



Council of Athabascan Tribal Governments
Health Department

PATIENT HANDBOOK

**BOX 309
101 Spruce Street
FORT YUKON, ALASKA 99740**

**(907) 662.2460 or 1.800.478.7425
www.catg.org**

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Introduction

The Council of Athabascan Tribal Governments (CATG) Health Department through funding from Indian Health Service (IHS), offers comprehensive health services to Alaska Natives and American Indians residing in the Yukon Flats region. We provide primary health care services for five village clinics, which consist of Yukon Flats Health Center (Fort Yukon), Myra Roberts Clinic (Venetie), Nena Russell Clinic (Arctic Village), Birch Creek Village Clinic (Birch Creek), and Beaver Village Clinic (Beaver)

Patients are also referred to Chief Andrew Isaac Medical Center (CAIHC) and Fairbanks Memorial Hospital (FMH) in Fairbanks, and Alaska Native Medical Center (ANMC) in Anchorage for services authorized by YFHC.

This booklet describes the services that the CATG Health Department provides for eligible Indian Health Service (IHS) beneficiaries. It provides an overview of services, basic procedures for accessing services, as well as, limitations of the CATG Health Department program.

It is important to understand the CATG Health Department is not an insurance program. Although you have the right to receive health care services wherever you choose, CATG will not guarantee payment for this care unless you follow the guidelines outlined in this handbook.

Mission

To provide comprehensive primary medical care, emergency medical care, dental and social services to the underserved, uninsured residents in the Yukon Flats and surrounding areas, regardless of their ability to pay.

Comments & Complaints

Patients, family members of patients, and others concerned with the welfare of our patients, have the right to submit complaints, questions or concerns about their quality of care. Issues can be submitted verbally to the person in charge of the patient's care or to any member of CATG Health Administration. It is the intent at the CATG Health Department that patient comments will be dealt with promptly (adhering to HIPAA regulations) and resolved to the mutual satisfaction of all parties.

You can tell your Provider. They may be able to correct the situation immediately. In some instances, they may seek assistance from a supervisor, department manager or administrative staff member to address the issue. You may also submit a "Patient Comments/Complaint" form. Blank forms are located in the reception area of the clinic. You are welcome to mail in the form to the address provided or return the form to the reception area of the clinic.

The appropriate department manager and the Clinic Director will review your concerns and take any necessary corrective action. You will receive a written or verbal response from the CATG Health Department.

All issues will be reviewed. The CATG Health Department will not discriminate against anyone who submits a complaint in affording access to care in the future.

Your comments are very valuable and help us continuously improve our services to you, so please let us know what you think.

PATIENT RIGHTS

Patients are entitled to:

- The right to be treated with respect, consideration, and dignity.
- The right to receive preventive and curative services which are based on current standards of care and knowledge in a manner which is responsive to the patient's cultural, emotional, social and spiritual needs.
- The right to participate in decisions involving their health care.
- The right to a full explanation and understanding of the diagnosis, the nature and purpose of all proposed treatments, prescribed drugs or diagnostic procedures. This includes: risks, side effects, probable outcomes, reasonable alternatives and the consequences of no treatment. CATG or another agency will provide a language interpreter when necessary.
- The right to consent to or refuse any procedure, test or treatment (to the extent permitted by law) and to be informed of the probable consequences of this action. CATG will assist patients who request assistance in the development of Advance Directives or Living Wills.
- The right to consult with a health care provider about emergency conditions and to receive treatment in a timely manner.
- The right to know the name, professional training and license of personnel involved in their care and treatment.
- The right to choose a health care provider for appointments at the Yukon Flats Health Center or Village Clinics and the right to prior notification if the scheduled provider is unavailable at the time of the appointment.
- The right to a second opinion upon request in cases of major surgery or when a patient is not responding to treatment.
- The right to review all records pertaining to their care in the presence of a health care provider.
- The right to expect privacy and confidentiality for all services, information and records, except when released by your written consent, or by court order or by judicial requirement. Federal guidelines will be followed for confidentiality of drug and alcohol abuse patient records.
- The right to information about pain and pain relief measures; health professionals committed to state-of-the-art pain management, who will address reports of pain.
- The right to refuse to participate in research activities.

PATIENT RESPONSIBILITIES

To promote positive outcomes and the most efficient use of medical resources, patients must actively participate in their own care and treatment by accepting:

- The responsibility to provide full information to health professionals as may be requested.
- The responsibility to inform the provider if information about a diagnosis or treatment is unclear and to request further information until completely satisfied with the explanation.
- The responsibility to work with the health care provider to develop an acceptable plan of care and to follow that plan, including medications, life-style changes, tests and follow-up appointments.
- The responsibility to observe and advise the health care provider if health does not improve as expected, if there are adverse reactions to drugs, or if new symptoms develop.
- The responsibility to be on time for scheduled appointments, notifying the health care provider when it becomes impossible to keep an appointment.
- The responsibility to tell the CATG Health Services about any alternate funding resources such as Medicaid, Medicare, or health insurance available to pay for the care and to cooperate in applying for and obtaining those alternative resources.
- The responsibility to arrange transportation to appointments and for lodging and food when traveling to another village/city for health care. It is important for the village residents to contact their Health Aide or contact CAIHC Contract Health for information.
- The responsibility to pay for travel and health services by private providers unless prior funding authorization has been obtained from CATG, TCC or other payers, such as Medicaid, VA, CHAMPUS, private insurance, etc.
- The responsibility to treat health care providers and staff with courtesy and respect.
- The responsibility to make suggestions for improving services.
- The responsibility to complain when you feel you are being treated inadequately and to work toward a reasonable resolution of the complaint.
- The responsibility as a patient to ask your health care provider what to expect regarding pain and pain management, discuss pain relief options, develop a pain management plan, ask for pain relief when pain first begins, help to assess your pain if your pain is not relieved, any worries you have about taking pain medication.
- The responsibility to provide a responsible adult to escort/transport him/her home from care appointments and remain with him/her for 24 hours, if required by his/her provider.
- The responsibility to inform CATG about any living will, medical power of attorney, or other directive that could affect his/her care.

ELIGIBILITY CRITERIA

Alaska Natives or American Indians who provide proof of membership in or descending from an Indian tribe recognized by the U.S. government are eligible for direct care. You do not need to be a Yukon Flats region tribal member to be eligible for Yukon Flats Health Clinic Services.

If you have established eligibility for direct care and have resided in the Yukon Flats for at least 30 days, you are also eligible for Contract Health Service (CHS).

With an approved authorization for payment from the YFHC, CHS will pay for inpatient and specialty care and/or transportation for care.

Non-Native women who are pregnant with the child of an eligible Alaska Native/American Indian are eligible for care at YFHC through 6 weeks post-partum. A signed affidavit of paternity, a prenatal agreement, and an application for Denali Kid Care is required, if the patient does not have insurance.

Non-Native step/adopted children are eligible for direct and CHS services until the age of 19.

Document(s) required as proof include one of the following:

- Certificate of Indian Blood from the Bureau of Indian Affairs
- Membership card from a federally recognized tribe

Parents of non-native or adopted/step children will need to provide a copy of marriage certificate, birth certificate of both parents, and adoption certificate (if child is adopted).

SUSPENSION OF PATIENT PRIVILEGES

When the care of other patients and the safety of YFHC staff are possibly threatened due to a patient's behavior, clinic restrictions will be enforced. Per policy, the YFHC Health Director is responsible for determining if such a restriction is needed. This restriction will usually take the form of a written notice being issued, which suspends the patient's access to the clinic for 90 days. Other legal action may be undertaken when deemed appropriate.

How to Access Services

The Yukon Flats Health Center is open for patient care from 8:00 am to 12:00 p.m. and from 1:00 pm to 5:00 pm Monday through Friday. The YFHC is also open on Saturdays for urgent care needs from 1:00 pm to 4:00 pm.

Village Clinics is open for patient care from 9:00 am to 12:00 pm and 1:00 p.m. to 5:00 p.m. Monday through Friday.

To access services, you must set up a chart by bringing your proof of residency, Native Certification card and any insurance or Medicare/Medicaid cards. You will also need to fill out the new patient registration form. Call the YFHC Business Office for further information at 662-2460.

Why do we ask for your mailing address and phone number at each visit?

To provide quality health care by ensuring all tests, lab results and other pertinent information is communicated to our patients from the Providers via your mailbox or phone. Please take the time to verify emergency contact information including telephone number(s).

Why do we ask for Insurance information?

The funds the YFHC receives from Indian Health Service do not cover all the costs of the health services we provide. To help pay some of the costs not paid for by Indian Health Service, federal law requires tribes like the Council of Athabaskan Tribal Governments to bill Private insurance companies, Medicare and Medicaid when patients have existing coverage. This additional income makes it possible for CATG to continue to provide high quality health care.

Overview of Services

MEDICAL OUTPATIENT SERVICES

The YFHC provides you with a variety of health services through a Primary Care Provider. Among these services are preventative health, long term or complex medical problem management, acute medical problem management and specialty clinics. Patient care teams work with your primary care provider. Each patient has an ongoing relationship with a primary provider trained to provide first contact, continuous and comprehensive care. The primary provider is the member of a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients. The primary provider is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals. Care is coordinated and/or integrated across the clinic and the other care providers within the health care community. Enhanced access to care is a goal that CATG is striving to achieve in the coming years. If you or a member of your family haven't chosen a primary care provider, please contact the clinic's nursing department, for more information.

MISSED OR BROKEN APPOINTMENTS

It is best for you and other patients if you arrive 10 minutes early to your scheduled appointment. An appointment is considered broken if you arrive more than 15 minutes after the scheduled time for routine appointments (hour long) or 7 minutes after the scheduled time for a same day appointment (half hour long). Your provider may decide to reschedule for same day or future date. If you can't make your appointment, please take the time to cancel it, so another patient can get in for their care. After more than two missed appointments (without cancelling), you may be subject to restricted and/or limited access to care. To cancel your appointment, call 662-2460.

ROUTINE APPOINTMENTS

Making an advance appointment with your Primary Provider is required to access preventive and primary care health services. Examples of preventive services are physical examinations, well childcare visits, immunizations, TB test, blood pressure, cholesterol, diabetes screening, eye care, family planning services, and early cancer detection. Your Provider can also manage long term or complex medical problems. Like preventative health services, these appointments must be made in advance. The appointments are a longer duration to allow us time to more thoroughly treat you. Additionally, these appointments will determine the need for specialty referral through the Contract Health Services (CHS) program. Please be sure to be on-time for your appointment. If you are late, that reduces the amount of time your provider can spend with you.

SAME-DAY APPOINTMENTS

Your acute medical problems are managed through our triage/ same-day appointment system. Short duration appointments are available for unanticipated medical problems. Prescription refills and opiate medications are not available through same-day appointments.

SPECIALTY CLINIC APPOINTMENTS

A variety of specialists from Chief Andrew Isaac Medical Center and other facilities provide specialty clinics at including: Physical Therapy and Ophthalmology. CAIHC referrals for X-Ray, Ophthalmology, Osteopathic Manual Therapy, and Internal Medicine. Referrals are also made to ANMC for the following: Urology, Rheumatology, Cardiology, Orthopedics, Neurology, Ophthalmology, Diabetes, Otolaryngology, and Hepatology. Appointments with these clinics are made by referral from your primary care Provider.

**Specialty Clinic availability is subject to change from time to time.*

CHS REFERRALS

In the event you require services beyond what is available at YFHC, your primary provider may refer you for services outside of the clinic. Contract Health Services (CHS) funds may cover the cost for these services. The expenditure of CHS services is based on medical necessity and current funding level.

Examples of CHS expenditures include:

- Expense for Patient/Medical Escort Travel (excludes taxi/ground transportation)
- Outside Laboratory Testing
- Alaska Native Medical Center
 - Inpatient Care
 - X-ray
 - Emergency Room
 - Laboratory
 - Ultrasound
 - Surgical Consults
 - Obstetrical Care
 - Orthopedic Consults
- Specialty Clinic Services
 - Neurology
 - Ophthalmology
 - Cardiology
 - Hepatology
 - Urology
 - Orthopedics
 - Dermatology
 - Rheumatoid Arthritis
 - Psychiatry
 - Diabetes

In order for CATG to pay for your CHS services or your travel, a health center physician/provider must authorize your referral to the outside Providers/hospitals, you will need a referral form for each visit (unless otherwise indicated on the form) to present at the time the service is received.

DIABETES PREVENTION & TREATMENT PROGRAMS

DIABETES PROGRAM

Diabetes is a systemic disease that has the potential to affect every part of your body, so preventive care by a team of trained experts is an absolute essential. In addition to your primary-care provider, you'll be seeing a number of specialists.

Your primary-care Provider may be able to provide initial screening for diabetes-related complications, but she may also refer you to another doctor who has specialized training in the area of concern. Ophthalmologists, mental health providers, dentists, and podiatrists are just a few of the other care providers who can help you stay healthy and avoid complications.

DIABETES PREVENTION PROGRAM

Patients who are pre-diabetic and or at risk for diabetes are eligible for CATG's Diabetes Prevention Program. This program offers patients the tools to learn how to make changes in lifestyle behaviors as well as increased physical activity and healthier food choices. The patient will meet individually with a lifestyle coach once a month to discuss how things are going, and to help customize their program to meet their personal needs and style.

Consider getting screened for diabetes if you:

- Have a history of diabetes
- Are overweight
- Have problems with blood pressure or cholesterol
- Have previously had gestational diabetes

Call the clinic at 662-2460 to schedule an appointment with your primary care provider for a pre-diabetes screening.

BEHAVIORAL HEALTH SERVICES

The CATG Behavioral Health Program provides professional, confidential, and culturally appropriate mental health and substance abuse services. Through a variety of services the program promotes healing, personal growth, and healthy living for the individual, family, and community.

The Behavioral Health program will discharge from services those clients that attempt to use tobacco on site or that bring in illegal drugs, weapons, and/or contraband items. Our program does not employ the use of seclusion or restraints on clients.

WHAT WE DO

The steadfast commitment of the Behavioral Health Program team continually works to develop culturally appropriate treatment options for the CATG communities.

CATG Behavioral Health Program services include:

- Substance Use assessments for self-referral and court-mandated clients
- Individual Counseling, including support services and after-care counseling for family members and individuals following residential treatment center discharge
- Group or Family Therapy
- Crisis Intervention/Stabilization services for those in emergency or emotional distress
- Screening and Brief Intervention and Referral Services
- Prevention services - prevention and education activities are directed toward the promotion of health for our communities
- Behavioral Health Aide rotation to villages
- Help for victims of domestic abuse and sexual assault

Yukon Flats Behavioral Health is a small community program with a small staff. Staff members are direct service providers that include Behavioral Health Aides (BHAs) in the villages, a Master's level behavioral health clinician located in Fort Yukon, and a licensed Clinical Supervisor. Services are provided in a generalist tradition, with each staff member providing a range of services within the scope of his or her training expertise.

WHO WE SERVE

We offer services to people with alcohol and other drug disorders, severe and persistent mental illness, emotional, behavioral disorders, and co-occurring disorders. We also offer services to families and couples who need assistance. We see adults (ages 18 or older) and youth (ages 12 years or older) in Fort Yukon and villages within CATG's service area.

VILLAGE-BASED SERVICES

Many of our services are provided by BHAs who reside in the village. Clinical services may be offered and received through video-teleconferencing with the licensed clinical psychologist on staff. BHAs receive training through UAF's Rural Human Services program.

INTERVENTION SERVICES

Assessment

Behavioral Health offers Mental Health Assessments by a qualified clinician, Integrated Behavioral Health Assessments that include both Mental Health and Substance Use, and Substance Use Only Assessments (which may be done by BHAs). Placement into treatment or other services may be determined by the Clinical Team comprised of the Licensed Supervising Clinician, currently a licensed Psychologist, and the BH Master's level Clinician.

Screenings

Substance abuse, emotional or mental health problems can generally be determined through a brief screening. Individuals who screen positive for any of these problems of trauma can be referred to appropriate services.

Brief Intervention

For those at risk due to their substance use or current emotional health we offer brief in-person sessions or telephone calls. Identifying behaviors that put individuals at risk and helping them minimize those behaviors is the primary goal of brief interventions.

Prevention Programs

The Behavioral Health department primarily focuses on offering prevention and educational activities around drug & alcohol prevention, suicide prevention, and domestic violence and sexual assault prevention. Programs are offered to both the area schools and to the CATG communities.

Referrals

The Behavioral Health program can assist you in obtaining a referral for more intensive treatment, including inpatient substance abuse treatment, with organizations located in Fairbanks and in other parts of the State.

If you have a need that is not indicated here, please contact our office at 907-662-7545 to talk with our BH staff about possible options available to you.

YOUTH ACTIVITIES & EDUCATION SERVICES

We work closely with the community to help provide activities such as culture camps, wellness conferences, and various other exciting events. Look for our flyers around town or our newsletter for more information.

TRAVEL

The Behavioral Health Department does not pay for travel for any of these services, however, counselors will advocate for resources from other agencies.

DENTAL CLINIC

CATG Dental Service, located in the Yukon Flats Health Center in Fort Yukon, has the responsibility for providing dental care to CATG beneficiaries residing in the Interior Alaska service unit.

Dental Clinic Hours:

Monday – Friday 8:00 a.m. to 5:00 p.m.

APPOINTMENTS for dental care may be made in person or by phone by calling 907-662-7528.

Time with the dentist is reserved especially for each patient. It is important to respect the time given for the appointment and to not miss an appointment. At least 2 hour notice is required if a patient is unable to make their scheduled appointment. This enables time to be utilized by another patient who has requested to be called when appointments become available.

BROKEN APPOINTMENT POLICY

If a patient has missed two appointments, no new appointments will be made for one year. (Emergency and walk-in treatment may be available.)

COMPREHENSIVE DENTAL CARE

Basic and Non-Basic Dental Care is provided at the dental clinic located at Fort Yukon. Some Pediatric, Orthodontic, and Oral Surgery services may be referred to specialist contractors at ANMC dental clinic in Anchorage. Root Canals on 2nd molars (the last tooth on each side in the mouth) are evaluated and may be referred to ANMC in Anchorage. In addition, the dental clinic in Fort Yukon provides all preventive dental services for all community members.

BASIC DENTAL CARE

Indian Health Service (IHS) pays for basic dental care for eligible beneficiaries. These services include examinations, x-rays, dental hygiene cleanings, sealants, restorations/fillings, oral surgery/extractions and most endodontics/root canal therapy.

Non-Basic Care: Services not covered by IHS include orthodontics/braces, crowns, bridges, and dentures (see age exception below). These services are charged directly to patients at the cost to CATG. Patients must pay for these services. Elders that are 65 years old or older are provided full or partial removable dentures free of charge.

EMERGENCY PATIENT INFORMATION

Emergency Dental Care will be provided on a priority/needs basis during clinic hours.

The severity of emergency and available time in the schedule will also be considered.

If you have a dental emergency you may walk-in for emergency care on Monday through Friday. Emergency patients are worked in as soon as possible on a first-come-first-served basis. However, those with obvious fever, swelling, infection or trauma will be seen first. No dental staff is available after regular clinic hours and **after hours emergencies will be handled by the answering service** and the Health Aide on call.

SERVICES PROVIDED IN THE VILLAGES

The same preventive services are provided to all children living in the village when the DHATs visits that village. Other Basic Dental Care including; exams, x-rays, dental hygiene/prevention, simple extractions, fillings and basic gum disease and emergency care to toothaches and infection, will be provided. We believe in promoting a high standard of oral health care. Patients requiring therapy that is more complicated are referred to the Dental Clinic in Fort Yukon or ANMC. **Travel to appointments from outlying areas** is expensive and often difficult. Therefore, the regular scheduled visits for the dental team to visit the outlying villages should be utilized. If an **emergency** occurs and the patient needs to travel to Fort Yukon for dental care, special effort will be made to take care of their needs in a timely manner. However, it is **mandatory to call ahead** and alert the clinic of the emergency. The patient may be required to wait until the team can fit them in.

Alaska Law require minors under the age of 18 to be accompanied by a parent or legal guardian. Treatment cannot be rendered without a signed consent by the parent or legal guardian.

Child care is NOT provided for a parent receiving dental care. For the safety of children, other patients, and staff, parents must provide someone to take care of their children during their appointment.

Patients drinking alcoholic beverages or abusing drugs before coming to the clinic will NOT be treated. This precaution is necessary for the safety of our patients and our staff.

No Narcotics are given for pain.

PHARMACY/MEDICATION REFILLS

Yukon Flats Health Center has a Medication Renewal line that will be checked every day between 2:00-4:00 pm. Call (907) 662-2460 and the receptionist will transfer you or you can call direct to (907) 662-7423. Please leave a detailed message including, full name, date of birth, telephone contact number and medication/s and dosages. Providers generally don't know what medications look like so we need the name of the medication.

Chief Andrew Isaac Health Center has an automated prescription line at (907) 459-3807. You will need to know your chart number and prescription number(s) to use the automated refill line. Your chart number appears directly after your name on your prescription label. Your prescription number is at the top left of you prescription label and it follows the "Rx#."

NOTES:

HIPAA

NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

PLEASE REVIEW THIS NOTICE CAREFULLY.

The Council of Athabascan Tribal Governments Health Department (CATG) makes a record of the health care that we provide. CATG respects your privacy. The law says that CATG must keep information about you confidential. This Notice tells you how CATG uses and shares your medical information and how you can get access to your health records. CATG is required by law to do the things we say in this Notice.

This Notice applies to your records at the *Yukon Flats Health Center, the village health clinics* and anywhere else that CATG keeps health information about you.

How CATG Uses and Shares Your Medical Information

CATG uses your medical information for treatment. CATG shares this information with other providers when it is needed to decide what care is best for you. For example, a provider at CATG might ask if you have high blood pressure. This information lets the provider avoid giving you medicine that could make your blood pressure worse. CATG shares this information with nurses, pharmacists, and other health care providers so that they also can avoid doing things that might make your blood pressure worse.

CATG uses your medical information to obtain payment for your health care. CATG sends bills to Medicaid, other government programs, and private insurance. For example, insurance companies often need information about your visit with the provider in order to decide if the visit is covered by insurance. CATG shares information with the State of Alaska to apply for payments from Medicaid or Denali KidCare.

CATG uses your medical information to improve the health care we provide. For example, CATG might use your information to evaluate how well our employees are doing their jobs.

Some laws say that CATG must report some kinds of health information. Even if you do not agree, CATG reports this information:

- Contagious diseases, birth defects and cancer.
- Injuries from guns, knives, and beatings, and other similar injuries.
- Bad reactions to medicines, or defective medical equipment.
- To the police when required by law.
- When a judge orders CATG to produce information.
- When the government needs to see medical information to decide how well CATG programs are working.
- To a medical provider or insurance company that needs to know if you are enrolled in one of our programs.
- To workers compensation, if you were injured at work.
- Births, deaths and immunizations.
- To the federal government when they are investigating something to protect our country, the president or other government workers.
- Coroners and funeral directors, if someone has died or might die soon.
- Abused or neglected children or domestic violence.

CATG might share your health information with CATG's business associates. For example, an organization that evaluates the quality of CATG's health care might want to see some of the medical records we keep on CATG patients.

A special law protects information about alcohol and drug treatment. This law describes when CATG must obtain your consent to share these records and what other people must do if they want to see these records. CATG will follow the requirements of this law.

CATG will use medical information about you to remind you of appointments or other possible treatments or benefits for you.

Except for the purposes described in this Notice, CATG will share your medical information with other health care providers only if you agree. Even when you agree, you can change your mind later and revoke your consent. However, if CATG has already shared information based on your consent, CATG does not have to try to get that information back.

Your rights

The law gives you many rights concerning your health care information at CATG.

You may inspect and copy your health records. You do not have a right to see psychotherapy notes, any information prepared for as a legal proceeding, or any information that might have other legal restrictions against disclosure. You might be charged a small amount for copying costs. If CATG refuses to give you certain records, you can appeal this decision to the YFHC Clinic Director.

You may ask CATG to limit how we use and share your health information. You may ask CATG not to share medical information about you. You may ask CATG not to use information about you for treatment, payment or operation of our health care facilities. You may ask that CATG not share information about you with family or friends who are helping you with your health care. When you request such restrictions, you must name the person or the organization that cannot have your health care information and you must give a reason for the restriction you want. If you want to put limits on the use or disclosure of your health care information, contact the YFHC Clinic Director. CATG does not have to agree with the restrictions you want; if CATG refuses, you can appeal to the YFHC Clinic Director.

You have the right to change your health care information. CATG might deny this request. If CATG denies the request, we will explain why. When you receive CATG's denial, you may appeal to the YFHC Clinic Director and CATG might reply. If you want to change information in your health records, please contact the YFHC Clinic Director.

You can tell CATG how you want your health care information given to you. You can tell CATG how to give you the information and where you want us to send it.

You have the right to know how CATG has used or shared health care information about you. When you ask, CATG must tell you when we have used or shared information about you for some purpose besides the following: your treatment, payment for services, health care operations, and disclosures about you to family members or friends, or notices of appointments. This right applies to use and disclosure of information after April 14, 2003.

Policy Changes

You may keep this Notice. If you want to know when CATG makes important changes to this notice, you can ask the YFHC Clinic Director to send you a copy.

Questions, Comments and Complaints: You may talk to the YFHC Clinic Director if you have any questions, complaints or if CATG has refused to do something that you want. The YFHC Clinic Operations Manager is located at the Yukon Flats Health Center, P.O. Box 309, Fort Yukon, Alaska 99740 and our phone number is (907) 662-2460 or toll-free at (800) 478-7425. You can also complain to the federal government by writing to the Department of Health and Human Services, Office of Civil Rights, 2201 Sixth Avenue #900, Seattle, WA 98121-1831. The Office of Civil Rights has a Hotline at (800) 368-1019. Your health care will not be affected by any complaints that you make to the YFHC Clinic Director or to the Office of Civil Rights. CATG will not retaliate against you or anyone else if you make a complaint.

Medical Broken Appointment Policy (08/05/2010)

A 24-hour notice is required if you are unable to make your appointment. You can reach the Yukon Flats Health Center at (907) 662-2460 or toll free at 1-800-478-7425 (SICK) to cancel or reschedule an appointment. You can also contact your local Community Health Aide in your village.

In order to provide medical care to the greatest number of patients, no new appointments will be made for one year if a person has missed two appointments. However, emergency treatment will be available if needed during normal clinic hours which are Monday-Friday 8:00am-12:00pm & 1:00pm-5:00pm

If a patient misses one appointment without calling in 24 hours before his/her appointment, he/she will be required to pay a \$20.00 fee to guarantee another appointment.

If a patient misses two appointments without calling in 24 hours before his/her appointment, he/she will not be eligible for another appointment for one year from date of last missed appointment. The patient will also have to pay a \$20.00 fee after the one year to make another appointment.

Harassment Policy

Our clinic does not tolerate harassment of our employees on any level. This includes: swearing, yelling, insulting, derogatory and personally demeaning comments or any other form of verbal or physical abuse.

This includes at any time in or outside of the clinic, on the phone, internet or use of the emergency line. Any violation of this policy will result in your immediate removal from our clinic premises.

You will receive a notice in writing from the Clinic Director and a suspension of non-emergency services for a period of three (3) months.

Narcotic Policy (06/27/2013)

We do not give out more narcotics if you have used all of your medications faster than prescribed by your provider.

We do not replace lost/stolen narcotics.

As a standard of practice we do not give narcotics to treat pain from dental extractions. We do provide Tylenol or Motrin.

We do not provide narcotics for chronic pain unless you are on a pain contract.

We do not provide narcotics to anyone who is under the influence of alcohol or any other substances.

Narcotics include: Tramadol, Tylenol #3 & Norco/Vicodin

If you are four (4) weeks out after surgery or a fracture we will not provide narcotics to treat pain, we will provide other alternatives.

Patient Travel

If you are traveling to Fairbanks for medical reasons and will need help to pay for the trip, be sure to talk with your Health Aide or mid-level provider before leaving the village because lodging and meals are not covered by CAIHC or contract health.

If you have Medicaid or private insurance, your Health Aide may be able to help you arrangement for payment assistance to pay for the trip. Who pays for your trip must be decided before you leave the village. TCC cannot pay for every medical visit to Fairbanks. TCC will pay for round-trip travel for medical reasons that your local Health Aide or mid-level provider cannot treat in your village.

Remember, patients must get approval to pay for the trip **before** leaving the village, except in a life-threatening emergency.

If you have questions, please talk with the Health Aide in your village, or call the Patient travel Coordinator, 1-800-478-7425

Patient Escorts

Sometimes people need help when they come to Fort Yukon or go to Fairbanks. Escorts help patients with travel, getting to and from appointments, obtaining food and finding a place to stay.

An escort is approved when travel has been approved for a child or an Elder who is frail or confused or has difficulty communicating. Only travel is paid for the escort all other services are not provided if using the Contract Health Dollars. Medicaid does not pay per diem and will only pay for an escort if a doctor feels it is medically necessary that the patient have an escort. If the Medicaid patient is hospitalized the escort will be on their own until the patient is discharged.

If the patient is elderly, disabled or very young, the Health Aide asks the doctor or Medicaid for authorization for an escort. If the escort is authorized, the airfare and accommodations are paid for the escort. Usually a family member is the escort. If there is no family member, a friend may serve as escort.

Village Referral Form

After consulting with the CATG doctor, midlevel or CAIHC doctor, your Health Aide may make arrangements for you to go to the Yukon Flats Health Center or to Fairbanks for additional evaluation or treatment of your medical problem. Information about your medical appointments and travel plans will be written on a "Village Referral Form." The Health Aide also writes on this form your initial diagnosis and the reason you are being referred for care. Your Health Aide will give you the "Village Referral Form" to take with you to Fairbanks. Show this form to the travel staff at Chief Andrew Isaac Health Center for return travel once your appointments are finished. Before you leave the village, the Health Aide also will FAX a copy of the form to CAIHC, so that they know you are coming and they are ready to assist you.

Getting to and from the Airport and YFHC or CAIHC

Before you leave the village, you should have a plan for getting from the airport to the clinic.

YFHC: before leaving your village, please call the YFHC staff and inform them your arrival time, so that staff can plan for your pick up. Staff will give you a ride to and from Airport only. No other stops, unless approved by Health/Clinic Directors.

CAIHC: The cost of a taxi from the airport to the clinic is about \$15.00. If you have Medicaid, your Health Aide should arrange for a Medicaid Travel Authorization Form to pay for the taxi. Tell the taxi driver that you will be using a Medicaid T.A. If an ambulance is needed, your Health Aide can make those arrangements. Patients not on Medicaid must pay for taxi fares.

Finances

Bring enough money with you when you come to town. You need money for a place to stay, for food and for transportation.

What to Bring

When coming to town, it is always a good idea to bring the following:

- Tribal enrollment card
- Certificate of Indian Blood (CIB) from BIA
- Certified or original birth certificates showing
- Insurance card with policy number and name of policyholder
- Medicaid coupons
- Denali KidCare card
- Medicare card
- A list of all medical appointments with doctors' names and addresses and phone numbers
- Money for food, housing, and transportation
- Medicine and all prescriptions you are currently taking
- Clothes for cold weather and enough for several days in case you stay longer than planned

Patient Registration

Every new patient at the Yukon Flats Health Center or village clinic will complete a registration form. This form should be updated every six months to indicate change of address, phone number, and name change. The following documents are needed with patient registration: State ID/Driver's License, Birth Certificate, Certificate of Indian Blood (CIB) or Tribal Card, Social Security card and copy of your insurance card (Private Insurance, Medicaid, and Medicare). If there is a change of name, by marriage then a copy of the marriage certificate is needed. Registrations forms are available at all health centers, CATG website or CATG Facebook page.

Coding

The Billing Department receives all medical records after a patient has seen a provider. The encounter form from each visit is analyzed for completeness and legibility. Diagnoses are coded using the ICD-10-CM and all procedures are coded using the CPT and HCPCS codes. All outpatient visits are entered into RPMS for billing and other purposes.

Billing Department

The Billing Department is responsible for billing health-related charges to Medicaid, Denali Kid Care, Medicare, insurance companies, VA, and CHAMPUS. They perform quality assurance reviews for audit compliance and develop new billing procedures. The Billing Department also provides technical assistance on billing matters for YFHC health programs as needed. The Billing Department now provides centralized cashier services for the dental clinic. The cashier is located in the Billing Department. Hours are from 8:00 a.m. to 5:00p.m., Monday through Friday. If you have a question on insurance coverage or on charges for Medical & Dental services, please call 662-2460 for the Billing Manager.

Payment & Insurance

Tell the registration clerk or receptionist if you have other (alternate) resources to pay for part or all of your health care cost.

Alternate resources include:

- Private health insurance
- Medicare
- Medicaid
- Denali Kid Care
- Workers' Compensation
- Veterans Administration Benefits (VA)
- Tricare Health Care
- Motor vehicle insurance (from a motor vehicle accident)
- Any other coverage

If you change insurance policies or employment, it is important to inform the registration clerk or receptionist. You will need to show your insurance card or medical coupon for each visit.

The YFHC Billing Department is responsible for billing health-related charges for services you receive through YFHC Health Services. If you have a question on insurance coverage or on charges for dental services, please call: (907) 662-2460.

The Indian Health Service only funds a portion of the cost to provide health care to IHS beneficiaries. By receiving payments from outside resources, the YFHC is able to provide more and better services for all beneficiaries. If you are eligible for other health care coverage, such as private insurance, Denali Kid Care, Medicaid or Medicare which help pay for services, you are responsible to apply for those medical benefits which help pay for YFHC services.

Indian Health Service is "payer of last resort" and all beneficiaries are required to apply for an alternate resource, such as Medicaid, per Federal regulation. If you do not have a denial letter stating you are ineligible for other health care coverage you will be denied services (airline tickets/referrals to outside facilities.)

Purchased & Referred Care-managed by CAIHC & TCC

Purchased & Referred Care are health services that Tanana Chiefs Conference (TCC) does not directly provide at its own facilities. PRC is also the program within TCC Health Services that coordinates and manages payments for Contract Health Services to eligible beneficiaries. Contract Health is not an insurance company. For those services that TCC Health Services cannot provide directly to beneficiaries, Chief Andrew Isaac Health Center physicians refer to health specialists and facilities outside of TCC.

Who is eligible for TCC Purchase & Referred Care (PRC)?

TCC Purchased/Referred Care is provided to eligible beneficiaries according to TCC Health Service's eligibility policy.

Generally, to be eligible for TCC health services you must be an Alaska Native or American Indian with proof that you are a member or a descendent of a member of a federally recognized tribe.

To be eligible for TCC Purchased/Referred Care you must also have been a permanent resident in Alaska for the previous 180 days (6 months) and a minimum of 30 days in the Interior Alaska Service Unit (IASU) with the intent to stay, and not to have moved to the IASU because of a pre-existing medical reason.

Non-Native women pregnant with the child of an eligible beneficiary are eligible for direct and TCC Purchased/Referred Care for prenatal care, delivery, and up to six weeks of post-partum care. Adopted, step or foster children who are dependents of an eligible Native parent or guardian may receive direct and contract health services until the age of 19.

Medicaid

If you or your family members receive Medicaid coupons, always take them with you. Under certain circumstances, travel, housing, meals and taxis can be paid by Medicaid. These coupons can be used for:

- Private Doctors
- Hospital care
- Prescriptions
- Medical supplies

Contact your Health Center to arrange these. Usually two weeks' notice is needed. See your PA or Health Aide for emergency travel.

Denali KidCare

Denali KidCare is designed to ensure that children and teens of both working and non- working families can have the health insurance they need. It is an expansion of the Medicaid Program.

Denali KidCare provides coverage for children and teens through age 18 who meet income guidelines.

Denali KidCare coverage lasts for 12 months at a time. You will need to renew your application every 12 months to ensure there is no break in coverage. A pre-printed form will be mailed to your prior to expiration of coverage.

Denali KidCare can pay travel for authorized medical appointments for children and pregnant women. Children that have Private insurance such as Premera Blue Cross can still be eligible for coverage through Denali KidCare. To apply for Denali KidCare you need to provide income verification, Private insurance information if applicable, and pregnancy verification. An interview isn't required for coverage and the program does not count resources.

Denali KidCare applications can be picked up at Yukon Flats Health Center. If you live in a village, you may be able to get the application from the clinic or tribal office.

Emergency Care at Chief Andrew Isaac Health Center/ Fairbanks Memorial Hospital

Emergency care is defined in the PRC Funds and Emergency Room Policy as "medical conditions for which immediate medical attention is necessary to prevent death or serious impairment of the health of an individual.

If CAIHC is open and available to provide the needed care, TCC Purchased & Referred Care will not pay for services rendered in Fairbanks Memorial Hospital's emergency department. Remember that CAIHC is now open in the evenings and on weekends. If CAIHC staff determine that you need specialized or hospital care, they will immediately refer you to Fairbanks Memorial Hospital (FMH).

Direct Care and Purchased & Referred Care (PRC)

Direct Care is the health care provided at IHS funded facilities.

- IHS beneficiaries from outside the TCC service unit are only eligible for direct care at TCC health facilities. A physician referral does not guarantee payment by PRC.
- Those eligible for direct care only must pay their transportation costs to other IHS facilities.

Purchased and Referred Care is health care received in the private sector and paid for by PRC. To be eligible for contracted care funds you must qualify for **direct care**, show proof of permanent residency in the TCC region for at least 30 days from within the state and 180 days if moved from out of state and is a member of a federally recognized tribe. **Patients who are not eligible for PRC or do not comply with established procedures are responsible for all of their medical bills incurred outside of TCC Health Services or other IHS facilities.**

Sometimes your TCC health care provider will decide your need to see a specialist outside of TCC or be admitted to the hospital. Purchased & Referred Care is a program to purchase health care services TCC does not provide. This includes hospital care, medical and clinical specialty care and some types of equipment.

Your health provider or their staff can help you make these appointments. You will need to get a PRC purchase order (PO). The PO is used like a check and is how TCC pays for the private care you will receive. On the day of your appointment, you must pick up your purchase order (PO) from the PRC office at CAIHC. Without a PO from Purchased & Referred Care, TCC will NOT pay your bill. *The only exception is for a medical emergency.* If an emergency happens, you or your doctor must contact Purchased & Referred Care Services the next working day to arrange payment of your bill. If you go to a non-TCC doctor, dentist or other health care provider without prior authorization and a purchase order from the PRC office, you must pay the bill yourself. IHS regulations require that alternate resources funding and care resources must be applied for and billed before CHS can pay for services. Alternate funding resources include Medicaid, Denali Kid Care, Medicare, Worker's Compensation, VA (Military Benefits) and private insurance. Failure to respond to insurance inquiries will result in patient responsibility for the bill. If you receive a bill from a hospital or health care provider, **DO NOT IGNORE THE BILL! Purchased & Referred Care will not consider claims older than one year from your date of service.** Call Contract Health Services or Yukon Flats Health Center for help. Purchased & Referred Care cannot assist in paying your bill if you have not told them about it. IF YOUR BILL IS NOT PAID, IT MAY BE SENT TO A COLLECTION AGENCY. This will result in you having a bad credit rating and possible garnishment of future earnings.

Students Leaving TCC Area for School

Does TCC Contract Health Services help me when I am a student outside of Alaska?

YES, Full-time students attending school outside of Alaska are eligible for health coverage through TCC PRC. Eligible dependents are also covered as long as their sponsor is a full-time student. Students must register with TCC Purchased & Referred Care.

Can I get dental services if I am a student?

YES, TCC's on-call dentist can authorize dental services, but you must obtain a preauthorization before you receive services. 1.800.452.8251 Extension 3200.

Should I purchase my school's health insurance plan?

YES, students are encouraged to purchase and use the health insurance plans most schools offer their students. This type of insurance will make at least a partial payment on your medical bill and this will help TCC Health Services to provide more services to a greater number of students.

Will TCC PRC authorize payment for medical or dental services provided through my school's health program?

No, TCC PRC will not authorize payment for medical or dental services routinely provided through a school's health program. You should always contact TCC PRC office before you receive care to find out if a service will be covered under the student program.

Do I have to use an Indian Health Service (I.H.S) facility or other tribal facility if it is available?

YES, As an I.H.S. beneficiary you are encouraged to use available Indian Health Service facilities or other tribal facilities. If you find it necessary to use another facility call Contract Health Services in advance. Without prior authorization, Purchased and Referred Care may deny your request for payment and you may be responsible for paying for services received outside of I.H.S. or tribal facilities.

Do I need to provide proof that I am a student?

YES, Students in state or out of state must provide TCC PRC with the following documents at the start of each school semester in order to be eligible for the student program: An official letter from the schools registrar or office of admissions verifying full-time status. The letter must also say that your permanent address is still in Alaska. Students must maintain their Alaska residency to be eligible for PRC funding. Proof of eligibility and proof of Alaska residency must be on file at TCC PRC office for student and family members.

Do I have to notify TCC Contract Health Services if I receive emergency services?

YES, TCC PRC must be notified within 72 hours after the beginning of emergency services.

Do I need to receive authorization from TCC PRC if I need services that are not emergency services?

YES, if the service is not an emergency, you must receive authorization from TCC Purchased & Referred Care before you start to receive care, even from an I.H.S. Provider. If you receive care from a non-I.H.S. provider, the provider must be approved before you receive care. Routine care such as medical, dental, and vision should be received in Fairbanks before your departure or upon your return from school.

Appealing Purchase-Referred Care Payment Denials

If you get medical care outside YFHC or TCC and list YFHC or TCC as a payment source without prior approval, you may receive a letter of denial from Purchased & Referred Care (PRC). This means that PRC will not pay the bill and you are responsible for it.

The most common reasons that PRC denies payment are:

1. A purchase order was not obtained from PRC before receiving the care.
2. Medical care was obtained at an emergency room for a problem that could have been treated at the CAIHC.
3. An alternate funding resource, such as Medicaid or Bassett Army Hospital, could have been used instead of PRC.
4. Indian Health Service eligibility has not been established.

If you believe there are special circumstances, which PRC should consider, you may appeal the PRC payment denial. The appeal must be made in writing within 30 days after the PRC denial letter is mailed.

You may simply write a letter about your case to the Director, Purchased & Referred Care, 1408 19th Avenue, Fairbanks, Alaska 99701. You should get a written answer to your appeal or a telephone call within 30 days.

Problems with medical bills? Yukon Flats Health Center Billing Manager 1-800-478-7425 or 662-2460 OR Purchased & Referred Care Call 1-800-478-6682 or 452-8251.

Excluded Services

A wide range of direct care and CHS services are available to you through the YFHC. However, total and comprehensive care of all medical & secondary health needs cannot be provided.

In general, services from outside providers that are available to patients at YFHC or another Indian Health Service facility cannot be funded by CATG.

Some of the following services are provided on a limited basis at the clinic, but CHS funds are not available to pay for these services from an outside provider. However, qualifying patients can often have these services paid for by other programs such as State Public Health, Medicare, or Medicaid.

- Allergy testing or treatment
- Audiology services
- Care in an extended care or skilled Nursing facility

- Chiropractic services
- Durable equipment and supplies, purchase or rental (nebulizer, home oxygen, etc.)
- Eyeglasses or contacts
- Hearing screening, fitting and purchase of hearing aides
- HIV Medicine
- Home health care services
- Organ transplants
- Lodging or meals for patients or non-medical escorts
- Medivac Services
- Prosthetic devices & Orthotics
- Renal dialysis (chronic)
- Services provided at a non-IHS facility if the need for service could have been reasonably foreseen prior to departure from the area (this includes newborn deliveries)
- Speech Therapy

The following services are not available as a direct care or CHS service and are generally not covered by other government programs:

- Abortion
- Alternative Medicine (Acupuncture, homeopathy, etc.)
- Any procedure that can be classified as experimental, investigative, or unusual in Alaska medical practice
- Burial of deceased beneficiary
- Cosmetic surgery or services
- Custodial, domiciliary, or Nursing home care
- Delivery of infants not in a hospital
- Drug testing for employment
- Infertility evaluation or treatment (artificial insemination, reversal of tubal ligation, etc.)
- Physical exam for a pilot's license
- Plastic surgery for other than reconstructive purposes
- Sex transformation procedures, services and supplies

Location of Health Facilities

Nena Russell Clinic

P.O. Box 22050
Arctic Village, Alaska 99722
(907) 587-5229 | Fax: (907) 587-5239

Beaver Village Clinic

P.O. Box 24030
Beaver, Alaska 99724
(907) 628-6228 | Fax: (907) 628-6228

Birch Creek Clinic

P.O. Box KBC
Fort Yukon, Alaska 99740
(907) 221-2537 | Fax: (907) 221-2536

Myra Roberts Clinic

P.O. Box 81060
Venetie, Alaska 99781
(907) 849-8712 | Fax: 849-8915

Yukon Flats Health Center

P.O. Box 309
Fort Yukon, Alaska
(907) 662-2460 | Fax: (907) 662-2709