



North Country Family Health Center Patient Handbook 2025

We **ARE** NoCo

ACCESS - RESPECT - EXCELLENCE

Welcome



Thank you for choosing North Country Family Health Center (NoCo or Health Center) as your trusted healthcare provider. We are honored to care for you and your family by providing medical, dental, behavioral health, enabling, and WIC services to individuals from birth through end of life. As a Federally Qualified Health Center, our services are provided to all patients regardless of ability to pay and we offer those who qualify discounts based on your family size and income.

We welcome all patients including those with disabilities and those who need translation and interpretation services. We are always happy to assist patients who may need assistance completing their patient paperwork.

Patients will never be denied care based on age, disability, sex, sexual orientation, race, color, national origin, religion, or ability to pay. We are committed to providing you both with the best care and with the best experience possible. If you would like to share a comment, suggestion, or have a complaint please contact us.

Our Health Center's Administration Contacts:

Joey Marie Horton, Chief Executive Officer: 315.782.9450 or jhorton@NoCoFamilyHealth.org

Barbara Fargo, Clinical Operations Officer: 315.782.9450 or bfargo@NoCoFamilyHealth.org

You may utilize our Health Center's website at www.NoCoFamilyHealth.org and/or info@nocofamilyhealth.org to communicate with us too.

Corporate Compliance Hotline:

For patients, families, employees, and business associates to report known or suspected instances of fraud, waste, neglect, or abuse: 315.782.9450 ext.8066 or corporatecompliance@nocofamilyhealth.org

Other Contacts:

New York State Department of Health: 1.800.628.5972

What is a FQHC?

A Federally Qualified Health Center (FQHC) also known as a Community Health Center (CHC) that is selected by the federal government to receive special funding because it provides comprehensive, quality care to anyone who needs it, regardless of ability to pay. CHCs provide high-quality healthcare that is affordable and accessible.

As an FQHC we offer “one-stop shopping” – primary and preventive healthcare visits, laboratory services, dental, behavioral health services, nutrition, WIC services, and case management – all conveniently located, coordinated, and tailored to meet our patients’ needs. Additionally, North Country Family Health Center, similar to all other FQHCs, is managed by a consumer driven Board of Directors. If you are interested in serving on the Board of Directors, please let us know.

We ARE NoCo

Our Organizational Values

Access

Ensure that all individuals have equitable access to services to meet the health and wellness needs of those in our community.

Respect

Treat everyone with dignity and inclusion while committing to our Brilliantly Orange employee culture of RESPECT.

Excellence

Strive for excellence in every aspect of our work. This commitment to excellence drives us to maintain the highest standards of access, quality, and fiscal stability.

- **Mission**

- To improve the health, wellness, and quality of life of all individuals in our community by providing accessible, high quality, affordable, patient-centered, and integrated health services.

- **Vision**

- A community in which every individual achieves a healthy and wholesome life.

Our Community Health Center Locations: Jefferson County

Please refer to our Noco website for current hours of operation.
<https://www.nocofamilyhealth.org/locations/> or scan here:

Please note, hours of operation are also posted at each location
and can be obtained by calling each office location as well.



Main Campus

Medical, Dental, Behavioral Health, & Enabling Services

238 Arsenal Street

Watertown, NY 13601

Phone: 315.782.9450

Fax: 833.305.0396

LeRay

Dental Services

26908 Independence Way, Suite 202

Evans Mills, NY 13637

Phone: 315.782.2628

Fax: 315.782.6406

JCC Health & Wellness Center

Medical & Behavioral Health Services

1220 Coffeen Street, Building #17

Watertown, NY 13601

Phone: 315.786.1042

Fax: 833.305.0394

Our Community Health Center Locations: Jefferson County, Continued

Watertown WIC Program

238 Arsenal Street
Watertown, NY 13601
Phone: 315.782.9222
Fax: 315.782.6248



LeRay WIC Program

26908 Independence Way, 2nd Floor
Evans Mills, NY 13637
Phone: 315.782.9222, Press #2
Fax: 315.782.6248

WIC staff also provide services at outlying sites in Adams, Clayton, Theresa, West Carthage, and Lyons Falls. Please contact the Watertown WIC office for hours of operation at these sites.

Our Community Health Center Locations: Lewis County

Lowville Dental

7785 North State Street
Lowville, NY 13367
Phone: 315.376.4500
Fax: 315.376.2121

Lowville WIC Program

7785 North State Street
Lowville, NY 13367
Phone: 315.376.6427
Fax: 315.376.6173

Lowville Family Health Center Medical Services

5402 Dayan Street
Lowville, NY 13367
Phone: 315.376.4600
Fax: 833.438.8296



NoCo provides medical, dental, and behavioral health services to over 3,400 students annually. We provide the following services to our students:

- *Diagnosis & treatment of urgent & chronic conditions
- *Annual physical exams
- *Sports & camp physicals
- *Immunizations & allergy shots
- *Health screenings
- *Nutrition & weight counseling
- *Health education
- *Individual & family behavioral health counseling
- *Dental cleanings & sealants



School-Based Health Program

School-Based Health Centers

THE FOLLOWING SCHOOL-BASED HEALTH CENTERS PROVIDE INTEGRATED MEDICAL & BEHAVIORAL HEALTH SERVICES TO ENROLLED STUDENTS – DIRECTLY WHERE STUDENTS ARE – IN SCHOOL; FOLLOWING THE SCHOOL DISTRICT CALENDARS.

Case Middle School

1237 Washington Street
Watertown, NY 13601
Phone: 315.785.3809
Fax: 315.785.3818

Mannsville Elementary School

423 N. Main Street
Mannsville, NY 13661
Phone: 315.465.3373
Fax: 315.465.3376

**Provides dental services as well*

North Elementary

171 E. Hoard Street
Watertown, NY 13601
Phone: 315.786.1767
Fax: 315.786.1856

**Provides dental services as well to students from Knickerbocker, Sherman, and Starbuck elementaries.*

Watertown High School

1335 Washington Street
Watertown, NY 13601
Phone: 315.785.3703
Fax: 315.785.3807

Wiley Elementary

1351 Washington Street
Watertown, NY 13601
Phone: 315.785.3783
Fax: 315.661.4003

**Provides dental services as well to students at Wiley, Case, and Watertown High School.*

Wilson Elementary

13180 US Route 11
Adams Center, NY 13606
Phone: 315.583.5200
Fax: 315.583.5255

**Provides dental services as well*

School-Based Dental Only Sites

STUDENTS AT THE FOLLOWING SCHOOLS RECEIVE DENTAL ONLY SERVICES THROUGH OUR MOBILE SCHOOL-BASED DENTAL HYGIENISTS:

Alexandria Central School

34 Bolton Avenue
Alexandria Bay, NY 13607
Phone: 315.482.9971

Clarke Middle/High School

11060 US Rt. 11
Adams, NY 13606
Phone: 315.232.9968

Copenhagen Central

3020 Mechanic Street
Copenhagen, NY 13626
Phone: 315.688.4411

Jefferson Lewis County BOCES

20104 State Route 3
Watertown, NY 13601
Phone: 315.779.7010

Lowville Academy & Central School

7668 North State Street
Lowville, NY 13367
Phone: 315.376.9000

Lyme Central School

11868 Academy Street
Chaumont, NY 13622
Phone: 315.649.2417

Ohio Elementary School

1537 Ohio Street
Watertown, NY 13601
Phone: 315.785.3755

South Lewis Central School

4264 East Road
Turin, NY 13473
Phone: 315.348.2570

Contacting Us After Normal Business Hours

Jefferson County

If you are in need of care after our normal business hours, and utilize a Health Center located within Jefferson County, please call 315.782.9450, as we provide a 24/7 telephone answering service so someone can always assist you.

If you have a student who utilizes one of our School-Based Health Centers and school is not in session (summer break, vacation weeks, snow day, etc.) please contact us at our main office number in Jefferson County, 315-782-9450, as we can assist you with anything you may need when school is not in session.

Lewis County

If you are in need of care after our normal business hours, and utilize a Health Center located within Lewis County, please call 315.376.4500 as we provide a 24/7 telephone answering service so someone can always assist you.

Our Services

❖ **Adult & Pediatric Primary Medical Care**

- ❖ Diagnosis & treatment of urgent and chronic conditions
- ❖ Same-day sick appointments
- ❖ Comprehensive annual physical exams, including newborn, infant, well-child care, and adult
- ❖ Health screenings
- ❖ Annual Medicare Wellness Visits
- ❖ Sports & camp physicals
- ❖ Nutrition & weight counseling
- ❖ Individual & family behavioral health counseling
- ❖ Immunizations & allergy shots
- ❖ Laboratory services (blood draws onsite)
- ❖ EKGs
- ❖ Diabetic vision screening
- ❖ Substance use screenings & treatment
- ❖ Voluntary family planning
- ❖ Gynecological care
- ❖ COVID-19 testing & vaccination
- ❖ Health education
- ❖ Sports medicine
- ❖ Infectious disease

NoCo offers appointments in-person and via telemedicine

Our Services ~ *Continued*

❖ **Enabling Services**

- ❖ Assistance with unmet needs
- ❖ Assistance with transportation
- ❖ Assistance to those who are homeless or housing insecure
- ❖ Support in navigating the healthcare system
- ❖ Care Coordination

❖ **Family Dental**

- ❖ Cleanings & sealants
- ❖ Fillings & extractions
- ❖ Dentures & partials
- ❖ Basic orthodontics

❖ **WIC (Women, Infants, & Children) Program**

- ❖ Nutrition, counseling & health education
- ❖ Breastfeeding support
- ❖ Nutritious food benefits

❖ **Insurance Enrollment**

- ❖ Assistance with the New York State Marketplace, Medicaid, & Child Health Plus applications and renewals
- ❖ Guidance with insurance issues and questions
- ❖ Assistance with our sliding fee application

❖ **Pharmacy**

- ❖ Conveniently located at our Main Campus, 238 Arsenal Street, Watertown with delivery options
- ❖ Adhere 360 ~ Pill Packaging Program
- ❖ Narcan
- ❖ Assistance with medication management & enrollment
- ❖ Call our pharmacy directly at 315.586.6323 for more information

Services Coordinated with Community Providers & Partners

❖ **Diagnostic Laboratory** (processing & interpretation of blood & other specimens)

❖ **Diagnostic Radiology** (x-rays)

❖ **Screenings** (i.e., mammograms & colonoscopies)

❖ **Voluntary Family Planning** (counseling on reproductive options)

❖ **OB/GYN**

❖ Prenatal Care (care and treatment to both the mother and developing fetus)

❖ Labor & Delivery Care (care of a mother and newborn during labor and birth)

❖ Postpartum Care (care of the mother during the six-week period after childbirth)

❖ **Pharmaceutical Services** (access to prescribed medications)

❖ **Substance Abuse Services** (assessment & treatment including detox)

❖ **Case Management** (coordination of support & enabling services)

❖ **Eligibility Assistance** (help to enroll in available support services – health insurance, SNAP, and other financial assistance, etc.)

❖ **Adult Infectious Disease Services**

❖ **Psychiatry & Mental Health Services**

NoCo is a Patient-Centered Medical Home

- As a Patient-Centered Medical Home (PCMH) our healthcare team works with you as a partner in your care and coordinates your care both inside and outside our office.
- We provide you with better, more personalized care, because our team knows you and your health history.
- We guide you through the complex healthcare system to help you get the care you need from us or others.
- We provide a safe place to talk about your concerns and offer responses to all your questions and concerns at each visit.



Reminders for our Patients

- ❖ We provide same-day appointments for your convenience. Please always call our office first before you go to the emergency room for non-emergency conditions.
- ❖ Sometimes you may be referred out for a procedure or to a specialist for further care. We have Health Information Management Specialists who will help arrange these appointments and can help to get to these appointments, if needed. Call your main clinic location for assistance with any referral.
- ❖ Please bring photo identification to your appointment.
- ❖ Please ALWAYS bring your insurance card and co-pay (if applicable) to your appointment.
- ❖ Bring all of your medications with you to your initial appointment – and then be sure to tell our nursing staff of any changes at each appointment.
- ❖ If you are unable to keep your appointment, please call us to cancel or reschedule with at least a 24-hours notice so we may provide your unused appointment time to another patient.
- ❖ Please arrive 15 minutes prior to your appointment. Call us if you are going to be late.
- ❖ If you are unable to make your appointment due to transportation barriers, please call us and we will assist you.
- ❖ NoCo offers appointments in-person and via telemedicine for your convenience.

Evidence-Based Care

Our dedicated care team provides coordinated, evidence-based care, and tools to manage your health.

NoCo providers follow the following guidelines:

- ❖ American Academy of Family Physicians www.aafp.org
- ❖ American Academy of Pediatrics www.aap.org
- ❖ American Dental Association www.ada.org
- ❖ Association of Pediatric Dentistry www.aapd.org
- ❖ American Psychological Association www.apa.org
- ❖ National Association of Social Workers www.socialworkers.org
- ❖ Center for Disease Control (CDC) www.cdc.gov
- ❖ New York State Department of Health www.health.ny.gov
- ❖ Healthcare Resources and Services Administration www.hrsa.gov

Patient Education

Patients of NoCo may visit the following websites for further education on a variety of healthcare topics and resources:

American Association of Diabetes Educators www.Diabeteseducator.org	Centers for Disease Control & Prevention www.cdc.gov/diabetes	National Institute of Health www.nih.gov/health-information	Social Security Administration https://www.ssa.gov/
American Diabetes Association www.Diabetes.org	Drugs.com www.drugs.com	New York Connects https://www.nyconnects.ny.gov/welcome	The Resolution Center of Jefferson & Lewis Counties https://www.resolution-center.net/
American Dietetic Association www.Eatright.org	Double Play – Lowville https://www.doubleplaycc.com/	North Country Prenatal/Perinatal Council http://www.ncppc.org/	YMCA https://www.watertownymca.org/
American Cancer Association www.cancer.org	Hospice Jefferson County: https://jeffersonhospice.org/	Office of the Aging https://co.jefferson.ny.us/departments/OfficefortheAging	Women, Infants, & Children Nutrition – WIC http://www.wicstrong.com/
American Chronic Pain Association www.theacpa.com	Lewis County: https://friendsoflchospice.org/	National Diabetes Education Program www.ndep.nih.gov	Watertown Urban Mission https://watertownurbanmission.com/
American Heart Association www.americanheart.org	Familydoctor.org www.familydoctor.org	National Diabetes Information Clearing House www.diabetes.niddk.nih.gov	
	MedlinePlus www.medlineplus.gov	Seniors Helping Seniors www.seniorshelpingseniors.com/northernny	

Paying for Your Healthcare

NoCo is committed to providing healthcare services to everyone – those who do not have health insurance, those who do have health insurance, and/or those who may utilize our sliding fee scale.

We offer all patients care they can afford. We see patients covered by a variety of insurances, commercial or private plans, plans purchased from the New York State of Health Marketplace, Medicaid, Medicaid Managed Care, Medicare, Military Insurances, and Child Health Plus. We also offer a sliding fee scale for patients with or without insurance whose family income is at or below 200% of the Federal Poverty Guidelines. We also offer patients payment plans to help make it easier to pay any out-of-pocket costs. We bill Medicaid and Medicare directly. In addition, we accept the following health insurance plans – if you do not see your plan listed or have concerns about your healthcare coverage, please contact us at 315-782-9450, x8106, as we may be able to assist you:

AARP	Delta Dental	Meritain
Aetna	Dentaquest	Metlife
Aflac	Dentemax	Mutual of Omaha
Aflac Dental	Emblem	MVP
Ameritus Dental	Evernorth	National Association of Letter Carriers NALC
Anthem	Excellus BCBS	Optum Behavioral Health
APWU	Fidelis	Service Employees Benefit Fund
Capital District Health Plan	GEHA	The Empire Plan
Caralon – Replaced Beacon Health Options	Guardian	Tricare/Humana Government
Champ VA	Health Plex	UMR
Cigna	Humana Medicare	United Concordia
CSEA Employee Benefits	Martin’s Point/US Family Health Plan	VA Community Care Network
		Veterans Affairs
		WellCare

We realize the application process is complex – NoCo has an arrangement with North Country Prenatal/Perinatal Council (NCPPC) to assist community members with insurance enrollment. Andrea Nolder, NCPPC, will be at NoCo’s 238 Arsenal Street Health Center (Watertown, New York) once a week to assist with insurance enrollment. Andrea can be reached at any time at 315-788-8533.

Sliding Fee Discount Program

- As a Community Health Center it is our mission to make sure patients can afford the healthcare they need. That is why we offer qualified patients a sliding fee discount.
- Our sliding fee discount is for anyone whose household income is at or below 200% of the Federal Poverty Guidelines. “Household” includes all people living in the same house or apartment that the primary applicant is financially responsible for.
- After you fill out the Sliding Fee Scale application, we can tell you how much we can discount your fee. We can use this discount for any amount due and for any services we offer.
- It can take up to two weeks to process completed applications. Your application is considered pending until you receive written notice that it has been approved.
- We will never deny access to services given an inability to pay.

Sliding Fee Discount Program: How to Apply

Our staff can help you apply – asking about your household size and income is always done as a part of our registration process and updated annually. To apply for a discount, you must fill out a short form and show us proof of income. If you don't have proof of income on your first visit, we can give you 30 days to bring in one of the documents listed below. Your application can't be approved until we have all of the paperwork required.

Bring in ONE of the following items for proof of income:

- ❖ A copy of last year's income tax return
- ❖ A W-2 (if you did not file a return)
- ❖ Pay stubs from last 30 days
- ❖ Written statement from your employer of your income

If you are NOT employed:

- ❖ Proof of Social Security income
- ❖ Proof of Unemployment income
- ❖ Proof of Disability income
- ❖ Proof of other income like child support, alimony, or pension

2025 Sliding Fee Schedule
(Based Upon 2025 HHS Federal Poverty Guidelines Effective 02.03.2025)

Percentage of Federal Poverty Guidelines Family Size	ANNUAL GROSS INCOME											
	0% - From	100% To	101% - From	125% To	126% - From	150% To	151% - From	175% To	176% - From	200% To	Over 200% From	Over 200% To
1	\$0	\$15,650	\$15,651	\$19,562	\$19,563	\$23,475	\$23,476	\$27,387	\$27,388	\$31,300	\$31,301	and over
2	\$0	\$21,150	\$21,151	\$26,437	\$26,438	\$31,725	\$31,726	\$37,012	\$37,013	\$42,300	\$42,301	and over
3	\$0	\$26,650	\$26,651	\$33,312	\$33,313	\$39,975	\$39,976	\$46,637	\$46,638	\$53,300	\$53,301	and over
4	\$0	\$32,150	\$32,151	\$40,187	\$40,188	\$48,225	\$48,226	\$56,262	\$56,263	\$64,300	\$64,301	and over
5	\$0	\$37,650	\$37,651	\$47,062	\$47,063	\$56,475	\$56,476	\$65,887	\$65,888	\$75,300	\$75,301	and over
6	\$0	\$43,150	\$43,151	\$53,937	\$53,938	\$64,725	\$64,726	\$75,512	\$75,513	\$86,300	\$86,301	and over
7	\$0	\$48,650	\$48,651	\$60,812	\$60,813	\$72,975	\$72,976	\$85,137	\$85,138	\$97,300	\$97,301	and over
8	\$0	\$54,150	\$54,151	\$67,687	\$67,688	\$81,225	\$81,226	\$94,762	\$94,763	\$108,300	\$108,301	and over
9	\$0	\$59,650	\$59,651	\$74,562	\$74,563	\$89,475	\$89,476	\$104,387	\$104,388	\$119,300	\$119,301	and over
10	\$0	\$65,150	\$65,151	\$81,437	\$81,438	\$97,725	\$97,726	\$114,012	\$114,013	\$130,300	\$130,301	and over
Each Additional	\$5,500											

MEDICAL/BEHAVIORAL HEALTH	A	B	C	D	E	F
All services per visit	\$15	\$30	\$45	\$60	\$75	Pays 100% of Charges
DENTAL	A	B	C	D	E	F
Preventative Services/Emergencies per visit	\$15	\$30	\$45	\$60	\$75	Pays 100% of Charges
Other Services without Lab Fees per visit	\$40	Pays 40% of Charges	Pays 50% of Charges	Pays 70% of Charges	Pays 90% of Charges	Pays 100% of Charges
Expanded Services with Lab Fees per visit	\$40*	Pays 40% of Charges	Pays 50% of Charges	Pays 70% of Charges	Pays 90% of Charges	Pays 100% of Charges
PHARMACY	A	B	C	D	E	F
340B Acquisition Cost + Dispensing Fee per script	340B Acquisition Cost + Dispensing Fee \$0	340B Acquisition Cost + Dispensing Fee \$1.00	340B Acquisition Cost + Dispensing Fee \$2.00	340B Acquisition Cost + Dispensing Fee \$3.00	340B Acquisition Cost + Dispensing Fee \$4.00	Pays 100% of Charges

* Additional out-of-pocket costs for lab fees will apply.

Patient Rights & Responsibilities

You have the right:

- To receive considerate and respectful care
- To be involved in your care
- To protection of your privacy
- To get help with your billing claims
- To share a complaint

You have the responsibility:

- To be considerate and cooperative with our staff
- To provide honest and complete information about your past health and medical history so we can provide the correct care
- To be involved in your care
- To schedule and keep appointments
- To share up-to-date information with us
- To use medication only as prescribed
- To get the screenings your provider recommends
- To follow the treatment plan recommended by your healthcare team and to be responsible for your actions if you refuse treatment or do not follow your health team's instructions
- To come to us when you are sick AND when you are well.

New York State Patients' Bill of Rights

❖ You may access the New York State Patients' Bill of Rights at this website:

<https://www.health.ny.gov/publications/1500/>

The Bill of Rights is available in multiple languages on the website including Spanish.



Department of Health

For Your Safety

- ❖ Accessible parking is available at all Health Center locations.
- ❖ All Health Center buildings and grounds are smoke-free. There is no smoking allowed on any of our properties or inside any of our facilities.
- ❖ No weapons – of any kind – are allowed in any of our facilities.
- ❖ We take the safety of our patients and employees seriously. If you see any disruptive behavior, please report it immediately to the nearest staff member.

Ending the Patient Provider Relationship

Policy Statement: It is the policy of North Country Family Health Center that a provider may end the provider patient relationship as long as the patient is not at a critical stage of treatment and the patient has been given reasonable notice and sufficient opportunity to make alternative arrangements for care. Termination of care may not only apply to the provider that is initiating the termination of care, but to all other services rendered by the organization if the patient is threatening/abusive to staff or for any other reason that makes providing care for the patient unsafe for NoCo employees. Termination of care from NoCo may (or may not) be applicable to all NoCo programs, across all counties.

Once a patient-provider relationship is begun, a provider generally is under both an ethical and legal obligation to provide services as long as the patient needs them. There may be times, however, when the provider may no longer be able to provide care. It may be that the patient is noncompliant, unreasonably demanding, threatening/abusive, or otherwise contributing to a breakdown in the patient-provider relationship. Or, it may be necessary to end the relationship simply due to relocation, retirement, or unanticipated termination by a managed care plan and/or employer.

FTCA Federal Tort Claim Act

North Country Family Health Center is a Federal Tort Claims Act (FTCA) deemed facility. North Country Family Health Center receives Health & Human Services funding and has Federal Public Health Service deemed status with respect to certain health and or health-related claims, including medical malpractice claims, for itself and its covered individuals.



Everyone is welcome at NoCo!



Like us on  and 

Visit our website for more information: www.NoCoFamilyHealth.org

Revised August 25, 2025

