



Ketchikan
Indian
Community
Tribal
Health

Patient
Handbook

Mission: "The KIC Tribal Health Clinic, in partnership with our patients and with respect for Native cultures, will provide the highest quality professional services to promote and improve the health of Alaska Natives and American Indians."

PATIENT SERVICES DIRECTORY

2960 Tongass Ave., Ketchikan, Alaska

1ST FLOOR—

Behavioral Health Services (907) 228-9203

2ND FLOOR—

Centralized Registration (907) 228-9200

Purchased and Referred Care (907) 228-9204

Patient Benefits Coordinator (907) 228-9424

Business Office (907) 228-9200

3RD FLOOR -

Medical Clinic (907) 228-9201

Medical Records (907) 228-9224

Psychiatry Services (907) 228-9201

Pharmacy (907) 228-9205

4TH FLOOR—

Dental Clinic (907) 228-9202

Lab (907) 228-9200

Diabetes Program (907) 228-9200

5TH FLOOR—

Clinic Administration (907) 228-9200

Healing Room (meeting room)

Tribal Council Chambers

615 STEDMAN—

Elder Care Services (907) 247-RIDE

General Assistance (907) 228-9206

Social Services (907) 228-9365

Education and Training (907) 228-9365

Language (907) 228-9365

LVLC Daycare (907) 228-9365

429 DEERMOUNT—

Housing Authority (907) 228-9222

Introduction

Ketchikan Indian Community Tribal Health Clinic (KICTHC), through funding from Indian Health Service (IHS), offers comprehensive health services to Alaska Natives and American Indians residing in the Ketchikan Gateway Borough. We provide primary health care services at KIC Tribal Health Clinic, located at 2960 Tongass Avenue in Ketchikan, Alaska.

Patients are also referred to Peace Health Medical Center (PHMC) in Ketchikan, Mt. Edgecumbe Hospital (MEH) in Sitka, and Alaska Native Medical Center (ANMC) in Anchorage for services authorized by KIC Tribal Health Clinic.

This booklet describes the services KIC Tribal Health Clinic 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 KIC Tribal Health Clinic program.

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

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PATIENT RIGHTS

YOU HAVE THE RIGHT:

- To be treated with respect and dignity regarding your care.
- To be informed by physicians and health care givers, regarding information concerning your diagnosis; nature and purpose of all proposed treatments; prescribed medications; procedures; risks; side effects; probable outcome; alternatives to treatment and probable consequences of no treatment.
- To refuse treatment and to be informed about the probable medical consequences of this refusal.
- To privacy and confidentiality of all information and records pertaining to your treatment and care in accordance with the requirements set for in the Health Insurance Portability and Accountability Act (45 CFR164.53).
- To review all records pertaining to your care (in the presence of a KIC Tribal Health Clinic health care provider or a member of the Medical Records staff).
- To have an advance directive (a living will, health care proxy, or durable power of attorney for health care) concerning treatment with the expectation that the KIC Tribal Health Clinic will honor that directive to the extent permitted by law.
- To appeal any decision made by the Contract Health Office that denies payment of medical bills submitted to the KIC Tribal Health Clinic for payment.
- To be informed about procedures for expressing suggestions, complaints, and comments about your health care services.
- To choose a primary provider and to make KIC Tribal Health Clinic your Medical Home.
- To change primary care providers if other qualified providers are available.

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 KIC Tribal Health Clinic Administration or to the Patient Advocate. It is the intent at the KIC Tribal Health Clinic that patient comments will be dealt with promptly (adhering to HIPPA regulations) and resolved to the mutual satisfaction of all parties.

You can tell your Provider or Nurse. 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 at each reception area of the clinic. You are welcome to mail in the form to the address provided or return form to any reception area of the clinic.

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

All issues will be reviewed. KIC Tribal Health Clinic 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 Responsibilities

YOU ARE RESPONSIBLE:

- To be considerate of other patients and all KIC Tribal Health Clinic health care providers and staff, as well as treating them with respect and courtesy.
- To follow the instructions and advice of treatment plan prescribed by your medical provider or pharmacist and to inform them of any adverse reactions to prescription medications.
- To provide accurate and complete information regarding medical history (illness and medications) and any other matters related to your health status.
- To provide accurate and complete information to the best of your ability about your health, any medications including over the counter products and dietary supplements and any allergies or sensitivities to your medical provider.
- To ensure that registration information is current and correct. This includes documentation of eligibility, insurance, telephone number, address, etc.
- To provide information on alternative resources such as Medicare, Medicaid, Veterans' benefits or third-party insurance; and to use those resources when receiving treatment at the KIC Tribal Health Clinic and when referred to a private physician or hospital.
- To provide the KIC Tribal Health Clinic with a copy of any advance directive documents (living will, health care proxy, durable power of attorney for health care) or other document that could affect your care, if such documents exist.
- To know that payment of Emergency Room services not considered an emergency is your responsibility.
- To accept personal financial responsibility for any self-referral charges not covered by your insurance.
- To choose a primary care provider.

PATIENT ADVOCACY

In our desire to serve you better, the Ketchikan Indian Community Tribal Health Clinic (KIC THC) has added a very important person to its team— A Patient Advocate! The Patient Advocate's primary goal is to assist patients and families with concerns and questions involving the health care services provided at KIC THC.

The Patient Advocate is available to you as a resource to:

- Provide information about available services and programs
- Ensure your patient concerns are resolved
- Provide information about resources to enable you to learn about your health care
- Translate medical issues for you and your family by working as a liaison between you and your provider(s)

The Patient Advocate is here to help ensure the needs of patients are being met and to help uncover and address any patient concerns. The Patient Advocate is here to work with KIC patients and families to help make sure you receive the highest quality health care possible and are satisfied with the care provided at KIC THC.

KIC THC Patient Advocate
(907)-228-9424



ELIGIBILITY

KIC Tribal Health Clinic provides services to eligible Alaska Natives and American Indians. The level of care provided depends on residency status.

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 KIC member to be eligible for KIC Tribal Health Clinic Services.
- * If you have established eligibility for direct care and have resided in the Ketchikan Gateway Borough (KGB) for at least 180 days, you are also eligible for Purchased and Referred Care Services (PRC).
- * With an approved authorization for payment from KIC Tribal Health Clinic, PRC 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 KIC Tribal Health Clinic 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 PRC services per federal guidelines.
- * 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).

HOW TO ACCESS SERVICES

The KIC Tribal Health Clinic is open for patient care from 8 am to 12 pm (noon) and from 1 pm to 5 pm Monday through Friday, except Wednesdays when the clinic is open from 10 am to 12 pm (noon) and 1 pm to 5 pm.

To access services at KIC Tribal Health Clinic, you must set up a chart by bringing your proof of residency, Native Certification card and any insurance, Medicare/Medicaid cards. You will also need to fill out the new patient registration form. Call the KIC Tribal Health Clinic Centralized Registration for further information at 228-9200.

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 KIC Tribal Health Clinic 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 Ketchikan Indian Community to bill Private insurance companies, Medicare and Medicaid when patients have existing coverage. This additional income makes it possible for KIC Tribal Health Clinic to continue to provide high quality health care.

OVERVIEW OF SERVICES

MEDICAL OUTPATIENT SERVICES

KICTHC provides you with a variety of health services through a Primary Care Provider and a same-day appointment system. 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 Ketchikan Indian Community Tribal Health Clinic 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.

OUTPATIENT PSYCHIATRIC SERVICES

The Behavioral Health Department provides monthly specialty clinic outpatient psychiatric services on-site. There is no fee to eligible tribal members or the underage minor child of the eligible beneficiary. A KICTHC Medical Provider referral is coordinated through the Medical Social Worker and the Behavioral Health Department.

OVERVIEW OF SERVICES

MISSED OR BROKEN APPOINTMENTS

It is best for you and other patients if you arrive 15 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 228-9201.

OVERVIEW OF SERVICES

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 Purchased and Referred Care Services (PRC) 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 Alaska Native Medical Center (ANMC) and other facilities provide specialty clinics at KIC Tribal Health Clinic including: Urology, Rheumatology, Cardiology, Orthopedics, Neurology, Ophthalmology, 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.*

DIABETES PREVENTION & TREATMENT PROGRAMS

KIC 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 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.

KIC DIABETES PREVENTION PROGRAM

Patients who are pre-diabetic and or at risk for diabetes are eligible for KIC Tribal Health Clinic 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. Presented in a class/group format with a proven curriculum for 16 sessions over 16-24 weeks. 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 228-9201 to schedule an appointment with your primary care provider for a pre-diabetes screening.

PHARMACY SERVICES

PHARMACY SERVICES

KIC Tribal Health Clinic Pharmacy provides outpatient pharmacy services and pharmaceutical care to you. In addition, the Pharmacy Department serves as a drug information resource for you and the medical staff at the clinic.

The Pharmacy fills medication prescriptions written by KIC Tribal Health Clinic medical Providers and outside referrals (must be signed off by a KIC Tribal Health Clinic Medical Provider).

The Pharmacy prepares injections and aids providers in disease state management, including anticoagulation therapy.

If you have refills available on your medicine, call the KIC Tribal Health Clinic Pharmacy Refill Line at **228-9205** three working days in advance of pick-up. Be prepared to provide your name, chart number or birth date, and the names of the prescriptions you need refilled. This information helps the pharmacy serve your needs more efficiently. All of the information is located on your medicine container. If you do not indicate which specific medications you need, pharmacy cannot guarantee that all of your needs will be met.

Every effort is directed toward a positive outcome of drug therapy for you; extensive patient counseling about medications and the diseases that they treat is available. If you have questions about your medicine, contact a pharmacist during business hours to either make an appointment or, if time permits, receive answers to your questions over the phone.

Because of the huge number of drug products on the market today, with limited budget and space, KIC Tribal Health Clinic Pharmacy does not stock every product. Medications are available to treat most disease states, and approval procedures are in place to review special requests in unusual circumstances.

SERVICES OUTSIDE OF KIC

OBSTETRIC (PREGNANCY) SERVICES

KIC Tribal Health Clinic provides contracts for obstetrical/ maternity services to follow obstetric patients and deliver newborns. Case management and newborn services are also provided by KIC Tribal Health Clinic. Referrals for services provided by non-KIC Tribal Health Clinic Providers must be pre-authorized and coordinated through the PRC program.

Did you know 40% of the costs of providing patient care is paid by collecting payments from Medicaid/ Medicare and private insurance collections?

PATIENT BENEFITS COORDINATOR

The Indian Health Service only funds a portion of the cost to provide health care to IHS beneficiaries. By receiving payments from outside resources, KIC Tribal Health Clinic 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 KIC Tribal Health Clinic services.

SERVICES OUTSIDE OF KIC

LOCAL SERVICES & REFERRALS TO MT. EDGE CUMBE HOSPITAL (MEH) & ALASKA NATIVE MEDICAL CENTER (ANMC)

On occasion, patients require services beyond what is available at KIC Tribal Health Clinic. Your primary care provider may refer you to MEH in Sitka, ANMC in Anchorage, or to Peace Health Medical Center in Ketchikan to receive the care you need.

Funding and availability of comparable services at MEH or ANMC are considered in deciding where you will receive your care. Patients with alternative resources such as Medicare, Medicaid, or private insurance that offset the cost of local services are frequently approved to receive their care locally.

All referred services require prior authorization through your KIC Tribal Health Clinic primary provider and KIC Tribal Health Clinic Purchased and Referred Care (PRC).

*After business hours, call
1-888-635-3376 for
After Hours Triage Service.*

DENTAL SERVICES

DENTAL REFERRALS

Occasionally, a KIC Tribal Health Clinic dentist may determine that a patient needs to be referred for services, which are critical to the health of the patient and not available at KIC Tribal Health Clinic. In order for these services to be paid, you must receive a PRC referral form, authorized by a KIC Tribal Health Clinic dentist.

SERVICES FOR FEES

The following services, are outside the scope of routine, preventative, restorative or urgent care. The costs cover additional expense of special equipment and outside laboratory time and fees. Fees for specific treatment can be discussed at the initial oral examination appointment.

Dental services that are provided at KIC Tribal Health Clinic Dental Clinic on a *fee for service* basis include the following:

- * Crowns & Bridges
- * Orthodontics
- * Dentures & Partial
- * Bleaching
- * Nightguards
- * Sportsguards

DENTAL SERVICES

DENTAL SERVICES

The KICTHC Dental Department is staffed with dentists, dental assistants, and hygienists to provide you the following services, without charge:

- * Relief of dental pain
- * Preventative dental services
- * Hygiene services/Cleaning
- * Exams/X-RAYS
- * Routine fillings
- * Minor oral surgery
- * Other dental services are provided based on availability of resources

MISSED APPOINTMENTS

An appointment is considered broken after 15 minutes past the scheduled time. An appointment is also considered broken if a patient cancels without 24 hours notice. If a patient presents at 15 minutes past the appointed time, the dental Provider has the discretion of rescheduling the appointment, dependent upon the type and length of the treatment. After two broken appointments, the patient will not be seen except for an emergency for a period of six months.

BEHAVIORAL HEALTH SERVICES

Waabnessloa Dunah
“A Place of Wellness”

KIC Tribal Health Clinic Behavioral Health Clinical Services provide integrated culturally based behavioral health services and treatment. The services outlined in this section are confidential and meet the highest standards. Our services are State of Alaska approved and certified.

SUBSTANCE ABUSE SERVICES

Outpatient alcohol and substance abuse services are offered to adults and adolescents by Behavioral Health counselors that are certified through the State of Alaska. The trained professional staff provide integrated assessments, individual, group, and family counseling and treatment. Our program includes outpatient treatment, education and appropriate referrals in an effort to promote sobriety, healing and growth. Services include:

- * Substance abuse screening and assessments
- * Substance abuse outpatient and aftercare counseling
- * Substance abuse treatment groups and other specialty groups

BEHAVIORAL HEALTH

MENTAL HEALTH SERVICES

Trained and professional Mental Health clinicians offer outpatient evaluation, crisis intervention, and short-term therapy. Our Clinical Psychologist can complete a range of psychological testing. Patients requiring inpatient services are referred to appropriate mental health facilities. KIC Behavioral Health Program provides a variety of services to address the emotional and mental well-being of the residents in Ketchikan.

Mental Health Counseling Services available for the following:

- * Outpatient counseling services for children, adolescents, and adults
- * Depression Screening
- * Psychological Testing
- * Individual, couple and family counseling
- * Specialized Groups

615 Stedman Street Elder Program

ELDER PROGRAM

Many of the programs and services that Ketchikan Indian Community provides are focused on ensuring longevity and vitality of all aspects of Elders lives. The “Honoring Our Elders” Services provides a comprehensive approach in delivering services to address the needs of Alaska Native and American Indian elders, age 55 and older, who reside in the Ketchikan area. The services are designed to enhance the quality of life and promote independent living through fostering an environment of quality, dignity and pride.

The program provides an “Elders Meals and Wheels” program that includes lunch (Monday through Friday), advocacy, information and assistance and referral services. Light housekeeping, in-home visits and scheduled transportation are provided for those who are eligible. Group outings and health and social activities are scheduled on a regular basis. We also offer support services to provide information about available resources, help with applications, advanced health care directives and power of attorney forms. We provide assessments, coordination and case management for the needs of our Elders.

615 Stedman Street Domestic Violence Program

DOMESTIC VIOLENCE PREVENTION AND TREATMENT SERVICES

The Domestic Violence Specialist advocates for victims of domestic violence in who may need emotional, medical, financial, and legal assistance. We provide support services to survivors of domestic violence, dating violence, sexual assault, and stalking. Our goal is to increase safety for women and children through intervention, education and support. Domestic Violence Program Services available for the following:

- * Advocacy – Counseling for survivors, crisis intervention, safety planning, education
- * Legal Advocacy – Court accompaniment, assistance filling out and filing legal documents (restraining orders)
- * Victim Safety Checks
- * Transition – we can assist in the transition to a violence-free life by providing financial assistance. Assistance is subject to the availability of funds and an individual needs assessment.

BATTERERS INTERVENTION PROGRAM

Our certified Batterers Intervention Program has two central goals: victim safety and batterer accountability. We work with batterers to help them identify and take responsibility for their abusive behaviors and the effects of their abuse on their intimate partners and children. These are important first steps in the transition to a non-abusive lifestyle. We provide the following:

- * Fee based Re-education Group that is open to Court Ordered Individuals.
- * Victim Safety Checks provided by Domestic Violence Specialist.
- * Improve the community coordinated response through the Domestic Violence Task Force.

615 Stedman Street Services

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. Stop by our department or look for our flyers in the newspaper or on the KIC website for more information.

INDIAN CHILD WELFARE CHILD CASE MANAGEMENT

The Family Specialist is responsible to promote stability through planning and organizing strategies for families experiencing problems and lacking appropriate parenting skills. The Indian Child Welfare program represents KIC Tribal members with child placements. We provide court testimony on behalf of the Tribe in custody cases. The Family Specialist investigates and reviews child placements; however, this does not include divorce or parental custody matters. In addition, the Family Specialist position serves as a local coordinator to prevent Alcohol Related Birth Defects by increasing education and awareness in our community on FAS/ARBD. This position works closely with other providers and community agencies in the best interest of the Tribal youth.

BEHAVIORAL HEALTH SERVICES

SERVICES NOT OFFERED AT KIC TRIBAL HEALTH CLINIC BEHAVIORAL HEALTH OR THROUGH THE PRC PROGRAM

INPATIENT SUBSTANCE ABUSE TREATMENT

Inpatient substance abuse treatment is available by referral at MEH in Sitka. The KIC Tribal Alcohol Program provides assessment, treatment and referral recommendations. Travel assistance is available on a limited basis.

INPATIENT PSYCHIATRIC SERVICES

The Behavioral Health Department refers patients requiring inpatient psychiatric services to MEH in Sitka. There is no cost to the patient if the referral is coordinated through a KICTHC medical provider with consultation from the Behavioral Health Department.

INPATIENT PSYCHIATRIC INVOLUNTARY COMMITMENTS

KIC Tribal Health Clinic medical providers in consultation with Gateway Human Services evaluate cases involving involuntary psychiatric commitment. These are court mandated treatment placements and all costs are the responsibility of the State of Alaska under the order of the court. Please contact the Behavioral Health Department with questions you have regarding involuntary commitments.

TRAVEL

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

PURCHASED AND REFERRED CARE SERVICES

PRC REFERRALS

In the event you require services beyond what is available at KIC Tribal Health Clinic, your primary provider may refer you for services outside of the clinic. Purchased and Referred Care (PRC) funds may cover the cost for these services. The expenditure of PRC services is based on medical necessity and current funding level.

Examples of PRC expenditures include:

- * *Expense for Patient/Medical Escort Travel (excludes taxi/ground transportation)*
- * *Outside Laboratory Testing*
- * *Peace Health 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		

In order for KIC Tribal Health Clinic to pay for your PRC services or your travel, a KIC Tribal Health Clinic physician 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.

PURCHASED AND REFERRED CARE SERVICES

REFERRAL FORM

Anytime you are receiving services outside of KIC, to ensure that KICTHC will pay referral services, you will need a KIC Tribal Health Clinic referral form for each visit (unless otherwise indicated on the form). Referral slips can be picked up from the PRC program prior to your appointment.

SELF-REFERRALS

If you choose to seek care on your own, outside of the KIC Tribal Health Clinic system, either within or outside Alaska, our physicians will gladly make the medical referral. However, KIC Tribal Health Clinic will not accept any financial responsibility nor will KIC Tribal Health Clinic be able to assist with payment for travel or the coordination of your insurance and/or Medicare payments to these Providers.

DENIAL OF PAYMENT FOR PRC

Common reasons for KIC Tribal Health Clinic to deny payment of bills from outside Providers are:

- * No medical record established at KIC Tribal Health Clinic
- * No IHS or PRC eligibility on file
- * Non emergency use of emergency room or ambulance
- * Service is not available for payment through PRC
- * Patient is in custody of law enforcement or another State agency
- * Patient left the hospital against medical advice
- * Visit occurred as a result of a motor vehicle accident-vehicle insurance must be billed first
- * Visit occurred as a result of an on the job injury – State Workman’s Compensation must be billed first
- * Patient was not eligible for PRC until 180 days expire from the date they began residency in Ketchikan
- * Alternate resources must be billed before KIC Tribal Health Clinic can consider payment (i.e. insurance, Medicaid, Fisherman’s Fund and Victims of crime)

PURCHASED AND REFERRED CARE SERVICES

APPEAL PROCESS

When KIC Tribal Health Clinic denies payment, you and the Provider will receive written notification. Notification will include the reason for denial, your appeal rights, and the process to follow in order to initiate an appeal. **All appeals must be submitted in writing within 30 days of receipt of denial. Failure to follow the process will result in the appeal being dismissed.**

The first level of appeal is reviewed and determined by the KIC Tribal Health Clinic Staff Utilization Review Committee. The final level of appeal is presented to a three member Appeals Committee and the decision is final and non-appealable.

If you have any questions regarding what services KIC Tribal Health Clinic can pay, please call the KIC Tribal Health Clinic Contract Health Services office before you access the service.

Denial of payment and/or appeal will in no way affect medical or dental care provided by KIC Tribal Health Clinic to you or your family, nor will it affect the payment status of alternate resource coverage (private insurance, Medicare, Medicaid, etc.).

NOTE: KIC Tribal Health Clinic is presented with many requests for non-KIC patients and for KIC patients who did not intend KIC to pay for services. If you receive a denial for payment of services that you feel should be paid by KIC, follow the appeal process directions. If you choose to file an appeal, bring the denial letter to CHS at KIC Tribal Health Clinic right away.

If you refuse to apply for other coverage you are eligible for, KIC Tribal Health Clinic may deny you the use of PRC funds.

EMERGENCY SERVICES

An **acute medical need** that can only be managed immediately will usually require a visit to a hospital emergency department. Determining what constitutes an emergency is first and foremost **your responsibility**. **Emergency care** is defined as:

An acute medical condition, sudden in onset, with severe symptoms posing an immediate threat to life, limb, or organ.

Medical conditions in which a delay in care would be hazardous to life or would result in serious complications are also considered emergencies.

If you are unsure of the significance of your symptoms while experiencing a medical problem, call KIC Tribal Health Clinic during business hours and our Nursing staff will instruct and direct you to appropriate care. After business hours, call the after hours triage system.

If you determine a **true emergency** exists or if you are directed to do so by a KIC triage Nurse, proceed to the local emergency department. In the event an ambulance is required, **call 911**.

If you go to the Peace Health Emergency Room, identify yourself as a KIC beneficiary. The ER physician will evaluate you.

GUIDELINES FOR EMERGENCY ROOM PAYMENT

The guidelines listed below apply to **every** Emergency Room visit and will determine if payment by KIC Tribal Health Clinic is appropriate.

- * Emergency care is necessary based on diagnosis, signs/symptoms, and KIC Tribal Health Clinic or another IHS facility is not available for services.
- * KIC Tribal Health Clinic is notified of the emergency **within 72 hours** from the beginning of treatment (this notification can be by the patient or the patient's family).

AFTER HOURS CARE

You and your family have immediate access to urgent health care advice when you need it most. The after hours telephone triage service is staffed with Nurse consultants using physician approved protocols. The Nurse will direct you according to the Doctor's instructions, as well as direct patients to the ER

Referrals to the ER made through the Triage System DOES NOT guarantee payment by KICTHC. Please read the definition of emergency care on page 30 of the Handbook. Contact the KICTHC CHS department or your Primary Care Provider immediately if the emergency room physician refers you to a non-KICTHC Provider for follow-up or non-emergent care, or you may be responsible for the bill.

**Call 1-888-635-3376 to access
the After Hours Triage System**

The after hours triage service is intended for urgent problems regarding illness or injury only. Routine matters, prescription refills, and non-urgent advice will be handled by KICTHC during regular office hours.

EMERGENCY SERVICES OUTSIDE ALASKA

Should a medical emergency arise while you are traveling outside Alaska, you should seek care from the nearest Indian Health Service facility. If no Indian Health Service facility is available, you must call KICTHC CHS department within 72 hours (three days, including weekends, from the time emergency services began). Contact the CHS program at (907) 228-9204. All bills and records related to the visit must be sent to: KIC THC Attn: CHS, 2960 Tongass Ave., Ketchikan, AK 99901 for review and determination of payment.

PATIENT & ESCORT TRAVEL

If you are referred to Mt. Edgecumbe Hospital (MEH) or Alaska Native Medical Center (ANMC) for care, the Nursing case manager will coordinate your appointment dates and times. Once your appointments at ANMC are set, the KIC Contract Health Department will arrange your authorization (if applicable) and travel. (Medicaid will not authorize travel until the month of the appointment). The CHS Department is happy to answer your questions and address any concerns you might have about your travel or your stay in Sitka or Anchorage. If it is close to your appointment date and you have not heard from the CHS Department, it is a good idea to call them right away. The number is 228-9204.

AIRFARE & LODGING

KICTHC provides round trip travel for most referred medical services received at MEH in Sitka and ANMC in Anchorage. Unless admitted to the hospital, you are responsible for your lodging. However, lodging is usually available at no cost through SEARHC at the Short Term Housing (STH) in Sitka as well as at the Quyana House in Anchorage.

MEALS & TAXI

Patients are responsible for their own taxi/ground transportation. Meals are provided by Quyana House & STH, when booked for your stay. If you have Medicaid, the CHS Department will arrange to get you meal and taxi vouchers.

MEDIVAC TRANSFERS

On occasion, patients will require transport using a special air ambulance. These transfers will be determined by medical need. Occasionally, a single-family member or friend may accompany the patient, space permitting and the family member is required to pay their own way back home and for any expenses they incur during their trip. KIC does not pay for Medivac services. Coordination is done between Peace Health Medical Center and Alaska Native Medical Center.

OUT OF STATE SERVICES

IF YOU ARE TEMPORARILY TRAVELING OUTSIDE OF ALASKA AND HAVE AN EMERGENCY

Notify KIC THC Contract Health Services (CHS), within 72 hours at 907-228-9204 – including weekends and holidays at 1-888-635-3376—after the beginning of medical treatment. If you are 65 years or older or you are disabled, you have 30 days to contact CHS. If you are too sick and disabled, a relative, friend or health care provider can notify CHS on your behalf. However, the notification is your ultimate responsibility.

IF YOU MOVE OUTSIDE OF ALASKA

You will remain eligible for emergency medical services for a period of six months if you move out-of-state. You must have Indian Health Service eligibility on file with KICTHC.

STUDENTS AT SCHOOL OUTSIDE ALASKA

If you plan to attend school outside Alaska, you must contact KICTHC Business Office at 228-9425 before leaving. KICTHC will follow the same guidelines for emergent care outside Alaska travel.

The Indian Health Service Facility Locator is located at:
<http://www.ihs.gov/forpatients/findhealthcare/>



Excluded Services

A wide range of direct care and CHS services are available to you through KICTHC. 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 KICTHC or another Indian Health Service facility cannot be funded by KICTHC.

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

EXCLUDED SERVICES

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 re-constructive purposes
- * Sex transformation procedures, services and supplies

SUSPENSION OF PATIENT PRIVILEGES

When the care of other patients and the safety of KICTHC staff are possibly threatened due to a patient's behavior, clinic restrictions will be enforced. Per policy, the KICTHC Health Administrator 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.

*KIC Tribal Health Clinic
2960 Tongass Avenue
Ketchikan, AK 99901*

Main Clinic / Appointments: (907) 228-9201

After Hours Telephone Triage 1-888-635-3376

Business Office (907) 228-9425

Contract Health Services (907) 228-9204

Dental Clinic (907) 228-9202

Behavioral Health (907) 228-9203

Pharmacy Refills (907) 228-9205

Patient Advocate (907) 228-9424

Elder Meals & Wheels (907) 247-7433