Primary Care Access Program (PCAP) Summary

PCAP is a health access program providing:

- Primary Care
- Preventive Care
- Pharmacy
- Some Screening
- Some Diagnostic Services

PCAP Eligibility:

- **19 years of age or older**
- **Resident of Santa Clara County**
- **Household income less than or equal to 650% of the Federal Poverty Level**
- **Not eligible for or currently covered by any other healthcare insurance**

Emergency Services are only covered at County of Santa Clara Health and Hospital System facilities:

- Valley Medical Center
- O'Connor Hospital
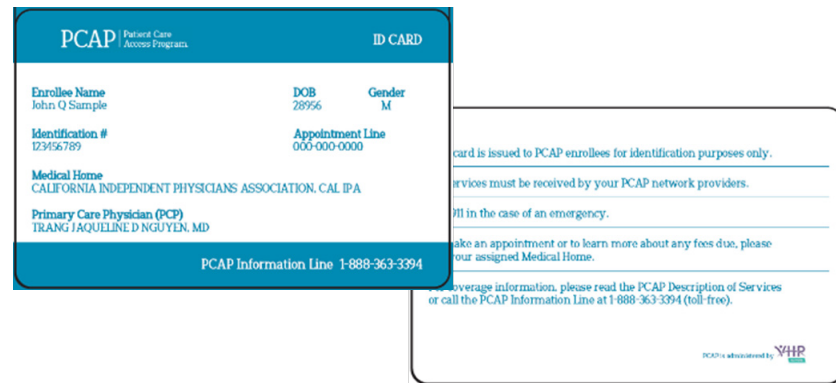- St. Louise Regional Hospital

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PCAP Services will be received from the selected primary care clinic.

Specialty Care & other services are available if medically necessary, and with prior authorization approval, when requested by your Primary Care Provider.

Copays may apply for services. Copays are determined by your primary care clinic.

Annual Renewal begins approximately 90 days prior to current termination date. You will receive a renewal package. Call your clinic if you do not receive it.

PCAP ID Cards are sent to enrollees and are to be used when services are accessed. Apply for PCAP at any participating Clinic: **https://vhpn.sccgov.org/pcap/pcap-clinic-listings**

Disenrollment - To voluntarily disenroll for any reason call Patient Access at **1.866.967.4677**. Disenrollment is effective on the last day of the month it is requested. It is possible to be involuntarily disenrolled.

Disenrollment reasons include:

- Not re-enrolling during renewal process.
- Incomplete application, or it had errors, or untrue statements.
- Moved outside of Santa Clara County.
- Newly covered or eligible for any other insurance.
- Your clinic or PCAP learns that you no longer qualify for the program.

Services not Covered: (This is a partial list, services may be provided through other programs)

- Services not Medically Necessary
- Acupuncture
- Hearing and Hearing Aids
- Chiropractic
- Cosmetic Surgery
- Infertility
- Long-term Care
- Non-Emergency
- Dental Services
- Transportation from home
- Organ Transplants
- Travel Immunizations
- Vision Services
- Weight loss surgeries
- Durable medical equipment (DME)

Important Resources

- For Patient Access and other services available through other programs: **1.866.967.4677**.
- PCAP assistance including ID Cards: **1.888.363.3394**, press 1 for PCAP, or email **PCAPinquiry@vhp.sccgov.org**
- Laboratory Services: **1.888.334.1000** at Valley Connections or call your primary care clinic for lab appointments or other services available through other programs.
- Pharmacy Medications: **1.408.977.3503** or call your clinic or County of Santa Clara Pharmacy Call Center. (Please note: Pharmacy voicemail will answer as 'Ambulatory Medication Services').
  - Ask the pharmacy about having your prescriptions mailed to you.