



# Navigating the UVA Health System for English Language Learners

Elizabeth Carpenter, RN Care Coordinator  
International Family Medicine Clinic  
UVA Health

# Calling UVA Health

- Most clinics have a recorded message in English with options to choose. If you wait through the message, the call will go to a call center and be answered by a person, at that time you can ask for an interpreter.
- You can help students by adding clinic numbers to their contacts.



# Calls from UVA Health

- The UVA chart should have the patient's language listed. UVA will typically call the interpreter service first and **the interpreter dials the patient**. This means the patient's phone will show a random caller ID number, **not a UVA Health number**.
- If the patient does not answer (and really, who answers phone call from unknown numbers) the interpreter will leave a voicemail with the number to return the call to the clinic. **This only works if the patient has voicemail set up.**





# Everyone at UVA has access to interpretation!

- Please encourage your students to ask for an interpreter if someone in a clinic, lab, or pharmacy speaks to them in English and they do not understand. There are Globo phones/iPads/phone apps in every location.
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# We will ask your name and date of birth many times each visit

- It is not because we forget, this is part of our process to make sure we have the right patient and we are charting in the right chart. For patients from cultures that do not normally mark birthdays, this can be confusing.
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# Billing and insurance...

- ❑ Medicaid coverage is good so if a patient has Medicaid, most care/medications/therapies should be covered at 100%.
- ❑ UVA has a robust financial screening program [Are You Eligible for Financial Assistance? | UVA Health](#)

| Number of People in Household | Household Income for 100% Discount | Household Income for Partial Discount |
|-------------------------------|------------------------------------|---------------------------------------|
| 1                             | \$0 - \$31,300                     | \$31,301 - \$62,600                   |
| 2                             | \$0 - \$42,300                     | \$42,301 - \$84,600                   |
| 3                             | \$0 - \$53,300                     | \$53,301 - \$106,600                  |
| 4                             | \$0 - \$64,300                     | \$64,301 - \$128,600                  |
| 5                             | \$0 - \$76,300                     | \$76,301 - \$150,600                  |
| 6                             | \$0 - \$86,300                     | \$86,301 - \$172,600                  |
| 7                             | \$0 - \$97,300                     | \$97,301 - \$194,600                  |
| 8                             | \$0 - \$108,300                    | \$108,301 - \$216,600                 |

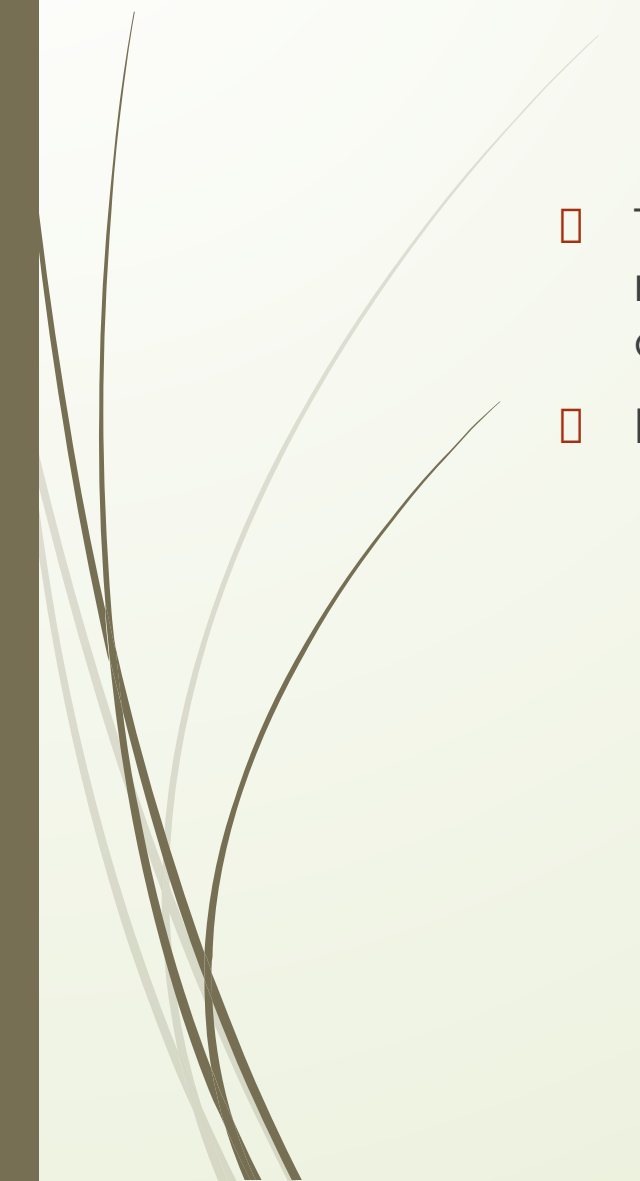


# Billing and insurance...

- Patients with employer-based insurance or plans through the ACA will be responsible for copays and coinsurance and those costs can add up!
- Some patients will still qualify for some financial assistance which can be used in addition to insurance. So if you qualify for 50% financial screening and your copay for a clinic visit is \$40, you will only need to pay \$20.
- UVA billing will set up a payment plan. If the patient feels the monthly payment is too expensive, they can meet with billing to review and sometimes qualify for a lower monthly payment.
- Financial screening is only for people living in the area, it cannot help if a family member is visiting and needs medical care.



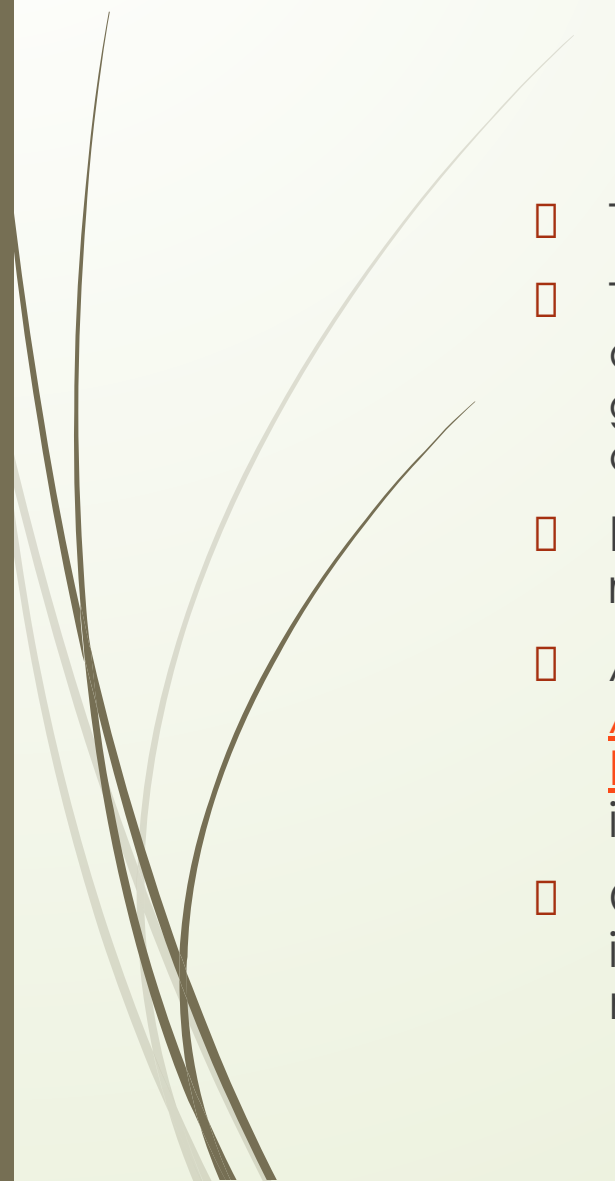
# Who can help?

- There are financial screening offices in the pharmacy, Primary Care Center near registration, and billing offices in the Cancer Center near registration and in the hospital lobby.
  - Each clinic should have access to a social worker who can help navigate.
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# Dental Care

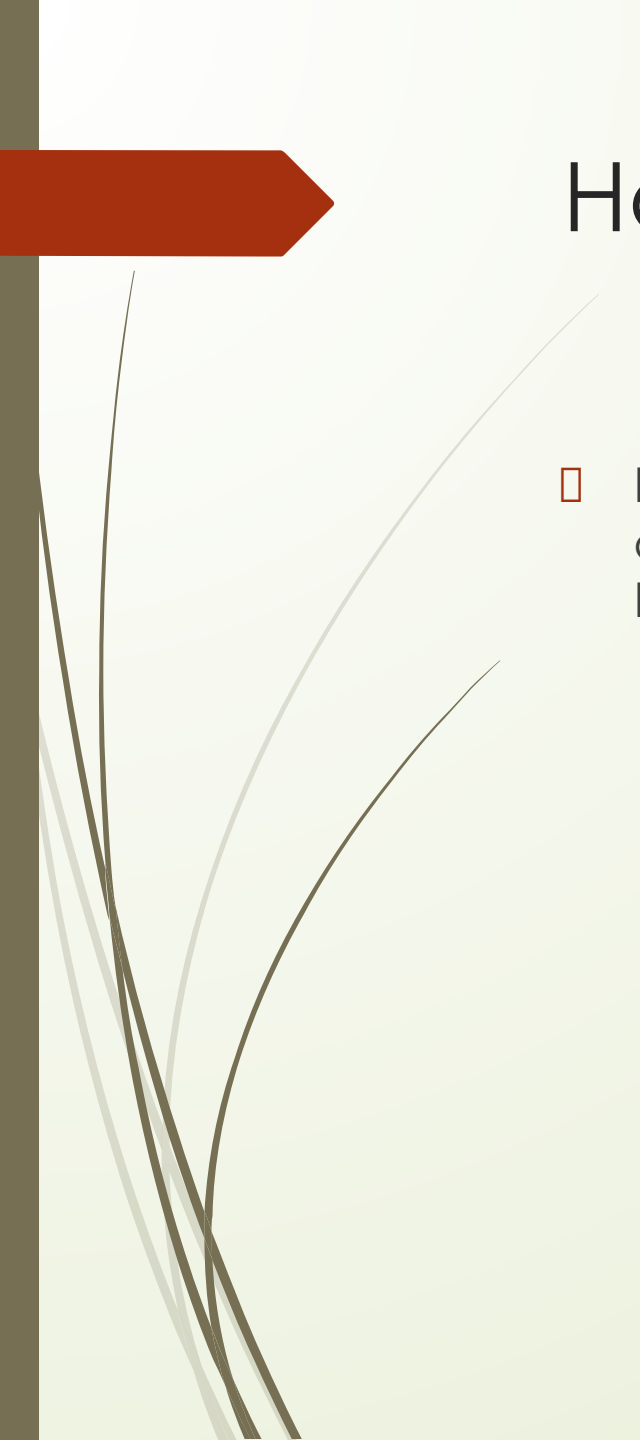


- This one is really challenging!
- There are a couple of clinics in Charlottesville that accept Medicaid and are accepting new pediatric patients 11 and under. New teens usually have to go to an outlying clinic. [Local Children's Dentist Charlottesville Virginia](http://cdcva.org) cdcva.org
- Kids not eligible for Medicaid should check in with the school about dental resources.
- Adults with Medicaid can schedule an appointment at an outlying clinic like [Affordable Family Dentistry | Affordable Dental Care for the Family](#) or [Piedmont Regional Dental Clinic](#) and they often need to provide their own interpretation (bring a friend.)
- Charlottesville Free Dental Clinic is set up for adults who do not have insurance, they have appointments and also a walk-in clinic Monday mornings.



# Medicaid and SNAP status for refugees since the budget bill passed

- ❑ People with refugee, asylee, humanitarian parolee, and TPS status are no longer eligible for SNAP (Food Stamp) benefits, this will likely come up as families are being evaluated yearly.
- ❑ This same group will not be eligible for Medicaid as of October 1<sup>st</sup>, 2026.
- ❑ This site has a good summary of the changes [Welcome.US | How the big beautiful bill impacts newcomers](#)



# How to access urgent medical care

- Have a medical home! Contact your PCP first and they can schedule an appointment/direct you to urgent care/send you to the Emergency Department.
  - If you have Medicaid- set up an establish care appointment with any provider who accepts Medicaid
  - CVHS is a Federally Qualified Health Center (FQHC) and has a sliding scale for everyone. [Charlottesville Health Center | Central Virginia Health Services, Inc.](#)
  - Charlottesville Free Clinic offers care to employed people with no health insurance. [Home • Charlottesville Free Clinic](#)



Most clinics have someone on call 24/7 for urgent medical questions.

- If you have an urgent medical question at night or on the weekend when the clinics are closed, you can call the hospital operator at (434) 924-0000 and ask them to page the physician on call. For instance, our Family Medicine patients as for the Family Medicine physician on call.
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# Questions?





“ It is not your duty to finish the work, but neither are you at liberty to neglect it ”

Rabbi Tarfon in Pirkei Avot



Elizabeth Carpenter, RN

International Family Medicine Clinic UVA Health

[ec5ap@uvahealth.org](mailto:ec5ap@uvahealth.org) (434) 982-2124