

Ilanka Community Health Center

Contract Health Care Manual for Native Village of Eyak Beneficiaries



Native Village of Eyak
Ilanka Community Health Center
507 Chase Avenue
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Contract Health Care program is an Indian Health Service program that provides funds for health and dental care. These services are provided through contracts with Indian Health Services.

For Ilanka Community Health Center to pay for your contract health care services, it is important that you understand the process and your obligations.

Mission Statement

At the Ilanka Community Health Center, we are committed to giving the very best medical care we are capable of to the members of the Native Village of Eyak and other underserved in our area. We strive to meet the needs of every person seeking care, regardless of ethnic or economic backgrounds. Our primary goal is respecting and protecting patient health and well-being.

Telephone Numbers

Ilanka Community Health Clinic	424-3622
Fax	424-3681
WIC Program	1-800-457-5731
Infant Learning	424-3425
ANMC Main Switch Board	1-800-478-6661
Native Village of Eyak Main Office	424-7738
NVE tribal enrollment clerk	424-7738
NVE fee agent/general assistance	424-7738
Gilbert Urata, DMD.	424-7318

Call First

The Most Important thing

For **YOU** to know about Contract Health Services is that you should *call us before you receive services*

We can help you to correctly determine if you are eligible for services and guide you through the process of getting a referral so that your services will be paid for by Ilanka Contract Health Services. When you call, you can find out if you are eligible and if the services you need are covered.

Don't wait until it's too late.

To see if you are an enrolled tribal member	424-7738
To see if you need a referral for non-IHS providers	424-3622
To receive a letter for out of state travel (students as well)	424-3622
To receive assistance if you are a non-tribal Indian Health Service Beneficiary residing within Eyak boundaries	424-7738
To receive assistance if you are an Alaska Native or American Indian not residing Within Eyak boundaries	424-7738

(We do not have after hours telephone coverage, please leave a voice mail message and we will return your call the next business day.)

Eligibility

Who is eligible for Ilanka contract health care funds?

Contract Health Services are provided to eligible beneficiaries according to Ilanka contract health services eligibility policy. Generally, to be eligible for Ilanka contract health services you must be an Alaska Native or American Indian with proof that you are a member or descendent of a member of a federally recognized tribe.

To be eligible for contract health services you must also have a permanent residence within Eyak boundaries for the previous 180 days (6 months). Non-residents are encouraged to notify their area of residence upon obtaining services to ensure payment.

Non-Native women pregnant with the child of an eligible beneficiary are eligible for direct and contract health services for prenatal care, delivery and up to six weeks of post-partum care. Adopted children and their descendants of an eligible Native parent may receive direct and contract health services.

Documents accepted as proof of eligibility

- Enrollment application on file with Native Village of Eyak
- Certificate of Indian Blood (CIB) issued by the Bureau of Indian Affairs (BIA)
- Tribal enrollment card or letter of descendency issued by a federally recognized Tribe.

Availability of Funds

By law, the Indian Health Service Contract Health Care program is the payer of last resort. This means that if a Native Village of Eyak member is eligible for other health care coverage; other payers must be billed before the Native Village of Eyak can pay. Indian Health Services require all beneficiaries apply for alternative resources, and have proof of other health care coverage or proof of denial of alternate resources in their files before Indian Health Service funds can pay for services.

Alternate resources are payment sources other than contract health care that help pay for your health care.

Examples are

- Sliding fee scale available at Ilanka Community Health Center
- Medicare
- Medicaid
- Veteran's Affairs (VA)
- Fisherman's Fund
- Workman's Compensation
- Denali Kid Care
- Private Insurance
- Employer Insurance
- Motor Vehicle Insurance

Bring in your current alternate resource card (insurance or other card) and/or fill out Ilanka's sliding fee scale application. Failure to do so will result in denial of payments and personal responsibility of medical bills.

Funding reimbursed from these program supplements federal Indian health Service funds.

What is Covered

- **Primary care office visits**
- **Specialty care (limited, with PRIOR referral)**
ANMC will always be the first preference for referrals
- **Laboratory services ordered by Ilanka provider**
- **Radiology services ordered by Ilanka provider**
- **Vision**
Native Village of Eyak contracts with SouthCentral Foundation to provide eyecare for beneficiaries
100% coverage of approved provider eye exam (1 exam annually)
\$200.00 toward lenses of tribal members under 18 and over 55.
- **Dental**
Native Village of Eyak contracts with the local dentist, Gilbert Urata, DMD, in Cordova to provide a variety of dental services to beneficiaries. Emergencies and urgent cases have priority. However, when funds are available, routine and preventive care is also authorized.
- **Pharmacy**
Native Village of Eyak maintains a contract to purchase drugs for beneficiaries through the ANMC pharmacy. NVE requires the substitution of generic drugs for brand name drugs for all prescribe medications when available. An Ilanka prescribing provider may request a waiver of this requirement. Contract pharmacies will be notified of this waiver.
Prescriptions should be filled at ANMC.
Ilanka Community Health Center maintains a separate Indian Health Service drug cabinet which contains limited supplies of medications, such as antibiotics. In emergencies, limited amounts of pharmaceuticals may be available until your prescription is received from ANMC or Costco. However, every effort must be made to fill your prescriptions at ANMC in a timely manner. There is no guarantee Ilanka will have your prescription in stock. Beneficiaries who opt to fill prescriptions at Cordova Drugstore will be responsible for payment. There is no guarantee of funds to reimburse these prescriptions.
Prescriptions written by non-Indian Health Service providers will not be paid.
- **Physical Therapy**

Contract health services will pay for up to ten visits annually upon the order of an Ilanka health care provider
Referrals must be renewed annually

- **Chiropractic**

Contract health services will pay for up to six visits annually upon the order of an Ilanka health care provider
Referrals must be renewed annually

- **Cordova Community Medical Center**

Ilanka Community Health Center will pay for emergency room visits to CCMC's Emergency room. Emergencies are defined as any medical condition for which immediate medical attention is necessary to prevent the death or serious impairment of the health of an individual. Inpatient services resulting from an emergency room visit may be covered for up to 72 hours. Longer stays must have prior approval from the Contract Health Care officer and must be medically justified by an Ilanka medical provider. If prior approval is not given, the patient will be responsible for payment.

- **Escorts**

Alaska Native Medical Center will approve escorts for children and elders (when needed). Other requests for escorts will be evaluated by ANMC on a case by case basis. Every effort will be made to place escorts into Quyana house. Escorts must be prepared and able to take responsibility for the patient's safety at all times during the trip.

- **Ambulance Services**

Ilanka contract health care services will pay for state-certified ambulance services that are medically necessary within Eyak boundaries. Each request will be evaluated on a case by case basis.

- **Students out of state**

Full time students attending school outside of Alaska are eligible for health coverage through contract health care services. Eligible dependents are also covered as long as their sponsor is a full-time student. Students are required to show proof of enrollment. Students must register with ANMC prior to departure, and must notify ANMC within 72 hours of medical event.

- **Native Village of Eyak Tribal Members traveling out of state**

For emergencies occurring outside of Eyak boundaries, Ilanka must be notified within 72 hours of start of services. Elders 65 and older and persons with disabilities must notify Ilanka within 30 days of start of services.

- **Referrals**

All medical services not provided by Ilanka or ordered by an Ilanka provider must have a prior referral from an Ilanka provider in order to be paid from contract health care services. Native Village of Eyak beneficiaries will be referred to the Alaska Native Medical Center in Anchorage for care that cannot be done locally. Native Village of Eyak beneficiaries may see any provider of their choice,

however, if the above requirements are not met, patients are responsible for payments for those services.

Services Not Covered or Excluded by Contract Health Care

- Services rendered to Beneficiaries acting against medical advice
- Physical examinations required by employers or government agencies
- Non-emergency use of emergency medical services
- Extended care
- Home health care
- Plastic surgery for non-medical reasons
- Any procedure classified by the Alaska medical community as experimental or investigative
- Services rendered by a non-Ilanka provider without a referral from an Ilanka provider prior to receiving care
- Prescriptions written by non-Indian Health Service providers
- Medical services related to substance abuse unless the beneficiary is actively involved in a Native Village of Eyak approved treatment program
- Patient does not meet eligibility as defined above

Denial and appeals

Denials of payment will be sent in writing to you and your provider. You will be notified of your right to appeal; the denial letter will state the process you should follow if you wish to appeal. Denial of payment or an appeal will in no way affect the medical care provided to you and family members.

Appeals must be submitted in writing to the Contract Health Care officer within 30 days of the date you receive a denial of payment from Contract Health. Your appeal letter should include your medical bills and any information that the Director may not have that may affect the decision.

The contract health care officer will review your appeal, if a resolution cannot take place, a formal, written appeal may be submitted to the health director of Ilanka Community Health Clinic, if resolution is still unable to occur, a formal, written appeal may be made to the area director at Alaska Native Tribal Health Consortium. Should your appeal still

be unresolved, a formal, written appeal may be made to the director of Indian Health Service for a final determination.

Glossary

Alternate Resources: Federal Regulations require that you apply for Alternate Resources for which you may be eligible. An alternate resource is a payment source other than Ilanka Community Health Center.

Appeal: A specific request to reversal denial or adverse determination and potential restriction of benefit reimbursement.

Indian Health Service: is a division of the U.S. Department of Health and Human Services charged with providing health care services for Alaskan Native and American Indians.

Indian Health Service Beneficiary: an Alaskan Native or American Indian who meets the eligibility requirements for health care services provided by the Indian Health Service.

Certificate degree of Indian Blood (CIB): an identification document issued by the bureau of Indian Affairs listing the cardholder's blood quantum, or percentage of American Indian or Alaska Native ancestry.

Contract Health Care program: health care services for beneficiaries contracted within the private sector by the IHS or tribal organizations that administer the program.

Native Village of Eyak: a Federally recognized tribe, located on the eastern Gulf of Alaska encompassing the Copper River delta and Prince William Sound. NVE is governed by a 5-member tribal council elected by its tribal members.

NVE Contract Health Care Officer: the authorizing official for NVE's CHC program, or their designee.

NVE contract Provider: a person, business or facility and their employees that has an agreement with NVE to provide health care services for NVE beneficiaries.

Alaska Native Medical Center (ANMC): an Alaskan Native medical facility that is funded by the Indian Health Service and managed by an Alaskan Native Consortium. It is the primary referral facility for inpatient and outpatient care of Alaskan Natives. It is located at 4315 Ambassador Drive, Anchorage Alaska 99508

Referral Services: Health Care Services provided to the members of the Native Village of Eyak preceded by authorization for care by one for the providers at Ilanka Health Center or their designee.