennepin Avenue
Minneapolis, MN 55408
Minneapolis, MN 55408

612-775-4800

Allina Medical Clinic/Nicollet Mall

825 Nicollet, Suite 300
Minneapolis, MN 55402
Minneapolis, MN 55402

612-333-8883

Camden Physicians, Ltd.

4209 Weber Parkway
Minneapolis, MN 55412
Minneapolis, MN 55412

Cedar-Riverside People's Center

425 20th Avenue South
Minneapolis, MN 55454

612-332-4973

Central Avenue Clinic

2610 Central Avenue Northeast
Minneapolis, MN 55418

612-781-6816

Comprehensive Cancer Center

701 Park Avenue South
Mail Code Cancer Center -G1
Minneapolis, MN 55415

612-347-2576

Crown Medical Center

1925 First Avenue South
Minneapolis, MN 55403
Minneapolis, MN 55403

612-871-4354

Fairview University Breast Center/University
Campus
424 Harvard Southeast
Minneapolis, MN 55455
Minneapolis, MN 55455

612-273-9670

Family Medical Center

5 West Lake Street
Minneapolis, MN 55408

Family Medical Center Programs

5 West Lake Street
Minneapolis, MN 55408

Fremont Community Clinic

3300 Fremont Avenue North
Minneapolis, MN 55412

612-588-9411

Green Central Community Clinic

324 East 35th Street
Minneapolis, MN 55408

612-827-7181

HCMC Medicine Clinic

701 Park Avenue South
Mail Code Purple 7
Minneapolis, MN 55415

HCMC Ob Gyn Clinic #Purple 5

701 Park Avenue South
Mail Code P5
Minneapolis, MN 55415

HCMC-Women's Cancer Screening Clinic

701 Park Avenue South
Mail Code Cancer Center -G1
Minneapolis, MN 55415

612-347-2576

Hennepin family Care/East Lake

2700 East Lake Street, Suite 1100
Minneapolis, MN 55406

612-873-8181

Indian Health Board of Minneapolis

1315 East 24th Street
Minneapolis, MN 55404

612-721-9898

Jean Peter's Screening Clinics

701 Park Avenue South
Mail Code Cancer Center -G1
Minneapolis, MN 55415

612-873-2576

N.I.P. Community Clinic

2431 Hennepin Avenue South
Minneapolis, MN 55405
Minneapolis, MN 55405

Native American Community Clinic

1213 East Franklin Avenue
Minneapolis, MN 55404

612-872-8086

Neighborhood Involvement
Program/Colposcopy Program

2431 Hennepin Avenue South
Minneapolis, MN 55405
Minneapolis, MN 55405

NorthPoint Health and Wellness Center

1313 Penn Avenue North
Minneapolis, MN 55411

612-302-4600

Park Nicollet Clinic/Minneapolis

2001 Blaisdell Avenue South
Minneapolis, MN 55404

952-993-8098

Planned Parenthood/Centro de Salud

1921 Chicago Avenue South
Minneapolis, MN 55404

Planned Parenthood/Centro de Salud
Colposcopy Program

1921 Chicago Avenue South
Minneapolis, MN 55404

612-813-8050

Senior Care Clinic
701 Park Avenue South
Mail Code 860 D1
Minneapolis, MN 55415

612-347-2576

Sheridan Clinic

342 13th Avenue Northeast
Minneapolis, MN 55413

612-362-4111

Southside Community Clinic

4730 Chicago Avenue South
Minneapolis, MN 55409

612-822-3186

Spanish/Russian Clinic

701 Park Avenue South
Mail Code Purple 7
Minneapolis, MN, 55415

612-347-2579

612-904-4650

Hennepin Care South

44 West 66th Street
Richfield, MN 55423

612-873-8200

Park Nicollet Clinic/St. Louis Park

3850 Park Nicollet Boulevard
St. Louis Park, MN 55416

952-993-3700

Houston

Franciscan Skemp HealthCare/Caledonia

701 Sprague Street North
Caledonia, MN 55921-1066

507-724-3353

Franciscan Skemp HealthCare/Houston

511 Maple Street East
Houston, MN 55943

507-896-4200

Franciscan Skemp HealthCare/La Crescent

524 Elm Street North
La Crescent, MN 55947-1027

507-895-6600

Gundersen Lutheran/La Crescent

331 Third Street South
La Crescent, MN 55947

Gundersen Lutheran/Spring Grove Clinic

123 Fifth Avenue Southeast.
Spring Grove, MN 55974

507-498-3302

Hubbard

Dakota Clinic/Park Rapids

705 Pleasant Avenue
Park Rapids, MN 56470

218-732-2844

Erickson Medical Clinic

205 Seventh Street West
Park Rapids, MN 56470

218-732-7760

Isanti

Allina Medical Clinic/Cambridge

701 Dellwood Street South
Cambridge, MN 55008

763-689-7700

Itasca

Scenic Rivers Health Services/Bigfork

258 Pine Tree Drive
P.O. Box 258
Bigfork, MN 56628

218-743-3232

Duluth Clinic/Deer River

1025 Tenth Avenue Northeast
Deer River, MN 56636

218-246-8275

Grand Itasca Clinic
1601 Golf Course Road
Grand Rapids, MN 55744
Grand Rapids, MN 55744

218-326-5000

Grand Itasca Clinic East

355 River Road
Grand Rapids, MN '55744

218-326-6613

New Spirit Women's Clinic, P.A.

409 13th Street Southeast
PO Box 50
Grand Rapids, MN 55744-0050

218-326-9100

Fairview Mesaba Clinic/Nashwauk

410 Platt Avenue East
Nashwauk, MN 55769

218-885-2858

Jackson

Doctor's Medical Clinic

310 North Highway
Jackson, MN 56143

507-847-3330

Jackson Medical Center

1430 North Highway
Jackson, MN 56143

507-847-2200

Sacred Heart Mercy Health Care Center
803 Fourth Street
Jackson, MN 56143

507-847-3571

Lakefield Medical Center

220 Milwaukee Street, Suite 1
PO Box 546
Lakefield, MN 56150

507-662-6611

Kanabec

Allina Medical Clinic/Mora

331 South Highway 65
Mora, MN 55051

320-679-1313

Kandiyohi

Affiliated Community Med Center/Atwater

126 Fourth Street North
Atwater, MN 56209

320-974-8875

Affiliated Community Med Center/New
London

205 Main Street North
P.O. Box 309
New London, MN 56273

320-354-2222

Affiliated Community Med Center/Willmar
101 Willmar Avenue Southwest
Willmar, MN 56201-3591

320-231-5061

Family Practice Medical Center

502 Second Street Southwest
Willmar, MN 56201
Willmar, MN 56201

320-231-8888

Koochiching

Koochiching Family Planning

205 Third Street
PO Box 856
International Falls, MN 56647

Scenic Rivers Health Services/Northome

Box 66
Northome, MN 56661

218-897-5222

Lac Qui Parle

Dawson Clin of Johnson Memorial Hlth Ser

1272 Walnut Street
Dawson, MN 56233

320-769-4393

Lac Qui Parle Clinic
900 Second Avenue
Madison, MN 56256

320-598-7551

Marietta Clinic

101 Third Avenue North
P. O. Box 32
Marietta, MN 56257

320-668-2546

Lake

SuperiorHealth Medical Group/Two Harbors

1010 Fourth Street
Two Harbors, MN 55616

218-834-7269

Lake Of The Woods

LakeWood Health Center Clinic

600 Main Avenue South
Baudette, MN 56623

218-634-1655

Le Sueur

Immanual St. Joseph's Mayo Health System
Clinic/Le Sueur

625 Fourth Street South
Le Sueur, MN 56058

507-665-6299

Waterville Clinic
100 Lake Street
Waterville, MN 56096

507-837-4172

Lincoln

Hendricks Community Hospital

503 Lincoln East
PO Box 106
Hendricks, MN 56136

507-275-3134

Divine Providence Medical Clinic/Ivanhoe

312 East George Street
P.O. Box 136
Ivanhoe, MN 56142

507-694-1414

Ivanhoe Clinic

121 West Saxon Avenue
Ivanhoe, MN 56142-0076
Ivanhoe, MN 56142-0076

507-694-1232

800-520-3718

Lake Benton Health Care Center

109 East Benton
P.O. Box 295
Lake Benton, MN 56149

Tyler HealthCare Center Clinic

240 Willow Street
Tyler, MN 56178

Lyon

Affiliated Community Med Center/Market
Street Clinic

1420 East College Drive
Marshall, MN 56258

507-532-1101

Affiliated Community Med Center/Marshall

300 Bruce Street South
Marshall, MN 56258

507-532-9631

Sanford Canby Medical Center/Minneota

700 North Monroe
Minneota, MN 56264

507-223-7277

Sanford Clinic Tracy

249 Fifth Street East
Tracy, MN 56175

507-629-3520

Mahnomen

MeritCare Clinic/Mahnomen

P.O. Box 396

Mahnomen, MN 56557-0456
Mahnomen, MN 56557-0456

218-935-2514

Martin

Fairmont Medical Center/Mayo Health System

800 Medical Center Drive

Fairmont, MN 56031
Fairmont, MN 56031

507-238-8555

Sherburn Clinic

32 North Main

Sherburne, MN 56171

507-238-8555

Trimont Clinic

11 East Chestnut Street

Trimont, MN 56176

507-639-9301

McLeod

Glencoe Regional Health Services/Glencoe Clinic

1805 Hennepin Avenue North

Glencoe, MN 55336

320-864-3121

Hutchinson Medical Center, P.A.

Three Century Avenue

Hutchinson, MN 55350

320-587-2020

Glencoe Regional Health Services/Lester Prairie Clinic

1024 Central Avenue

Lester Prairie, MN 55354
Lester Prairie, MN 55354

320-395-2527

Glencoe Regional Health Services/Stewart Clinic

Box 256

300 Bowman Street
Stewart, MN 55385

320-562-2558

Ridgeview Winsted Clinic

551 Fourth Street North

P.O. Box 718
Winsted, MN 55395

320-485-4803

Meeker

Dassel Medical Center

450 Fourth Street

P.O. Box 367
Dassel, MN 55325

320-275-3358

Meeker Memorial Clinic

740 Parker Avenue

PO Box 708
Dassel, MN 55325

Eden Valley Area Medical Clinic

248 Park Avenue

PO Box 529
Eden Valley, MN 55329

Affiliated Community Med Center/Litchfield

520 Sibley Avenue South

P.O. Box 441
Litchfield, MN 55355

320-693-3233

Allina Medical Clinic/Litchfield

611 Sibley South

Litchfield, MN 55355

320-693-2807

Watkins Area Medical Clinic

150 Central Avenue North

Watkins, MN 55389

320-764-2630

Mille Lacs

Isle Family Clinic

Box 53

Isle, MN 56342

320-676-3661

Fairview Northland Clinic/Milaca

150 Tenth Street Northwest

Milaca, MN 56353
Milaca, MN 56353

320-983-7401

Mille Lacs Health System/Onamia Clinic

200 Elm Street North

Box A
Onamia, MN 56359-0800

320-532-3154

Ne-la-Shing Clinic

43500 Migizi Drive

Onamia, MN 56359

Onamia, MN 56359

Fairview Northland Rg Hlth Care
Srv/Princeton

919 Northland Drive

Princeton, MN 55371

763-389-6586

Morrison

Mille Lacs Family Clinic

P.O. Box 36

Hillman, MN 56338

320-277-3682

Family Medical Center, P.A.

811 Second Street Southeast, Suite A

Little Falls, MN 56345

320-632-2301

Lakewood Clinic/Motley

1233 Highway 10

Motley, MN 56466

218-352-6922

Pierz Family Clinic

221 North Main

PO Box 216

Pierz, MN 56364

320-468-2587

Randall Lakes Area Clinic

250 White Oak Lane

Randall, MN 56475

Randall, MN 56475

320-749-2876

320-749-2877

Mower

Adams Clinic

908 West Main Street

Adams, MN 55909

507-582-3547

Austin Medical Center

1000 First Drive Northwest

Austin, MN 55912

507-437-6919

Grand Meadow Clinic

113 Main Street North

Grand Meadow, MN 55936

507-754-5245

Le Roy Clinic

671 East Main Street

Le Roy, MN 55951

507-324-5305

Murray

Murray County Memorial Hospital and Clinic

2040 Juniper Avenue

Slayton, MN 56172

507-836-8538

Nicollet

Immanuel-St. Joseph's Mayo Health
System Clinic/Northridge

1695 LorRay Drive

North Mankato, MN 56003

507-345-2934

800-327-3721

Immanuel-St. Joseph's Mayo Health
System Clint/St. Peter

622 Sunrise Drive

St. Peter, MN 56082

800-327-3721

Nobles

Sanford Clinic Adrian

601 Louisiana Avenue

P.O. Box 279

Adrian, MN 56110

507-483-2668

Avera Worthington Specialty Clinics

508 Tenth Street

Worthington, MN 56187

507-372-2921

Sanford Clinic Worthington

1680 Diagonal Road
Worthington, MN 56187

507-372-3800

Norman

Bridges Medical Center Ada

201 Ninth Street West
Ada, MN 56510

MeritCare Clinic/Halstad

445 First Street East
Halstad, MN 56548

218-456-2158

MeritCare Clinic/Twin Valley

P.O. Box 266
Twin Valley, MN 56584

218-584-5142

Olmsted

Olmsted Medical Center/Byron

25 Northeast Frontage Road
Byron, MN 55920

507-775-2128

Hawthorne School Breast Clinic

700 Fourth Avenue Southeast
Rochester, MN 55901
Rochester, MN 55901

Mayo Clinic

200 First Street Southwest
Rochester, MN 55905

507-284-5332

Migrant Health Service/Rochester

1926 Collegeview Road SE
Rochester, MN 55904
Rochester, MN 55904

507-529-0503

Olmsted Medical Center/Rochester

210 Ninth Street Southeast
Rochester, MN 55963

507-288-3443

Olmsted Medical Center/Stewartville

208 Center-town Plaza
Stewartville, MN 55976

507-533-4727

Otter Tail

Fergus Falls Medical Group, P.A.

615 Mill Street South
Fergus Falls, MN 56537

218-739-6712

800-247-1066

Henning Medical Clinic

401 Douglas Avenue
P.O. Box 16
Henning, MN 56551

218-583-2953

MeritCare Clinic/New York Mills

P.O. Box D
New York Mills, MN 56567-0364

218-385-2555

MeritCare Clinic/Otter Tail

105 Otter Drive
PO Box 278
Otter Tail, MN 56571

Ottertail Area Medical Clinic

232 Highway 78 North
PO Box 129
Otter Tail, MN 56571

Broadway Medical Center Parkers Prairie

P.O. Box 44
Parkers Prairie, MN 56361

MeritCare Clinic/Pelican Rapids

211 East Mill Street
PO Box 737
Pelican Rapids, MN 56572-0737

218-863-7842

MeritCare Clinic/Perham
665 Third Street Southwest
Perham, MN 56573

218-346-4040

Pennington

MeritCare Clinic/Thief River Falls
120 LaBree Avenue South
Thief River Falls, MN 56701

218-681-0600

Pine

Allina Medical Clinic/Hinckley
620 Fire Monument Road
Hinckley, MN 55037

320-679-1313

Allina Medical Clinic/Pine City
220 Third Avenue Southeast
Pine City, MN 55063

320-679-1313

Aazhoomoog Clinic
45741 Grace Lake Road
Sandstone, MN 55072
Sandstone, MN 55072

Gateway Family Health Clinic/Sandstone
204 Lundorff Drive
Sandstone, MN 55072

320-245-2250

Pipestone

Edgerton Family Clinic
505 Trosky Road
Edgerton, MN 56128

507-442-5424

Jasper Family Clinic
120 Sherman Street North
Jasper, MN 56144

Pipestone Medical Group
920 Fourth Avenue Southwest
Pipestone, MN 56164

507-825-5700

Polk

Altru Clinic/Crookston
400 Minnesota Street
Crookston, MN 56716
Crookston, MN 56716

218-281-9100

Riverview Family Practice and Integrative
Medicine Center
323 South Minnesota Street
Crookston, MN 56716
Crookston, MN 56716

RiverView Health Crookston Clinic
323 South Minnesota Street
Crookston, MN 56716
Crookston, MN 56716

218-281-9595

MeritCare Clinic/East Grand Forks
621 DeMers Avenue
East Grand Forks, MN 56721

218-773-5800

RiverView Health East Grand Forks Clinic
1428 Central Avenue Northeast
East Grand Forks, MN 56721
East Grand Forks, MN 56721

218-773-1390

Altru Clinic/Erskine
23076 347th Street Southeast
Erskine, MN 56535
Erskine, MN 56535

218-687-5317

Altru Clinic/Fertile
P.O. Box 628
Fertile, MN 56540

218-945-6064

RiverView Health Fertile Clinic

306 Mill Street North
Fertile, MN 56540
Fertile, MN 56540

218-945-6695

Dakota Clinic Ltd./Fosston

102 Sather Drive
PO Box 506
Fosston, MN 56542

218-435-1212

888-448-1212

First Care Medical Services/Fosston

900 Hilligoss Boulevard Southeast
Fosston, MN 56542

218-435-1500

Pope

Glenwood Medical Center

417 Franklin Avenue South
Glenwood, MN 56334

320-634-5157

Starbuck Clinic

501 Poler Street
PO Box 460
Starbuck, MN 56381

Ramsey

Partners Obstetrics and Gynecology, P.A.

1737 Beam Avenue
Maplewood, MN 55109
Maplewood, MN 55109

888-643-2584

Eastside Medical

860 Arcade Street
St. Paul, MN 55106

Family Tree Clinic

1619 Dayton Avenue
St. Paul, MN 55104

651-645-0478

New Americans Community Health Center

1821 University Avenue West, Suite 130
St. Paul, MN 55104
St. Paul, MN 55104

Open Cities Health Center, Inc.

409 North Dunlap Street
St. Paul, MN 55104-4201

651-290-9200

Open Cities Health Center, North End Campus

135 Manitoba Avenue
St. Paul, MN 55117

651-489-8021

Regions Breast Center

640 Jackson Street
St. Paul, MN 55101

651-254-4610

Salud Integral

797 East Seventh Street
St. Paul, MN 55106
St. Paul, MN 55106

651-326-4900

St. Paul Public Health Colposcopy Clinic

555 Cedar Street
St. Paul, MN 55101

651-266-1272

St. Paul Public Health Family Planning Clink

555 Cedar Street
St. Paul, MN 55101

651-266-1272

St. Paul Public Health Women's Health, Clinic

555 Cedar Street
St. Paul, MN 55101

651-266-1272

United Family Practice Health Center

545 West Seventh Street
St. Paul, MN 55102

651-241-1000

West Side Community Health Services

153 Cesar Chavez Street

St. Paul, MN 55107
St. Paul, MN 55107

651-222-1816

Red Lake

First Care Medical Services/Oklee

Third and Governor Street

Oklee, MN 56742

218-796-4525

Altru Clinic/Red Lake Falls

PO Box 217

Red Lake Falls, MN 56750

218-253-4343

RiverView Health Red Lake Falls Clinic

105 International Drive Southwest, Suite 25

Red Lake Falls, MN 56750
Red Lake Falls, MN 56750

218-253-4606

Redwood

Lamberton Medical Clinic

310 South Main Street

P.O. Box 398
Lamberton, MN 56152

507-752-7375

Morgan Medical Clinic

96 Third Street

P.O. Box 135
Morgan, MN 56266

507-249-3115

Affiliated Community Med Center/Redwood Falls

1100 Broadway East

Redwood Falls, MN 56283

507-637-2985

Renville

Fairfax Medical Clinic, P.A.

300 South Park Street

P.O. 529
Fairfax, MN 55332

507-426-7228

Migrant Health Service/Olivia

80829 County Road 13

Olivia, MN 56277
Olivia, MN 56277

320-523-1870

Olivia Clinic

619 Lincoln Avenue East

P.O. Box 146
Olivia, MN 56277

320-523-2131

Rice

Allina Medical Clinic/Faribault

100 State Avenue

Faribault, MN 55021
Faribault, MN 55021

Lonsdale Clinic

103 15th Avenue Southeast

Lonsdale, MN 55046
Lonsdale, MN 55046

507-744-3245

Allina Medical Clinic/Northfield

1400 Jefferson Road

Northfield, MN 55057

507-663-9000

Women's Health Center/Northfield

2000 North Avenue

Northfield, MN 55057
Northfield, MN 55057

507-646-1478

Rock

Sanford Clinic Luverne

1601 Sioux Valley Drive

Luverne, MN 56156
Luverne, MN 56156

507-449-1519

Roseau

Altru Clinic/Greenbush
152 Fifth Street South
Box 250
Greenbush, MN 56726

218-782-2400

Altru Clinic/Roseau
711 Delmore Drive
Roseau, MN 56751

218-463-1365

Roseau Area Hospital
715 Delmore Drive
Roseau, MN 56751

218-463-2500

Altru Clinic/Warroad
412 North Main Avenue
Warroad, MN 56763

218-386-2020

Sherburne

Fairview Northland Rg Hlt Care Svcs/Elk
River
290 Main Street, Suite 100
Elk River, MN 55330

763-241-0373
800-824-1953

RiverWay Clinic/Elk River

530 Third Street
Elk River, MN 55330

763-712-6206

Fairview Northland Clinic/Zimmerman

25945 Gateway Drive
Zimmerman, MN 55398

763-856-6944

Sibley

Sibley Medical Center & Clinics/Arlington

601 West Chandler
P.O. Box 620
Arlington, MN 55307

Sibley Medical Center & Clinics/Gaylord

660 Third Street
Gaylord, MN 55334
Gaylord, MN 55334

507-237-5523

Sibley Medical Center & Clinics/Henderson

505 Main Street
Henderson, MN 56044
Henderson, MN 56044

Sibley Medical Center & Clinics/Winthrop

223 North Carver
Winthrop, MN 55396

St. Louis

Scenic Rivers Health Services/Cook
20 Fifth Street Southeast
Cook, MN 55723

218-666-5941

Center for American Indian Resources
211 West Fourth Street
Duluth, MN 55806

Duluth Clinic

400 Third Street East
Duluth, MN 55805

218-786-3346

Duluth Family Practice Center
330 North Eighth Avenue East
Duluth, MN 55805

218-723-1112

Lake Superior Community Health Center
4325 Grand Avenue
Duluth, MN 55807

218-722-1497

Northland OB/GYN Associates
1000 East First Street, Suite LL
Duluth, MN 55805
Duluth, MN 55805

Women's Health Center
32 East First Street, Suite 300
Duluth, MN 55802

218-727-3352

Duluth Clinic/Ely

300 West Conan
Ely, MN 55731
Ely, MN 55731

218-365-7900

Scenic Rivers Health Services/Floodwood

126 Seventh Avenue West
PO Box 426
Floodwood, MN 55736

218-476-2221

Duluth Clinic/Hibbing

730 34th Street East
Hibbing, MN 55746

Fairview Mesaba Clinic/Hibbing

750 East 34th Street
Hibbing, MN 55746

218-262-3441

Hibbing Family Medical Center,

1120 East 34th Street
Hibbing, MN 55746
Hibbing, MN 55746

Fairview Mesaba Clinic/Mountain Iron
8496 Enterprise Drive South
Mountain Iron, MN 55768

218-262-3441

Bois Forte Medical Clinic

13071 Nett Lake Road
Nett Lake, MN 55772

800-223-1041

Duluth Clinic/ Virginia

1101 Ninth Street North
Virginia, MN 55792
Virginia, MN 55792

Laurentian Medical Clinic

901 Ninth Street North, Suite 115
Virginia, MN 55792
Virginia, MN 55792

Stearns

Unity Family Healthcare/dba Albany Area
Hospital and Medical Center

320 Third Avenue North
Albany, MN 56307

320-845-6139

Belgrade-Medical Center

417 Washburn Avenue
Belgrade, MN 56312

320-254-8256

Eastside Medical Clinic/Belgrade

505 Nelson Avenue
PO Box 364
Belgrade, MN 56312

320-243-3767

Brooten Medical Center

111 Pleasant Avenue
P.O. Box 69
Brooten, MN 56316

320-346-2272

Chain of Lakes Medical Clinic

308 Fifth Avenue South, Suite 100
Cold Spring, MN 56320
Cold Spring, MN 56320

CentraCare Clinic/Melrose

525 West Main Street
Melrose, MN 56352

320-256-4228

Paynesville Area Health Care System

200 First Street West
Paynesville, MN 56362

320-243-3767

Richmond Area Medical Clinic

130 First Street Northeast
Richmond, MN 56368

320-597-2122

Abbott Northwestern Sartell Outpatient
Center
2000 Abbott Northwestern Ct., Suite 205
Sartell, MN 56377

320-534-2600

Lakeview Medical Clinic, P.A.

433 Elm Street North
Sauk Centre, MN 56378

320-352-6591

CentraCare Clinic/Heartland

1520 Whitney Court
St. Cloud, MN 56303
St. Cloud, MN 56303

320-251-1775

CentraCare Clinic/Women & Children's
Center

1900 CentraCare Circle
St. Cloud, MN 56303

320-654-3630

CentraCare River Campus

1200 Sixth Avenue North
St. Cloud, MN 56303

320-240-2115

Mid-Minnesota Family Practice Center

1520 Whitney Court, Suite 200
St. Cloud, MN 56303

320-240-3157

Steele

Blooming Prairie Clinic

405 East Main Street
P.O. Box 158
Blooming Prairie, MN 55917

507-583-7225

26th Street Owatonna Clinic/Mayo Health
System

2200 26th Street Northwest

Owatonna, MN 55060
Owatonna, MN 55060

Owatonna Clinic/Mayo Health System

134 Southview Street
Owatonna, MN 55060

507-451-0686

800-628-7257

Stevens

Chokio Medical Center

Main Street
P.O. Box 74
Chokio, MN 56221

320-324-7500

Affiliated Community Med Center/Hancock

668 Atlantic Avenue
Hancock, MN 56244

320-392-5247

Prairie Medical Associates

24 East Seventh Street
Morris, MN 56267
Morris, MN 56267

320-589-4008

Stevens Community Medical Center

400 First Street East
P.O. Box 660
Morris, MN 56267

320-589-7667

Swift

Appleton Area Health Services/Clinic

30 Behl Street South
Appleton, MN 56208

320-289-1580

Affiliated Community Med Center/Benson

1805 Wisconsin Avenue
Benson, MN 56215

320-843-2030

Todd

Bertha Medical Clinic

P.O. Box 67
Bertha, MN 56437

218-924-2250

Lakewood Clinic/Browerville

923 Gillis Avenue South
Browerville, MN 56438

320-594-2231

Eagle Valley Clinic

815 Highway 71 South
Eagle Bend, MN 56446

218-738-2804

Lakewood Clinic/Eagle Bend

815 Highway 71 South
Eagle Bend, MN 56446

218-738-2804

CentraCare Clinic/Long Prairie

24 Ninth Street Southeast
Long Prairie, MN 56347

320-732-2131

Traverse

Browns Valley Clinic

106 Fourth Street South
P. O. Box L
Browns Valley, MN 56219

320-695-2105

Wheaton Community Health Center

403 12th Street North
Wheaton, MN 56296

320-563-8295

Wheaton Community Medical Center.

401 12th Street North
Wheaton, MN 56296

Wabasha

Lake City Clinic/Mayo Health System

500 Grant Street West
Lake City, MN 55041

651-345-1100

Olmsted Medical Center/Plainview

20 Second Avenue Northeast
Plainview, MN 55964

507-534-3885

Plainview Clinic, Mayo Health System

275 First Street Southwest
Plainview, MN 55964

507-534-3169

Lake City Medical Center, Wabasha
Clinic/Mayo Health System

1202 Fifth Grant Boulevard West
Wabasha, MN 55981

Wadena

Dakota Clinic Ltd./Menahga

212 Aspen Avenue Northeast, Box 190
Menahga, MN 56464-4131

218-564-4131

Sebeka Medical Clinic

P.O. Box 306
Sebeka, MN 56477

218-837-5333

Lakewood Clinic, P.A.

49725 County 83
Staples, MN 56479
Staples, MN 56479

218-894-2242

Wadena Medical Center

4 Deerwood Avenue Northwest
Wadena, MN 56482

218-631-1100

Waseca

Janesville Clinic

312 North Main Street
Janesville, MN 56048

507-837-4172

Albert Lea Medical Center/New Richland

318 First Street Southwest
New Richland, MN 56072

507-377-6740
888-999-2386

Waseca Medical Center/Mayo Health System
501 North State Street
Waseca, MN 56093

507-837-4172

Washington

Allina Medical Clinic/Cottage Grove
8611 West Point Douglas Road South
Cottage Grove, MN 55016

651-458-1884

Regina Medical Group/Cottage Grove
8451 East Point Douglas Road South
Cottage Grove, MN 55016

651-459-6654

St. Croix Family Medical Clinic
5640 Memorial Avenue North, Suite B
Stillwater, MN 55082

651-430-1880

Allina Medical Clinic/Woodbury
8675 Valley Creek Road
Woodbury, MN 55125

651-501-3023

Watsonwan

Madelia Clinic/Mayo Health System
115 Drew Avenue Southeast
Madelia, MN 56062

507-642-3241

Drs Moulton & Parsons
502 Second Avenue South
St. James, MN 56081

507-375-3141

St. James Health Services/Clinic
1205 Sixth Avenue South
St. James, MN 56081-2152

507-375-3391

Wilkin

St. Francis Healthcare Campus
2400 St. Francis Drive
Breckenridge, MN 56520
Breckenridge, MN 56520

218-643-7438

Winona

Olmsted Medical Center/St. Charles
403 West Fourth Street
St. Charles, MN 55972
St. Charles, MN 55972

507-932-3810

Family Medicine of Winona

825 Mankato Avenue, Suite 210
Winona, MN 55987

Winona Clinic, Ltd.

859 Mankato Avenue
Winona, MN 55987
Winona, MN 55987

507-454-3680

507-457-7658

Wright

Allina Medical Clinic/Buffalo
303 Catlin Street
Buffalo, MN 55313
Buffalo, MN 55313

763-682-5225

Buffalo Clinic, P.A.

1700 Highway 25 North
Buffalo, MN 55313

763-682-1313

Allina Medical Clinic/Cokato

110 Olsen Boulevard
P.O. Box 520
Cokato, MN 55321

320-286-2123

Ridgeview Howard Lake Clinic

900 Sixth Street
P.O. Box G
Howard Lake, MN 55349

320-543-2591

Monticello Clinic

1107 Hart Boulevard, Suite 100

Monticello, MN 55362

763-295-2921

Yellow Medicine

Sanford Canby Medical Center

112 St. Olaf Avenue South

Canby, MN 56220

507-223-7221

Clarkfield Medical Clinic

812 Tenth Avenue

Clarkfield, MN 56223

320-669-4417

Affiliated Community Med Center/Granite Falls

295 Tenth Avenue

Granite Falls, MN 56241

320-564-2511

EXAMPLE