

TANANA CHIEFS CONFERENCE

PATIENT HANDBOOK



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LOCATION OF TANANA CHIEFS CONFERENCE HEALTH SERVICES FACILITIES IN FAIRBANKS

Al Ketzler Sr. Building.....201 First Ave.

- Contract Health Services – First Floor
- Community Health Aide Program – Second Floor
- Community Health Outreach Program – Second Floor
- Health Director/Health Administration – Third Floor
- Office of Environmental Health – Third Floor
- Quality Management – Third Floor

Chief Peter John Building.....221 First Ave.

- Business Office (Billing & Coding) – First Floor
- Behavioral Health Services – Fourth Floor
- Hozelleeh Denh Lifestyle/Fitness Center – Basement
- Old Minto Family Recovery Camp – Fourth Floor
- Yukon Tanana Counseling Services – Fourth Floor

Chief Andrew Isaac Health Center.....1717 West Cowles St.

Family Medicine – First Floor

- Team Deneege (*Moose*)
- Team Teekona (*Wolf*)
- Team Tudi (*Eagle*)
- Urgent Care Clinic

Specialty Clinic Services – First Floor

- Diabetes Program
- Immunization Clinic
- Internal Medicine
- Obstetric Care
- Orthopedics
- Pediatrics
- WIC
- Women’s Health

Lab & Imaging – First Floor

Pharmacy – First Floor

Other Services – First Floor

- Alternate Resources
- Contract Health Services
- Information
- Registration
- Patient Advocate
- Patient Travel
- Pharmacy

Dental Clinic – Second Floor

Eye Clinic – Second Floor

Other Services – Second Floor

- Health Information Management Services
- Release of Information
- Administration

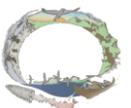


Bertha Moses Patient Hostel..... 1321 17th Ave.

Paul Williams House..... 1340 23rd Ave.

Housing First Program..... 1521 Cushman St.

Willow House Medical Hotel..... 1521 Cushman St.



TANANA CHIEFS CONFERENCE HEALTH SERVICES PATIENT HANDBOOK

TCC Health Services developed this handbook to inform those we serve about the many services we provide. Because funding is limited and the cost of health care increases every year, we must use our health resources wisely. TCC Health Services serves Alaska Natives and American Indians living in Fairbanks and the villages in Interior Alaska. TCC health care providers and staff want our services to be as easy to use and accessible as possible. We welcome comments regarding how services can be improved.

It is important to us that you are satisfied with the quality of care and services you receive while you are a patient at any of the TCC Health Services locations. TCC clinics regularly conduct patient satisfaction surveys. We appreciate any feedback you give us. This allows us to monitor the quality of service and care we are providing to you.

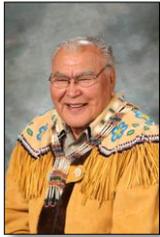
TCC HEALTH SERVICES REGIONAL HEALTH BOARD

Responsibilities of the Health Board

The eight members of the Health Board are elected to three-year terms by the TCC membership at the annual full Board of Directors meeting in March. The eight members of the Health Board are elected to three-year terms at the annual full Board of Directors meeting in March. Each board member represents a Tanana Chiefs Conference subregion. The Health Board reviews all health-related issues, as well as policies, prior to formal review and approval by the TCC Executive Board. The Health Board meets quarterly. You can contact your sub-regional board member and ask him or her to bring your concerns to the meetings.



HEALTH BOARD MEMBERS



Andrew Jimmie, President
Representing: Yukon-Tanana
PO Box 58006
Minto, AK 99758
(907) 798-7292



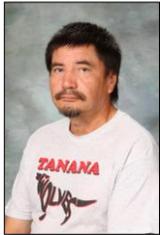
Ann G. Alexia
Representing: Kuskokwim
PO Box 9126
Nikolai, AK 99621
(907) 293-2212



Glenda Huntington
Representing: Yukon-Koyukuk
PO Box 124
Galena, AK 99741
(907) 656-1809



Rhonda Joseph
Representing: FNA
PO Box 70665
Fairbanks, AK 99707
(907) 699-1878



Curtis Sommer
Representing: Tanana
#1 Second and Eamole
Tanana, AK 99777
(907) 366-7195



Christine Rifredi
Representing: Yukon Flats
PO Box 241
Fort Yukon, AK 99740
(907) 662-5104

Terri Paul-Smoke
Representing: Upper Tanana
PO Box 74272
Fairbanks, AK 99707
(907) 378-3366

Lela Ahgook
Representing: Anaktuvuk Pass
PO Box 21031
Anaktuvuk Pass, AK 99721
(907) 661-3403



QUALITY MANAGEMENT

The mission of the Quality Management department is to ensure that qualified personnel deliver state-of-the-art care and services and that quality care is evident in all services provided to, or on behalf of, those we serve. The QM department supports TCC Health Services in our mission:

Tanana Chiefs Conference Health Services seeks to develop a system to deliver health care that is grounded in the diverse cultures and values of each community we serve. We will provide accessible patient-centered systems that promote safe, timely, effective, efficient and equitable care that is sustainable. Our goal is that Tanana Chiefs Conference Health Services will become the provider and employer of choice in the Alaska health care system.

QM Objectives

The objectives of the Quality Management department are to:

1. Monitor patient care standards, identify and track outcome measures through the use of internal and external benchmarking; identify problems; identify, implement and evaluate resolutions.
2. Maintain and improve the delivery of quality health care through identification of opportunities for improvement.
3. Actively seek input from those we serve to identify their needs and solicit their feedback on services provided.
4. Provide guidance through the process of obtaining and maintaining accreditation by nationally recognized accreditation agencies (such as the Accreditation Association for Ambulatory Health Care, Commission for Accreditation of Rehabilitation Facilities, COLA lab accreditation and the American Diabetes Association).
5. Provide a foundation for complying with regulations as specified through accrediting state and federal agencies (AAAHHC, CARF, COLA, ADA, Centers for Medicare and Medicaid, and the Health Resources and Services Administration).
6. Support all staff within TCC Health Services in their commitment to continuously improve the care and services they provide.
7. Ensure that clinical staff is providing care to those we serve are qualified health care professionals who have been trained to provide care through a comprehensive credentialing process.



Aspects of Quality Care

The following aspects are considered to be necessary, basic requirements that form the foundation on which quality health care is built:

Effectiveness / appropriateness of care

We ensure that clinical care provided is appropriate for the medical condition or symptoms presented. Clinical care will result in improved health or has the potential to improve health. Health education and preventive care are incorporated into the care provided to you.

Continuity of care

Your treatment plan should progress in a timely fashion without obstacles. Coordination of your care is provided when different providers or services are involved and streamlining and/or coordination of follow up is necessary. Referrals to outside facilities are tracked until resolution of the condition or you return to TCC for continuation of care. Active patients are assigned to a primary care provider and a care team so that they can better manage your health care needs.

Patient rights

Patient rights are outlined in the patient rights policy in this handbook. They include the right that privacy and confidentiality will be maintained, and grievances and complaints will be resolved.

Patient responsibilities / compliance

Patient responsibilities are outlined in the patient responsibilities policy included in this handbook. They include the assumption that you will follow through with your health care plan and engage in behavior that will promote your health, and that you will apply for alternate funding resources when applicable.

Patient risk minimization

Measures in place to reduce medical risk to you include monitoring of drug profiles and documentation of allergies. Safety and infection-control measures in place at Health Services facilities are based on the highest state and federal standards and regulations.

Patient satisfaction

We strive to make sure you are highly satisfied with the services you receive. We actively monitor whether or not our patients are satisfied and if health care services provided meet their expectations. This includes being satisfied with the process of making appointments, waiting times, availability of providers, actual care given, staff conduct and financial arrangements.



Staff performance

Clinical staff is evaluated on knowledge, skills, proficiency and effectiveness on an ongoing basis to ensure quality patient care. Competency training and continuing education is regularly provided to clinical staff. Licensed healthcare providers' credentials are kept up to date and providers also undergo quarterly peer review.

Access to care

The ability of patients to obtain needed health care services is reviewed regularly to identify potential barriers (e.g., geographical, organizational, financial or cultural). We will take all appropriate steps to help overcome barriers to accessing quality health care.

Cost of services

Health Services demonstrates concern for the costs of care by ensuring that patients receive care relevant to their needs using the least expensive suitable resources. The Indian Health Services medical priority list may be used when prioritizing is needed.



PATIENT ADVOCACY PROGRAM

The TCC Health Services' Patient Advocacy Program is here to assist you. If you need assistance navigating through your health care delivery system, please ask to speak with the patient advocate. If you have a complaint, concern or suggestion regarding any aspect of your care, please ask to speak directly to the person involved, that person's supervisor or the department director. If you have voiced your concern to the department director and feel it has not been resolved, or if you wish to make a formal complaint, please speak with the patient advocate.

We want to hear about your concerns so we can correct problems. You may be asked to put your complaint in writing. Please give detailed information. If you like, you can use this format in submitting complaints:

- **The problem:** Clearly state what's wrong with your health care
- **The solution:** Politely state what you believe will resolve your concern
- **The recap:** State why you're disappointed in your health care
- **The deadline:** Provide a date by which you'd like a response

Written complaints will receive a response within 30 days or sooner.

The patient advocate can also help you appeal a contract health services denial. Please bring with you the following:

- CHS denial with date of service
- Medical records report for denied services
- Bills from private facilities where you received care

Located in the back of this handbook are telephone numbers for TCC Health Services departments. While this handbook cannot answer all your questions, it will direct you to someone who can. For general program information or if you have questions about information in this booklet, call the patient advocate. We encourage you to make comments or suggestions regarding this handbook; they may be directed to the patient advocate as well.



PATIENT RIGHTS

All patients are entitled to:

All patients are entitled to:

1. The right to be treated with respect, consideration, and dignity.
2. 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.
3. The right to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
4. 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. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person. TCC or another agency will provide a language interpreter when necessary.
5. 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. TCC will assist patients who request assistance in the development of Advance Directives and completion of Living Wills.
6. The right to consult with a health care provider about emergency conditions and to receive treatment in a timely manner.
7. The right to know the name, professional training and license of personnel involved in their care and treatment.
8. The right to choose a health care provider for appointments at Medical, Eye Clinic, Dental Clinic, and the Behavioral Health; and, the right to prior notification if the scheduled provider is unavailable at the time of the appointment.
9. The right to review all records pertaining to their care in the presence of a health care provider, except when contraindicated for medical or therapeutic reasons .

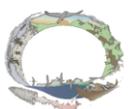


10. The right to expect privacy and confidentiality for all services, information, and records, except when released by your written consent, or by court order or by judicial requirement. Federal guidelines will be followed for confidentiality of drug and alcohol abuse patient records.
11. The right to information about pain and pain relief measures; health professionals committed to state-of-the-art pain management, who will address reports of pain.
12. The right to change his/her provider if other qualified providers are available, except when contraindicated for medical or therapeutic reasons.
13. 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:

1. The responsibility to provide complete and accurate information to the best of his/her ability about his/ her health, any medications, including over the counter products and dietary supplements and any allergies or sensitivities.
2. 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.
3. The responsibility to work with the health care provider to develop an acceptable plan of care and to follow that plan, including medications, lifestyle changes, tests and follow-up appointments.
4. 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.
5. The responsibility to be on time for scheduled appointments, notifying the health care provider when unable to keep an appointment.
6. The responsibility to tell the TCC Health Services about any alternate funding resources such as Medicaid, Medicare, or health insurance available to pay for their care and to cooperate in applying for and obtaining alternate resources.
7. The responsibility to arrange transportation to appointments and for lodging and food when traveling to another village/city for health care. It is the responsibility of



- village residents to contact their Health Aide or contact CAIHC Contract Health for information.
8. The responsibility to pay for travel and health services by private providers unless prior funding authorization has been obtained from TCC or other payers, such as Medicaid, VA, Tri-care, private insurance, etc.
 9. The responsibility to treat health care providers and staff with courtesy and respect.
 10. The responsibility to make suggestions for improving services.
 11. The responsibility to complain when you feel you are being treated improperly and to work toward a reasonable resolution of the complaint.
 12. 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, and discuss any worries you have about taking pain medication.
 13. 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
 14. The responsibility to inform TCC about any living will, medical power of attorney, or other directive that could affect his/her care.



HEALTH INFORMATION MANAGEMENT SERVICES

TCC keeps health records as digital or electronic documents. All health information is protected according to federal and state laws. All requests for protected health information go through our release of information technician in the HIMS department. A signed release of information form must be filled out by the patient. Protected health information is shared with other facilities involved in the patient's care without requiring a signed authorization by the patient, which is in accordance with federal and state laws.

Notice of Privacy Practices

Tanana Chiefs Conference

Notice of Privacy Practices

Effective October 2011

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.***

TCC makes a record of the health care that we provide. TCC respects your privacy, and the law says that TCC must keep information about you confidential. This notice tells you how TCC uses and shares your medical information and how you can get access to your health records.

This notice applies to your records at Chief Andrew Isaac Health Clinic, the Counseling Center, the Dental Clinic, the Eye Clinic, at the village health clinics, and anywhere else that TCC keeps health information about you.

How TCC Uses and Shares Your Medical Information

TCC uses your medical information for treatment. TCC shares this information with other providers when it is needed to decide what care is best for you. For example, a doctor at TCC might ask if you have high blood pressure. This information lets the doctor avoid giving you medicine that could make your blood pressure worse. TCC 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.

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

TCC uses your medical information to improve our health care operations. For example, TCC might use your information to evaluate how well our employees are doing their jobs.



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

TCC might also share your health information with other providers when TCC has an organized health care arrangement with them. The purpose of these agreements is to make it easier to exchange information about patients when two providers are treating the same person.

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

Some laws say that TCC must report some kinds of health information to certain entities or individuals. Even if you do not agree, TCC will release health information in accordance with applicable law to individuals or agencies in certain circumstances including:

- To notify authorities about the outbreak of a contagious disease
- When injuries from guns, knives and beatings, and other similar injuries associated with violent crime are involved
- When government authorities are conducting public health surveillance, public health investigations and public health interventions
- To the Food and Drug Administration for the purposes of ensuring the quality, safety or effectiveness of an FDA-regulated product or activity
- To a health oversight agency for oversight activities authorized by law
- To organ procurement organizations or other entities engaged in organ procurement, banking or transplantation
- To the police or other law enforcement officials
- When bad reactions to medicines, or defective medical equipment are involved
- When a judge orders TCC to produce information or, in certain circumstances, when the information is appropriately requested and protected during the course of a legal proceeding
- When the government needs to see medical information to decide how well TCC 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 or get sick at work
- Reporting births and deaths to appropriate agencies
- To representatives of the federal government when they are investigating something to protect our country, the president or other government workers
- To coroners, medical examiners, or funeral directors, if someone has died



- To appropriate agencies in cases of abused or neglected children, or of domestic violence
- For specialized government purposes, such as military or national security operations
- When information is needed for research purposes
- Reporting information relating to medical or criminal emergencies
- Information that must be used or disclosed pursuant to applicable law for any reason not specifically enumerated here.

If you agree that TCC may share your health information you can change your mind later and revoke your consent. However, if TCC has already shared information or otherwise taken action based on your consent, TCC does not have to try to get that information back.

Drug and Alcohol Information

Additional protections govern the confidentiality of alcohol and drug abuse patient records maintained by the Counseling Center, the Residential Youth Substance Abuse Treatment Program, Alcohol Recovery camps and any other program operated by TCC that qualifies as a substance abuse treatment program. Generally, these programs may not say to a person outside the program that a patient is present at the facilities or disclose outside the program that a patient is an alcohol or drug abuser. However, there are exceptions to this rule. These kinds of disclosures are permitted when:

- The patient consents in writing
- The disclosure is allowed by a court order
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit or program evaluation
- The disclosure prevents multiple enrollment in detoxification and maintenance treatment programs
- The disclosure is made to members of the criminal justice system who referred a patient
- The disclosure is to one of TCC's administrative units or to a qualified service organization under contract with TCC to assist it with its operations

Violation of federal laws and regulations governing the confidentiality of this information is a crime punishable by fine. Suspected violations may be reported to the federal government. Violations may also be reported internally to TCC's privacy officer. You may contact the privacy officer to determine the appropriate recipient of your complaint within the federal government.

Federal laws and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program, or about



any threat to commit such a crime. They also do not protect any information about suspected child abuse or neglect from being reported under state laws to appropriate state or local authorities.

For additional review of the guiding laws see 42 U.S.C. § 290dd-2 and 42 C.F.R. Part 2.

Your Rights

You have many rights concerning your health care information at TCC.

You may inspect and copy your health records that are maintained in a designated record set. Any request will be accommodated in a timely manner. You do not have a right to see psychotherapy notes, any information prepared for a legal proceeding, or any information that might have other legal restrictions against disclosure. You might be charged a small amount for copying or postage costs. If TCC maintains your records in electronic format, TCC can provide you copies in that form. If TCC refuses to give you certain records, you can appeal this decision to the privacy officer.

You may ask TCC to limit how we use and share your health information. You may ask TCC not to share medical information about you. You may ask TCC not to use information about you for treatment, payment or operation of our health care facilities. You may ask that TCC not share information about you with family or friends who are helping you with your health care. When you request any of these types of 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 TCC privacy officer. TCC does not have to agree with all the restrictions you request; if TCC refuses, you can appeal to the privacy officer. Generally, absent an exception under the law, TCC will agree not to share your health information with a health plan for payment or health care operation purposes if the health information at issue concerns your receipt of a specific health care item or service and you or another (other than the health plan) have paid TCC for that health care item or service out of pocket and in full.

You have the right to request changes or amendments to your health care information. If you want to change information in your health records, please contact the TCC privacy officer. TCC might deny this request under certain circumstances. If TCC denies the request, we will explain why. When you receive TCC's denial, you may appeal to the privacy officer by submitting a written statement disagreeing with denial of all or part of the requested change to your health care information. TCC will provide you with a copy of its reply to your statement of disagreement with the denial.



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

You have a right to receive an accounting of disclosures of protected health information made by TCC or its business associates in the six years prior to the date on which the accounting is requested. There are certain exceptions to the type of information that TCC is required to disclose in such an accounting and these exceptions vary depending upon whether TCC uses an electronic health record for your health information. In general, an accounting of disclosure will not include disclosures made subject to your right of access, incident to a permissible use or disclosure, for TCC's directory or to individuals involved in your care, for national security purposes, to correctional institutions or to law enforcement for some purposes, or if an organization such as a health care oversight agency has requested a temporary suspension to the right of accounting.

You may have a paper copy of this notice.

Policy Changes

TCC is required by law to abide by the terms of this notice as it is currently in effect. TCC reserves the right to change the terms of this notice and to make the new provisions effective for all protected health information that it maintains. A copy of the new notice will be provided to all patients of TCC when they seek treatment at Chief Andrew Isaac Health Clinic, the Counseling Center, the Dental Clinic, the Eye Clinic, at village health clinics, and anywhere else that TCC keeps health information about you.

Questions, Comments and Complaints

You may talk to the TCC privacy officer if you have any questions or complaints, or if TCC has refused to do something that you want. The privacy officer is located at Chief Andrew Isaac Health Center, 1717 West Cowles Street, Fairbanks, Alaska 99701, (907) 451-6682 ext. 3241. You can also communicate your concerns to the federal government. Please contact our privacy officer for information on doing so. Your health care will not be affected by any complaints that you make to the privacy officer or to the federal government. TCC will not retaliate against you or anyone else if you make a complaint.



PATIENT REGISTRATION AND ALTERNATE RESOURCES

Patient Registration is responsible for collecting demographic information from patients at the time of check in for their visit (this includes dental, optometry and behavioral health services). At each visit, the registration staff is required to update your demographic information. You will also be asked to provide private insurance information or an alternate resource enrollment at each visit (i.e. private insurance, Medicare, Medicaid, Denali KidCare or Veterans Administration). The Indian Health Service also requires that you are periodically screened by registration staff for possible enrollment in the alternate resources listed above. For your convenience, an alternate resource coordinator is available to assist you with required enrollment in eligible programs.

Verification of Eligibility

At Chief Andrew Isaac Health Center, the registration clerks verify Alaska Native and American Indian heritage to determine if you are eligible to receive health care services.

TCC will provide *direct services* at its Fairbanks facilities (CAIHC and the Chief Peter John Tribal Building downtown) and *contracted services*, as medically indicated, to persons of American Indian or Alaska Native descent who are:

- Members of a federally recognized tribe and are of American Indian and Alaska Native descent.
Or,
- Members of Alaska Interior Service Unit tribes that are not federally recognized and are also eligible for direct care only, i.e., Canyon Village, Lake Minchumina, Wiseman and Medfra,
Or,
- Non-Native women pregnant with an eligible Indian Health Service beneficiary's child, during the pregnancy and through the six-week post-partum period only (this must be documented with an Affidavit of Paternity from the eligible beneficiary stating responsibility as the unborn child's biological father)
Or,
- Legally adopted non-Native children (up to their 18th birthday) adopted by an eligible IHS beneficiary,
Or,
- Qualified American Indian/Alaska Native students residing in Fairbanks,
Or,
- Eligible students in areas outside the TCC region, if registered with Contract Health Services.



Proof of Eligibility Required for Services

If you cannot provide proof of your American Indian/Alaska Native heritage, you can be seen on a **one time** basis only when it is deemed an emergency by a health care professional. TCC is only authorized to provide services to eligible Indian Health Service beneficiaries. To be considered an eligible beneficiary, you must provide an original or certified copy of a birth certificate. Copies will not be accepted. Additionally, one of the following original documents must be provided as proof of eligibility for services (eligibility cannot be established without one of these documents):

- Certificate of Indian blood
- Tribal enrollment card or an enrollment certificate from your tribal office
- Marriage certificate or affidavit of paternity from the child's biological father (for care to non-Indian women)
- Proof of residency in the TCC region for Contract Health Services

A completed Alaska Native verification record form, an original birth certificate and a copy of your parents' proof of eligibility may be substituted if you cannot obtain any of the above documents. If you cannot provide proof of eligibility, you may be seen on a **one time** emergency basis only, but **you must provide proof of eligibility prior to being seen again. You will be considered ineligible for both direct care treatment and contract health services until such proof can be provided.**

Denali KidCare

To apply for Denali Kid Care you need to provide income verification, commercial insurance information if applicable and pregnancy verification. An interview isn't required for coverage. Denali KidCare applications can be picked up in the Patient Registration department located on the first floor of Chief Andrew Isaac Health Center. If you live in a village, you may be able to get the application from the clinic or tribal office. If you live in a village and need help completing the application, you or the fee agent can call Denali KidCare for assistance at their toll free number: 1-800-318-8890. For beneficiaries living in Fairbanks, you can call the alternate resources coordinator for CAIHC at 451-6682, ext. 3617 or 1-800-478-6682, ext. 3617.



BUSINESS OFFICE

The Business Office is responsible for billing health-related charges to alternate resources. The Business Office also provides technical assistance on billing matters for TCC health programs as needed. The Business Office works closely with the TCC cashier for receiving your payments for contact lenses, glasses and some dental procedures that require down payments. The TCC cashier is located on the second floor of the Chief Andrew Isaac Health Center. Hours are from 8 a.m. – 5 p.m., Monday – Friday, closed for lunch from 12:30 – 1:30 p.m. The Business Office is open during normal TCC hours and is there to serve your needs. Business Office staff can electronically access your account to provide you with the information you need to make informed decisions.

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 KidCare
- Workers' Compensation
- Prescription drug coverage
- Motor vehicle insurance (for a motor vehicle accident)
- Any other coverage

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

If you have a question on insurance coverage or on charges for dental or eye services, please call the Business Office at 1-800-478-6682 or 451-6682 ext. 3295.



CONTRACT HEALTH SERVICES

Please see the glossary in the back of this handbook for definitions of common terms used in this section.

What are contract health services?

Contract health services are health services that Tanana Chiefs Conference does not directly provide at its own facilities. Contract Health Services is also the name of the program within TCC Health Services that coordinates and manages payments for contract health services provided to eligible beneficiaries. Contract Health Services is not an insurance company. For those health 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.

For TCC Health Services to pay for your contract health services, it is important that you understand the process and your obligations.

Since funds are limited to pay for contract health services, there are mandatory federal guidelines that must be followed and enforced.

Call us

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 TCC 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.

In Fairbanks call: **451-6682, ext. 3613**

In-state toll-free: 1-800-478-6682, ext. 3613

Out-of-state toll-free: 1-800-770-8251, ext. 3613

- (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

Contract health services are 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 contract health services 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 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 contract health services 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.

Documents accepted as proof of eligibility:

- Certificate of Indian Blood issued by the Bureau of Indian Affairs
- Tribal enrollment card or letter of descendance issued by a federally recognized tribe

Documents required as proof of residency in the Interior Alaska Service Unit:

When moving to the IASU from another state:

- Proof of having received an Alaska Permanent Fund Dividend issued within the previous twelve months
- Proof of maintaining a home in Alaska for 180 days (e.g., rent or mortgage payment receipts, utility bill receipts)
- Proof of employment in Alaska for 180 days (e.g., paycheck stubs, verification of employment letter)

The following information may also be requested:

- Proof of eligibility to vote in Alaska for the 180 day time period
- Alaska driver's license or Alaska ID card issued 180 days or more prior

Moving from within Alaska to the IASU from another service area:

- Proof of maintaining a home in the IASU for 30 days with the intent to stay, (e.g., rent or mortgage payment receipts, utility bill receipts, etc.)
- Proof of employment in the IASU for 30 days (e.g., paycheck stubs, verification of employment letter, etc.)



IASU communities/villages:

- Alatna
- Allakaket
- Anaktuvuk Pass
- Arctic Village
- Beaver
- Birch Creek
- Canyon Village
- Chalkyitsik
- Circle
- Delta Junction
- Denali Park
- Dot Lake
- Eagle
- Evansville
- Fairbanks
- Fort Yukon
- Galena
- Healy
- Healy Lake
- Hughes
- Huslia
- Kaltag
- Kantishna
- Koyukuk
- Lake Minchumina
- Manley Hot Springs
- Minto
- Nenana
- Northway
- Nulato
- Rampart
- Ruby
- Stevens Village
- Tanacross
- Tanana
- Tetlin
- Tok
- Venetie



Alternate Resources

An alternate resource is a payment source other than TCC Contract Health Services that helps pay for your health care.

Common examples include:

- Medicaid
- Medicare
- Veterans Administration
- Workers Compensation
- Denali KidCare
- Motor vehicle insurance
- State or local health care programs
- Private health insurance

Please bring in your current insurance card, Denali KidCare and/or Medicaid/Medicare cards.

Funding reimbursed from these programs supplements federal Indian Health Service funds. These funds help us better meet your health care needs in Fairbanks and in the villages. IHS funds are appropriated by the federal government, just like Medicare and Medicaid.

Will TCC Contract Health Services always pay for services received or requested?

No. TCC Contract Health Services will not automatically pay for your care received at non-TCC facilities. Federal regulations make TCC Health Services a "payer of last resort." Therefore, you must apply for alternate resources — such as Medicaid and Denali KidCare — for which you may be eligible. If you refuse or fail to make a "good faith" effort to apply for alternate resources, TCC Contract Health Services is required to deny your request for payment. If patients are not eligible for alternate resources, TCC Contract Health Services will pay for services, provided that you follow the appropriate referral process.

Do I have to apply for alternate resources?

Yes. Federal regulations require that you apply for alternate resources for which you may be eligible. By applying for alternate resources you are also helping to make sure there are federal funds available to meet the needs of all of TCC's beneficiaries. TCC Contract Health Services will withhold payment until you have applied for alternate resources and your application is either accepted or denied.



Can TCC Health Services help me apply for alternate resources?

Yes. TCC Health Services employees are available to help you apply for alternate resources. The registration staff located at Chief Andrew Isaac Health Center or staff in TCC Contract Health Services will be happy to help you.

What about co-payments and deductibles?

For those patients who have private insurance with a co-payment or deductible, TCC Contract Health Services will pay those insurance co-payments and deductibles, subject to the other requirements of the Contract Health Services program.

Emergency Care

Emergency care is defined in the Contract Health Funds and Emergency Room Care Policy as “medical conditions for which immediate medical attention is necessary to prevent death or serious impairment of the health of an individual, for infants under the age of one and for elders, for onset of a sudden condition.”

If Chief Andrew Isaac Health Center is open and available to provide the needed care, TCC Contract Health Services 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.

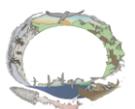
What if an emergency happens while I’m traveling outside of the TCC region on vacation or business?

TCC Contract Health Services will pay for emergency care outside the TCC Region, according to the Contract Health Funds and Emergency Room Care policy. You must notify TCC Contract Health Services within 72 hours of the start of emergency services. If you are 65 years of age or older, notification within 30 days is acceptable.

Also, prior to leaving Alaska, you must obtain an out-of-state emergency letter from TCC Contract Health Services.

Non-emergency services include, but are not limited to:

- Prescription drug refills
- Upper respiratory infections
- Minor cuts and bruises
- Dental encounters not deemed an emergency by the on-call dentist
- Urinary tract infections
- Vomiting
- Colds



- Ear infections
- Minor rashes
- Sinus infections

Referrals

Will Contract Health Services pay for referrals made by non-TCC providers?

No. TCC Contract Health Services will not pay for services if a referral for service is not made by a TCC provider prior to your receiving care.

Does Contract Health Services pay for ambulance service?

Yes. TCC Contract Health Services will pay for state-certified ambulance services that are **medically necessary**. The Contract Health Services Review Committee will review each case for medical appropriateness.

Patient Travel

Does Contract Health Services always pay for patient travel?

No. TCC Contract Health Services does not pay for all patient travel. If you are traveling for medical reasons and need help to pay for your trip talk with your health aide or mid-level practitioner. A Chief Andrew Isaac Health Center physician **must** authorize travel for certain covered services by a scheduled air carrier, depending on where you live. Covered services include medical specialty services, inpatient and hospital outpatient procedures, and other services that have been authorized.

Lodging, meals, and taxis for patient/escorts

1. **Contract Health Service:** CHS does not pay for lodging, meals or taxis.
2. **Medicare:** Medicare does not pay for travel, lodging, meals or taxis.
3. **Medicaid:** If a TCC medical provider approves an escort (medically necessary), Medicaid will pay for one escort (travel/meals/lodging) to help the patient. When the patient is admitted to the hospital, Medicaid pays his/her way back. When the patient is discharged from the hospital and the doctor approves, the escort's way is paid to return and take care of the patient until they are discharged and return home.
4. **Medevacs:** Escorts are not medically necessary on Medevacs because there is medical staff (EMTs) on board to take care of the patient's medical needs. Relatives usually want to come with the patient but they do so at their own expense, with the understanding that TCC-CHS will not pay their way back to the village or provide lodging and meals for them while here in Fairbanks or Anchorage. We will pay for escort for a child.



5. **All medical arrangements** should be made by the village health aide before a patient comes to Fairbanks

Do I need to use alternate resources for travel?

Yes. Available alternate resources — such as Medicaid or private health insurance — must be used before TCC Contract Health Services will pay for your travel.

What if a patient needs to travel outside Alaska?

TCC Contract Health Services will pay for travel to Anchorage. If a TCC Health Services beneficiary is referred by the Alaska Native Medical Center for services outside of Alaska, Alaska Native Medical Center will pay for travel costs and the provider outside of Alaska.

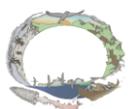
Medical Escorts

Sometimes patients need help when they travel to Anchorage or Fairbanks for medical services. Escorts help patients with travel, getting to and from appointments, obtaining food, and finding a place to stay. TCC Contract Health Services will pay for travel authorized by a physician for one escort for a minor or an elder who is frail, confused or has difficulty communicating. Alternate resources may also cover medical escort travel.

Services Not Covered by Contract Health

Areas of commonly denied requests for payment by Contract Health Services:

- Services that are not covered or are excluded services include but are not necessarily limited to:
 - Abortion
 - Acupuncture
 - Artificial insemination
 - Burial of a deceased beneficiary
 - Chiropractic care
 - Contact lenses or glasses unless required as a result of surgery
 - Delivery of infants not born in a hospital
 - Dental implants
 - Drug testing for employment
 - Infertility evaluation and treatment
 - Kidney transplantation
 - Lodging
 - Meals
 - Drug and alcohol assessments or treatments
 - Court-ordered counseling
 - Surgery for obesity
 - Travel for routine dental care
 - Lab fees (in some cases)
 - Dental treatment not referred by a TCC dentist



- Cosmetic surgery
- Genetic counseling
- Complementary/alternative medicine
- Alternate resources were available and accessible and the patient failed to make a good faith effort to apply for those alternate resources.
- The patient is not eligible for Contract Health Services.
- The patient is not registered in the TCC Health Services system.
- The patient did not notify Contract Health Services within the prescribed time period for emergency care.
- The patient did not go to an Indian Health Service facility for care when it was available. In Fairbanks patients must first seek service at Chief Andrew Isaac Health Center.
- The patient received services not pre-authorized or referred by a Chief Andrew Isaac Health Center provider.
- The patient chose to go to a private provider outside the TCC Health Services or Alaska Native Medical Center system.
- A Chief Andrew Isaac Health Center provider did not authorize an inpatient admission to a hospital.
- The patient does not live in the Interior Alaska Service Unit.

Denials and Appeals

Can I appeal a denial of payment?

Yes. When TCC Contract Health Services denies your request for payment, you and your provider will be notified in writing of the reason for the denial. You will also be notified of your right to appeal. The denial letter will clearly 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 by TCC Health Services to you and your family members.

What is the appeal process?

All appeals must be in writing and submitted within 30 days of the date you receive a denial of payment from Contract Health Services. Your appeal letter should include your medical bills and any information and/or details that may affect the director's decision.

What if I don't appeal or send additional information within 30 days?

Failure to send additional information or failure to request an appeal in writing within the 30-day time period will result in the appeal being dismissed. That means you will be financially responsible for your medical bills.

When and how will I be notified about my appeal?

The CAIHC health finance director will notify you by telephone or in writing of the review committee's decision on the appeal within 30 days of receiving it.



Students Leaving the Interior Alaska Service Unit for School

Full-time students attending school outside Alaska are eligible for health coverage through TCC Contract Health Services. Eligible dependents are also covered as long as their sponsor is a full-time student. Students must register each semester with TCC Contract Health Services to be eligible.

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. Call 1-800-770-452-8251, ext. 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 Contract Health Services authorize payment for medical or dental services provided through my school's health program?

No. TCC Contract Health Services will not authorize payment for medical or dental services routinely provided through a school's health program. You should always contact TCC Contract Health Services 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 facility or other tribal facility if it is available?

Yes. As an IHS 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, Contract Health Services may deny your request for payment and you may be responsible for paying for services received outside of IHS 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 Contract Health Services 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 school's registrar or office of admissions verifying full-time status. The letter must also say that your permanent residence is still in Alaska. Students must maintain their Alaska residency to be eligible for Contract Health Service funding. Proof of eligibility and proof of Alaska residency must be on file at TCC Contract Health Services office for the student and family members.



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

Yes. TCC Contract Health Services must be notified within 72 hours after the beginning of emergency services.

Do I need to receive authorization from TCC Contract Health Services if I need services that are not emergency services?

Yes. If the service is not an emergency, you must receive authorization from TCC Contract Health Services before you start to receive care, even from an IHS provider. If you receive care from a non-IHS provider, the provider must be approved before you receive care. Routine care such as medical, dental and vision services should be received in Fairbanks before your departure or upon your return from school.



CHIEF ANDREW ISAAC HEALTH CENTER

The center provides outpatient services to Indian Health Service beneficiaries in the Interior of Alaska. CAIHC specialties include family medicine, internal medicine, orthopedics, pediatrics, obstetrics, gynecology and women’s health.

Clinic Hours

When the clinic is open it is important that you receive your health care at the CAIHC.

Dental Clinic.....	Monday – Friday	7:45 a.m. – 1:00 p.m. 1:30 – 5:00 p.m.
Diabetes Program.....	Monday – Friday	8 a.m. – 4:30 p.m.
Eye Clinic.....	Monday – Friday	8:30 a.m. – noon 1 – 5 p.m.
Family Medicine.....	Monday – Friday	8 a.m. – 5 p.m.
Immunizations.....	Monday – Thursday Friday	8 a.m. – 5 p.m. 8:30 a.m. – noon
Orthopedics.....	Monday – Thursday	8 a.m. – 4:30 p.m.
Pediatrics.....	Monday – Friday	8 a.m. – 5 p.m.
Pharmacy.....	Monday – Friday	8:30 a.m. – 12:30 p.m. 1:30 – 6 p.m.
Urgent Care Clinic.....	Monday – Sunday	8 a.m. – 6 p.m.
WIC.....	Monday – Friday	8 a.m. – 4 p.m.
Women’s Health.....	Monday – Friday	8 a.m. – 5 p.m.

The last patient is checked in 15 minutes prior to closing. Most departments are closed every Wednesday mornings from 8 – 9 a.m. for staff meetings.

CAIHC is also closed for the following holidays:

- Thanksgiving
- Christmas
- New Years' Day

Appointment Scheduling

An appointment is a time reserved for you. This includes updating registration information, nurse intake screening and being seen by your medical provider. The amount of time reserved depends on your needs. The appointment clerk will ask you about your needs so that she can schedule the right amount of time with the right provider. There is a waiting area for you to use until you are called to see the provider. Do not leave the waiting area or you may lose your appointment. If you wait more than 30 minutes, please notify the registration staff.



If you can't keep your appointment, please call to cancel it at least 24 hours (one day) in advance. When you cancel your appointment, you give another patient a chance to use that time with the doctor.

Parental Consent for Care of Children

When your child comes to a TCC clinic for treatment, you must come with them. Children under 18 years of age must have a parent or legal guardian with them because:

Only a parent or legal guardian can authorize medical or dental treatment. We cannot treat your child without your consent, except for suspected child abuse, without a CAIHC written consent form. The required written consent will remain valid and included with the child's chart for a period of one year, and is transferable to other health care facilities if needed. You may need to ask your child's health care provider questions and they may need to ask you questions. Teenagers can be seen for some things without parental consent.

When you cannot come to the clinic with your child, you must give written consent for your child to receive medical care.

Fairbanks Memorial Hospital Emergency Room

The Emergency Room is a place where **only** emergency care should be delivered.

Examples of emergencies that would be treated in the Emergency Room are:

- heart attacks
- injuries from car accidents
- serious falls
- poisoning
- serious burns
- severe bleeding

Health care for routine health problems delivered in the ER can be very expensive. Some examples of non-emergency health needs are urinary tract infections, diarrhea/vomiting, colds, ear infections and minor rashes. ***If you use the Emergency Room for health care that is not an emergency, you may be responsible for the bill.*** For after-hours health care, contact the after hours triage nurse at 451-6682 or 1-800-478-6682.

For Emergencies:

Call 911 for Fairbanks Ambulance

or

Fairbanks Memorial Hospital Emergency Room
(907) 458-5555



Medical needs after clinic hours:

We encourage patients to cooperate closely with their health care provider, to develop healthy self-care habits and to plan for their health needs whenever possible. Of course, there are times when a medical need arises and the clinic is closed.

After hours triage nurse:

If you have a medical need that cannot wait for the next clinic day, you may call the Chief Andrew Isaac Health Center at **451-6682 or 1-800-478-6682**. The answering service will take your name and phone number, and forward it to the **Providence Nurse Triage Service**. The triage nursing service will call you back, usually within 30 minutes and no longer than one hour. The triage nurse will listen to your problem in detail, provide advice and offer a recommendation for your care. You may be instructed on how to manage the illness or injury properly until the next clinic day, or the CAIHC physician on call may be contacted to provide you with further advice.

Language Interpreters

The Chief Andrew Isaac Health Center will make every effort to ensure that language interpreters are available upon request. CAIHC offers several different in-house native language interpreters and, if notified in advance, can arrange for a sign language interpreter to be available.

CAIHC Urgent Care Clinic

Patients with urgent/emergency needs who do not have an appointment with their primary care provider may be seen in the Urgent Care Clinic at CAIHC.

Examples of health care needs that are treated during the CAIHC Weekend Clinic are:

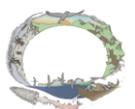
- urinary tract infections
- diarrhea/vomiting
- ear infections
- minor rashes
- lacerations
- minor trauma

We do not provide routine health care like physical exams, pregnancy tests, refills of chronic medication (including pain management) or immunizations on the weekend.

Patients should request medication refills before holidays so they do not run out of medicine when the clinic is closed.

CAIHC Family Medicine

CAIHC Family Medicine has transformed its services to strengthen our ability to provide comprehensive health care for our patients.



Patients in Family Medicine are cared for by a dedicated team of doctors, physician assistants, care coordinators, nurses and unit clerks. Within each team, patients are assigned to a primary care provider. Most people are happier with the medical care they receive if they select a provider they like and try to see that provider every time they need medical care. Every attempt will be made to schedule an appointment with your primary care provider, or a member of their care team. This model of care follows national best practice standards and will help foster a trusting relationship between patients and medical providers.

We believe that access, consistency and communication are essential in making patients feel comfortable with their health care. Providers are available for same-day and advanced notice appointments, which can be scheduled by contacting teams at the numbers listed below.

We have established three care teams. Please become familiar with your primary care provider and his or her team. If you have any question or concerns about needing to be seen by a different provider, please contact your care coordinator.

For Family Medicine appointment scheduling or concerns call 907-451-6682 or 1-800-478-6682 and follow the prompts for:

Team Deneege (Moose)

Ext. 4050

Kimberly Bower, RN

Daniel Reynolds, DO

Michael Fitch, MD

Scott Miller, PA-C

Mathilda Huntington PA-C

Michael Voorhees, PA-C

Team Tudi (Eagle)

Ext. 1055

William McAnulty, RN

Peter de Schweinitz, MD

Teresa Bormann, MD

Leif Thompson, MD

James Andrulli, PA-C

Michael Roylance PA-C

Team Teekona (Wolf)

Ext. 1054

Deborah Kokrine, RN

Shannon Wiegand, MD

Dale Welsh, PA-C

Marilyn Attla, PA-C

Brian Robb, PA-C

For urgent needs that cannot be scheduled with your primary care provider or their care team, CAIHC's Urgent Care Clinic is open during normal operating hours.

Sterilization

Sterilization is a permanent method of birth control. It involves an operation called "vasectomy" for men or "bilateral tubal ligation" for women.

Anyone interested in sterilization should contact a health aide, a state public health nurse, or a community health nurse at CAIHC. By law, in order for Contract Health Services or Medicaid to pay, a special consent form must be signed **30 days before the sterilization can be done.**



Most sterilization is done on an outpatient basis at Chief Andrew Isaac Health Center, Alaska Native Medical Center in Anchorage or Fairbanks Memorial Hospital. Patients go into the hospital/clinic in the morning and are out later the same day.

CAIHC Specialty Clinics

Walk-in and advance appointments are available. Complete vaccinations are offered for the prevention of communicable diseases in all age groups as well as medication administration.

Women's Health

The Women's Health clinic offers care and services by qualified providers. This includes comprehensive care for women including annual screening exams, birth control, pregnancy testing and care, menopause, hormone therapy and abnormal bleeding

Services available at Women's Health:

- pelvic exams
- general physicals
- Pap smears
- pregnancy testing
- referrals
- breast exams
- counseling for birth control, menopause, infertility and sexuality
- complete obstetric (pregnancy) care

Obstetric Care

Early and regular prenatal care reduces the risks of birth defects. Prenatal care is available at village and sub-regional clinics. OB appointments are available throughout the week with individual CAIHC providers. **Appointments are required for routine prenatal care; emergencies are seen whenever needed.**

Pregnant women receive prenatal care at CAIHC until delivery. OB patients in villages need to come to Fairbanks four weeks before delivery. **TCC will not pay** for emergency Medevacs for patients who refused to come in for delivery at least two weeks before their due date.

Orthopedic Clinic

The Orthopedic Clinic offers screening and treatment for diseases and injury to the bones and joints.

Pediatric Clinic

The CAIHC Pediatric Clinic team consists of a pediatrician and a pediatric nurse practitioner who provide care and consultation to patients from birth to age 21.

Well-child visits may be scheduled throughout the week by appointment with individual CAIHC providers.



For a healthy start in life, your baby needs regular check-ups and immunizations. A well child visit offers these services, as well as counseling and support for the difficult job of parenting. Generally, children should have well child visits at the following ages:

- 1 week
- 6 weeks or 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 2 years
- 4 – 6 years
- 1 – 14 years

Women, Infants and Children Program

WIC stands for the Special Supplemental Nutrition Program for Women, Infants and Children. WIC provides free healthy foods, nutrition information, counseling, health screening and referrals.

You qualify for WIC if you:

- Are pregnant, recently gave birth (postpartum), or are breast-feeding, and/or have an infant or child under the age of 5
- Have a household income less than or equal to the annual guidelines
- Have a nutritional need

If you receive Medicaid, ATAP, food stamps, free or reduced price school lunches, Denali KidCare, or are a foster parent of a child under age five, you are already considered income-eligible. Fathers, guardians and foster parents are encouraged to apply for their children.

WIC foods may include:

- milk
- cheese
- eggs
- tuna fish
- fruit juice
- infant formula
- peanut butter
- pink salmon
- carrots
- cereal
- dried beans/lentils
- fruits & vegetables

To receive WIC services you must:

1. Complete a family information form and WIC application every six months.
2. Provide proof of income with the application(s). Examples include a copy of one of the following:
 - Proof of Medicaid (Medicaid sticker)
 - Proof of food stamps (letter of acceptance)



- Proof of ATAP (the card)
 - Proof of Denali KidCare (a letter or card)
 - Check stub(s) from the past 30 days
 - Alaska Native/American Indian income form
3. Provide proof of identification with the application. For adults, photo identification is required (such as a driver's license). For infants and children, a crib card or immunization record is acceptable.
 4. Have staff at your local village clinic or the WIC Office complete the medical information, to include height, weight and hemoglobin.
 5. Bring all the above information to the WIC office at CAIHC. If you live outside Fairbanks, mail the information to the address below.
 6. Meet with a WIC staff member either in person or by telephone to review your application and receive nutritional counseling.

Tobacco Cessation Program

Chief Andrew Isaac Health Center offers an evidence-based Tobacco Cessation Program to help our health beneficiaries become tobacco-free. This program closely follows the United States Public Health Services Guidelines on Treating Tobacco Use and Dependence, offering:

- One-on-one confidential behavioral counseling in person or over the phone
- Medication for eligible candidates to enhance cessation

Diabetes Program

The diabetes educators and care coordinators provide diabetes self-management education through individual and/or group education classes. During education classes, they focus on the skills necessary to manage diabetes at home. The physical activity coordinator is also available to work with individuals, villages, schools or other community agencies to plan, help implement or improve physical activity or equipment available within the villages.

Alaska Native Medical Center Specialty Clinics

The following specialty clinics are conducted at CAIHC by providers from the ANMC. To make an appointment you must be referred by a CAIHC health care provider.

Clinics are typically scheduled:

- Audiologist.....Every 3 months
- Ear, Nose, Throat Clinic.....Every 4 months
- Hand Clinic.....Every 6 months
- Liver Clinic.....Every 6 months



- Orthopedic Clinic.....Every 3 months
- Rheumatoid Arthritis Clinic.....Every 4 months

Dental Clinic

TCC Dental Services, located in the new Chief Andrew Isaac Health Center, has the responsibility for providing dental care to Indian Health Service beneficiaries residing in the Interior Alaska Service Unit. The TCC Dental team includes 10 dentists, two dental hygienists, two part-time dental specialists, 20 dental assistants, two receptionists and a program assistant.

The Dental Clinic is closed for the following TCC holidays:

- New Years' Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

Emergency walk-in care

If you have a dental emergency you may walk in for emergency care Monday through Friday at 7:45 a.m. or 1:30 p.m. Morning hours are usually less crowded. Emergency patients presenting at these times are worked in as soon as possible on a first-come, first-served basis. However, those with obvious fever, infection or trauma will be seen first. No staff is in the dental clinic after regular clinic hours so emergency dental care is not available. However, if you have an after-hours emergency, you may call the TCC answering service to consult with the on-call dentist.

Comprehensive/routine dental care

Comprehensive and routine dental care is provided at the Dental Clinic, located at 1717 West Cowles Street in Fairbanks, by appointment.

Specialty dental care

Specialty dental clinics are scheduled several days per month on a recurring basis. These specialty clinics are provided at the main Dental Clinic located at 1717 West Cowles Street in Fairbanks. The specialty clinics offered are:

- orthodontics (braces)
- prosthodontics (dentures, bridges, etc.)
- pediatric dentistry (young children with anxiety issues)
- complex oral surgery (difficult wisdom teeth extractions)



Appointments for dental services may be made in person or by telephone.

Itinerant/village dental care

Care for patients in the Yukon-Tanana, Upper Tanana and the Yukon-Koyukuk sub-regions is provided and coordinated by the main TCC Dental Clinic. Dental care for the Yukon Flats sub-region is coordinated and provided by the Yukon Flats Health Center and operated by the Council of Athabascan Tribal Government. Services provided in the villages are basic dental care, including exams, radiographs, dental hygiene/prevention, basic oral surgery (simple extractions), restoration of carious teeth with fillings, basic periodontics (treatment of diseases of the gums), and emergency care for toothaches and infection. Patients requiring therapy that is more complicated are referred to the Dental Clinic in Fairbanks.

Alaska law requires that a parent or legal guardian must accompany minors under the age of 18 for each dental visit. Treatment cannot be rendered without an informed consent signed by the parent or legal guardian. When you are receiving dental care in the Dental Clinic, you must provide someone to take care of your children. This is for the safety of your children, other patients and staff.

We know it is expensive and often difficult to travel in from the outlying villages for dental care. We make special efforts to see you while you are in town. Those without appointments may be seen on a standby basis. Standby patients are seen when someone cancels or fails to come in for an appointment. Once village patients start their regular treatment, special consideration is given to minimize expensive travel.

For the safety of our patients and staff, we will not treat any patient who has been drinking alcoholic beverages or abusing drugs before coming to the clinic.

TCC Dental Services believes in quality care and seeks feedback from our beneficiaries. If there are any conflicts, the beneficiaries can address their concerns to the dental director or to the patient advocate.

Basic dental care

Indian Health Service provides basic dental care for eligible beneficiaries. These services include examinations, x-rays, dental hygiene (cleaning), sealants, restorations (fillings), basic oral surgery (extractions) and non-complex endodontics (root canals).

Non-basic care

Services not covered by IHS include orthodontics (braces), crowns, bridges, dentures, and complex endodontics (root canals). These services are provided at TCC Dental Clinics when



possible but are charged to patients at TCC's cost of providing these services. Patients must pay for these services prior to receiving them.

Broken appointment policy

(Established and approved by the TCC Executive Board of Directors)

In order to provide dental care to the greatest number of TCC/IHS beneficiaries, no new scheduled appointments will be made for one year if a person has two broken dental appointments. Broken appointments are defined as failing to give 24 hours notice of cancellation, not presenting for the appointment or failure to arrive within 10 minutes of the scheduled appointment time. (However, dental emergency treatment and walk-in clinic are always available.)

Eye Clinic

The TCC Eye Clinic is located on the second floor of the new Chief Andrew Isaac Health Center.

All primary eye care services are provided at our fully equipped facility. These services are provided to TCC beneficiaries of all ages.

Some of the services provided by the TCC Eye Clinic include:

- Comprehensive eye examinations
- Infant and children's eye care
- Diabetic eye examinations
- Treatment and management of eye diseases
- Consulting and co-management of eye surgery
- Fitting and dispensing of eyeglasses and contact lenses

Routine eye care services are provided by appointment. Beneficiaries from out of town who are visiting Fairbanks on short notice can sometimes be fit into our schedule for routine examinations. New contact lens fitting requires an appointment. Urgent and emergency eye conditions are seen regardless of appointment. Medications, when needed, are dispensed by the CAIHC Pharmacy. When surgery is needed a referral is made to the Alaska Native Medical Center in Anchorage.

Our optical program has competitively priced eyeglasses available for purchase, as well as Medicaid and Denali KidCare eyeglasses. Cosmetic contact lens exams and fittings are available for adults who are good candidates for this kind of vision correction. Adolescents must have written consent from a parent or legal guardian. An initial fitting requires a follow up



examination two weeks afterwards. An initial fitting fee (\$100) and an annual examination fee (\$75) are charged for contact lens examinations. Competitively priced contact lenses may be purchased through the TCC Eye Clinic. If vision correction is needed for driving, school or other occupational and safety reasons, back-up glasses are required in addition to contact lenses.

We have the ability to test the eyes and vision of infants and very young children even though they cannot respond to the regular eye charts. The eye doctor travels with an assistant to many of the TCC region villages to provide eye clinic services. Contact lens services are not available in our villages. Our goal is to help preserve the vision of our beneficiaries throughout their lives.

Eye emergencies

Eye emergencies are treated in the TCC Eye Clinic during regular office hours (above). No appointment is necessary for an eye emergency.

**For eye emergencies after hours, call CAIHC:
1-800-478-6682 or 451-6682**

Laboratory

The laboratory, located on the first floor of the Chief Andrew Isaac Health Center, is a full service lab staffed by six medical technologists/technicians and two phlebotomists. Working hours are from 6:30 a.m. – 7 p.m., seven days a week. Patients are seen in the drawing room from 7:30 a.m. – 5 p.m., Monday – Friday and no appointment is necessary.

The laboratory performs a wide range of basic tests, some requiring fasting or a special diet. Our patients' identities will be confirmed before specimens are collected. All patients will be asked their name and birth date to confirm their identities. Please contact the laboratory if you have any questions.

Results of all lab tests performed are entered into the patient's electronic medical record. The laboratory computer system and the clinic system are electronically linked so that all results from the laboratory system are available to the medical provider. Providers can view laboratory results as soon as they are entered in the computer system by the technologist. Most results are available within 24 hours, but some testing may take several weeks. The laboratory does not release results directly to patients. Please contact your provider or the health information department for your test results.

If you have any questions about laboratory procedures, specimen types, testing requirements or turn-around times, please call the laboratory.



Radiology/Medical Imaging Services

Radiology, which operates during clinic hours, provides routine x-ray imaging. All radiology imaging requests require an order from a health care provider. Some specialized imaging such as ultrasound, mammography and Dexascans will be performed on a scheduled basis when available and may require additional preparation or fasting prior to the exam.

All imaging studies will be interpreted by a board-certified radiologist and results will be delivered to the ordering health care provider. All patients should contact their health care team for results.

Pharmacy

The CAIHC Pharmacy provides comprehensive pharmaceutical services to all Alaska Natives and American Indians in the TCC region. Our pharmacists work closely with our doctors and mid-level practitioners to provide the most appropriate medications for patients at the clinic as well as in the villages. Our village health pharmacy technicians work hard to keep the village clinics well stocked with medications. Our four private consultation rooms provide all patients with privacy when discussing their medication with a pharmacist.

The pharmacy is **closed** for lunch daily from 12:30 – 1:30 p.m. and is not open on weekends.

The CAIHC Pharmacy is also closed for the following holidays:

- Thanksgiving
- Christmas
- Other holidays as designated by TCC
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day

Patients should request medication refills before the holidays so that they don't run out of medicine when the pharmacy is closed.

When a health care provider sees you, they may prescribe medicine for you. The pharmacist will review your chart and make sure the medicine prescribed is the best and safest one we have available for your condition. The CAIHC Pharmacy no longer fills prescriptions originating from outside TCC Health Services unless they are from the Fairbanks Memorial Hospital Emergency Room, another Indian Health Service facility, hospital discharges, or if the patient was referred out for the care that led to the prescription. Prescriptions from outside TCC must be available in the CAIHC Pharmacy for them to be filled. Before you leave the pharmacy, the pharmacist will discuss the following with you:



- The name of your medicine and what it is supposed to do
- When, how and how long to take your medicine
- The common side effects to expect and how to deal with them if they occur
- Whether the medicine is safe to take if pregnant or breast-feeding (as appropriate)
- How to store your medicine
- How to properly dispose of any unused, discontinued or expired medicines

Medication refills

If you need to take medicine for a long-term (chronic) condition, your doctor may order refills on your medicine. The pharmacy can then refill your medicine without you having to see a doctor each time. To get your medicine refilled you may do one of the following:

1. Call the automated prescription refill line (AudioCare®) at 459-3807, and then select option 1. 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 your prescription label and it follows the "Rx #." Refills called in Monday – Thursday before noon will be ready the following day after 2 p.m. Refills called in after noon will be ready in two days, again after 2 p.m.

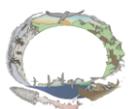
or

2. Bring the bottle or prescription for your current medicine to the pharmacy. If you choose to wait for your prescription, your request will be processed in the order it was received, along with prescriptions for other patients choosing to wait. Remember that prescriptions for patients seen by a doctor on a given day are prioritized before refills.

or

3. Call the pharmacy at least two days before you run out of your medicine with your name, chart number and the name of the medicine you need refilled. All of this information is printed on your prescription label. Then come directly to the pharmacy to pick up your refill. It takes two days to have medication refills ready and waiting for you to pick up. If you need your medication sooner, we are always happy to process your prescription when you arrive at the pharmacy, but you may have to wait a little longer without a 48-hour advance request. If you need your medicine sooner, please inform the pharmacy staff and we will try to expedite your request.

When you arrive to pick up your prescription or refill, the pharmacy staff will put your prescription in line, in the order you arrived, and it will be handed out by the next available pharmacist, which may entail waiting 5 – 15 minutes. Waiting time is typically less in the mornings than in the afternoons or evenings. Friday afternoons historically have the longest waiting times.



If you have no refills remaining or your prescription is expired, your request will be forwarded to your team pharmacist. The team pharmacist will review the requested prescription refill (that is either expired or out of active refills) and forward the request to your primary care provider. Depending upon the circumstances, the prescription may or may not be renewed. Prescriptions that are renewed in this fashion are typically renewed for one month, but may be extended for longer than this in certain circumstances. If the prescription is only renewed for one month, the patient will need to make an appointment with his/her primary care provider (or another provider on the care team) within one month, as the next prescription renewal request will not be processed through the pharmacy in this manner.

Village pharmacy services

CAIHC works closely with community health aides, doctors, physician assistants and nurse practitioners to provide pharmacy services to patients living in the villages. Your community health aide can treat many short term health problems using the medications stocked in the village clinic. If your condition requires a medication provided by prescription from your doctor, you may contact the pharmacy and the medication will be mailed directly to you from CAIHC Pharmacy. We ask that village-based patients no longer request their prescription refills through their health aides.

Please allow approximately one week when requesting a refill from the village. We generally can serve you much more quickly than that, but we do not have control over bad weather and runway conditions that may delay the mail. All refills are currently mailed directly to our village patients, and not to the village health aide. Please supply us with your correct mailing address when you call to request refills.



BEHAVIORAL HEALTH SERVICES

Behavioral Health Services provides a comprehensive, continuous system of behavioral health care in the TCC region. Our service areas have been developed to facilitate collaboration with other service area providers and avoid duplication of services. The TCC Behavioral Health division believes in a “no wrong door” approach to services. This means we strive to provide a seamless continuum of care for our beneficiaries who seek mental health or substance abuse services. We have integrated our programs so that we are dual-diagnosis capable and we address co-occurring mental and substance-related disorders in our policies and procedures, assessment, treatment planning, program content and discharge planning. Services are provided in the Fairbanks office, via itinerant staff and through Telehealth connections located in 22 communities.

TCC Behavioral Health is moving towards a trauma-informed system of care, which means that services are not specifically designed to treat symptoms or syndromes related to trauma, but they are informed about and sensitive to trauma-related issues present in clients. Services at Behavioral Health are also focused on the concept of recovery. Recovery from mental health and substance abuse is defined as *“a process of change through which individuals work to improve their own health and well-being, live a self-directed life and strive to achieve their full potential.”* We have identified and implemented evidence-based practices that are aligned with the trauma-informed, recovery-oriented philosophy and that are also culturally appropriate.

Outpatient Clinical Services

Outpatient clinical services are available for youth, adults and families who experience behavioral health issues ranging from general mental health to severe and persistent mental illness. Crisis intervention; psychiatric assessment and medication monitoring; individual, family and group therapy; and individual and group substance abuse counseling are available at the main office on First Avenue. Case management is also available for adults who experience severe and persistent mental illness. Itinerant and village-based providers connect clients in the rural areas needing psychiatry to the Fairbanks office.

Psychiatry Services

Our three psychiatrists provide psychiatric evaluations, crisis interventions, medication management and consultation services. They work closely with the psychiatry department at Fairbanks Memorial Hospital to coordinate in-patient services.

Paul Williams House

As an adjunct to the office-based TCC Behavioral Health Services, supported living services are provided to up to 12 adults who experience severe and persistent mental illness at the Paul Williams House program. The Paul Williams House is staffed around the clock by residential care coordinators who provide apartment management, client supervision and recipient



support services. This facility can also provide emergency and/or temporary housing to the severely mentally ill population and to individuals from the villages seeking psychiatric emergency services in Fairbanks.

Itinerant Services

Behavioral health clinicians, behavioral health aides and prevention counselors provide services to the villages for crisis intervention, assessment, therapy, prevention and other outreach services.

Behavioral Health Aide Program

Behavioral health aide positions are currently located in Allakaket, Minto, Anaktuvuk Pass, Huslia, Ruby, Nulato, Kaltag, Dot Lake, Tetlin, Tanacross, Eagle Village and Northway. Behavioral health aides provide prevention and outreach services to the communities and work closely with clinicians and counselors in the sub-regional clinics and Fairbanks office. Behavioral health aides who have progressed to a level III and IV are able to provide counseling services, as well.

Behavioral Health Services at the Upper Tanana Health Center

Based in Tok, Behavioral Health staff provides outpatient substance abuse services and prevention education to Tok and the surrounding villages of Dot Lake, Tetlin, Healy Lake, Tanacross, Eagle Village and Northway.

Behavioral Health Services at the Edgar Nollner Health Center

Services in Galena consist of outpatient mental health, substance abuse services and prevention education for Galena and the surrounding villages (Huslia, Koyukuk, Nulato, Kaltag and Ruby).

Old Minto Family Recovery Camp

The Old Minto Family Recovery Camp is a residential treatment program that provides a therapeutic community and integrates traditional Athabascan culture into the treatment regimen. The Recovery Camp program is certified by the State of Alaska DHHS Division of Behavioral Health to provide intermediate residential and aftercare services and has been providing services since 1989. The program provides ten 35-day treatment cycles a year at the Recovery Camp site, an abandoned Athabascan village located 30 miles from the nearest road. The camp has a current capacity to serve 16 clients during each treatment cycle.

The camp site has 11 cabins (three for staff and eight for clients) and a building that houses the kitchen and a meeting hall. The camp does not have running water or electricity; clients cut and haul wood; traditional steams replace showers; and clients catch and prepare some of their



food in season. Clients receive intake, pretreatment, and continuing care services from offices located in Fairbanks, although staff travel to the Recovery Camp site and to the home villages of clients to deliver services as well. The program uses a “cultural healing” model to provide primary treatment. In practice this means that the program integrates Athabascan culture throughout the treatment regime, from the setting — a typical Alaska Native village — to daily activities, such as catching and preparing fish, to traditional ceremonies, such as talking circles.

GRAF Rheeneerhaanjii

Graf Rheeneerhaanjii Program (The Graf Healing Place) provides residential youth substance abuse treatment (ages 12 to 18) as a joint venture with Fairbanks Native Association. Up to 12 youth can be served in a cohort model which allows for a supportive, positive peer group and team-building atmosphere. Youth and their parents can participate in the three-day orientation program and again at the end of the 14-week treatment. Continuing care is provided. Youth receive up to 4.5 credits toward high school requirements. There is a strong cultural component to these services.

SBIRT and MHTG

Screening, Brief Intervention and Referral to Treatment, or SBIRT, and the Mental Health Transformation Grant, or MHTG, are both five-year, grant-funded programs supported by the Substance Abuse and Mental Health Services Administration, a branch of the U.S. Department of Health and Human Services. SBIRT and MHTG are both comprehensive, integrated, public health approaches to the delivery of early intervention and treatment for alcohol and substance use and mental health disorders. Services are provided for persons with substance use disorders, as well as those who are at risk of developing these disorders. As part of a federal initiative, the overall intent is to expand the state’s/tribes’ continuum of care to include SBIRT in general medical and other community settings. This program will serve both adolescents and adults, and screens individuals in non-treatment-specific (primarily health) settings. The intent is to identify people experiencing or developing risky drug and/or alcohol misuse patterns, as well as those who may be experiencing mental health distress, and to provide intervention services in an effort to prevent or delay their need for higher-level treatment services.

Prevention Services

Prevention services range from suicide awareness to tobacco policy development. Several suicide prevention and post--suicide support services are offered through TCC.

The tobacco policy coordinator provides activities in the TCC region by administering and developing tobacco policies, tobacco cessation and prevention programs through the TCC Tobacco Coalition.



COMMUNITY HEALTH AIDE & COMMUNITY HEALTH CENTER PROGRAMS

TCC provides community health aide/practitioner, or CHA/P, staffing in 24 villages.

- | | | | |
|-----------------|--------------|----------------------|-------------------------|
| ▪ Alatna | ▪ Evansville | ▪ Koyukuk | ▪ Rampart |
| ▪ Allakaket | ▪ Galena | ▪ Manley Hot Springs | ▪ Ruby |
| ▪ Chalkyitsik | ▪ Healy Lake | ▪ Minto | ▪ Stevens Village |
| ▪ Circle | ▪ Hughes | ▪ Nenana | ▪ Tanacross |
| ▪ Dot Lake | ▪ Huslia | ▪ Northway | ▪ Tetlin |
| ▪ Eagle Village | ▪ Kaltag | ▪ Nulato | ▪ Tok (itinerant CHA/P) |

Community health aide/practitioner(s) are a unique provider in the Alaska tribal health care system, and provide access to many health care services in your village. Health aides are able to provide care working under the license of a physician, and according to their training and community health aide manual. The basic clinical skills content is taught at statewide training centers and continued in the village clinic by TCC training supervisors and coordinator instructors. The number of health aide positions depends on the number of patients treated and village population. Clinics are staffed six hours per day.

Scope of work

A community health aide/practitioner will:

- Provide primary health care services following the health aide scope of medical practice. This is defined according to level of training, experience, the community health aide manual and referral physician.
- Provide and/or assist with emergency medical response including on-call after hours.
- Provide preventive health services such as well child, prenatal, post-partum, family planning, health surveillance, etc.
- Consult with the referral doctor or designee for care of all patients requiring intervention not covered by medical standing orders.
- Assist itinerant health care providers and specialty clinics.
- Manage the clinic: inventory/order pharmaceutical and medical supplies and ensure equipment is functional.
- Practice medical ethics including observing confidentiality and patient rights.

Supervision and how to address concerns

Health aides have three components of supervision: the village council designee, the designated coordinator instructor, or C/I, and a referral physician from CAIHC. The village



council conducts recruitment for vacancies and oversees day-to-day operations including hours of operation. In most cases the village council is responsible for the clinic facility itself. The C/I's oversee continued medical skills training and evaluation. The referral physician confers with the CHA/P on a daily basis regarding care provided to individual patients. Concerns should be expressed in writing, and, depending on the issue, forwarded to the council, C/I or patient advocate.

After hours coverage & medical emergencies

An on-call schedule with contact information is to be posted at the clinic. In some circumstances, providers other than the CHA/P may be on call. After hours medical response is for **emergencies only**. Misuse of this service will result in burnout and is a contributing factor in why many CHA/Ps quit their jobs. In an emergency, the on-call CAIHC physician is consulted. With physician approval, an urgent charter or emergency evacuation can be authorized.

Referral for additional services

If the medical problem cannot be handled in the village, the CHA/P contacts the doctor. The doctor may recommend travel to the sub-regional clinic, CAIHC or to a specialist. When needed, the CHA/P, community health representative, or CAIHC travel can assist with making an appointment and the required arrangements with Medicaid or Contract Health Services. If you are traveling for lab work or a procedure it is important to understand and follow the instructions in preparation for the test. For lab work to be done at the hospital, you must arrive 30 minutes before the test/procedure. *The health aide will fax a copy of the patient referral form to the receiving clinic/facility. The **patient or escort must also carry a copy of the referral form** with them to their visit.*

Escorts

If the patient is elderly, disabled or very young, authorization for an escort can be requested. If approved by a physician, the airfare and accommodations for the escort are paid. The CHA/P may not serve as an escort unless they want to **and** are able to get leave approval for the time away from the clinic.

Praise makes a difference

The community health aide role is a vital link in the TCC health care delivery system. If you are pleased with the work done by your CHA/P, let him or her know. Let the tribal council hear about your support for the village clinic. Health aide longevity is significantly affected by village support or lack thereof. Please take the time to fill out a TCC thank-you card at your village clinic. Positive reinforcement is always appreciated.

Community Health Center Services

Community Health Center services are funded through a recurring grant which supplements IHS services and expands our ability to provide primary care services to all community members,



including non-IHS beneficiaries. Required services include primary health care, behavioral health, basic dental services and vision. The grant is a supplement to IHS funding; it does not reduce or replace TCC IHS funding levels. For grant compliance *every* patient treated at a site within the scope of the CHC project must complete a patient registration form annually. Information gathered on these forms is one way we demonstrate to the granting agency the continued need for funding. Because the grant applications are extremely competitive, we have not been successful in obtaining new funding to cover all sites in the TCC region.

Current grant funding covers these sites:

- Alatna
- Allakaket
- Evansville
- Galena
- Hughes
- Huslia
- Kaltag
- Koyukuk
- Nenana
- Nulato
- Ruby

Upper Tanana Health Center

Medical and dental services as well as the Upper Tanana Alcohol Program are now provided in the Upper Tanana Health Center facility in Tok. Services are only for IHS beneficiaries at this time. Appointments can be made by calling the receptionist at 883-5185, 1-800-478-5185 or 1-800-478-6822 ext. 5224

If the staff cannot accommodate your health care needs they will refer you to the most appropriate provider.



COMMUNITY HEALTH OUTREACH PROGRAMS

The vision of the Community Health Outreach Program, or CHOP, department is to enhance the health and safety of the people we serve with trust, respect and dignity. Programs include Home Care, Community Health Representatives, Health and Safety Education, and Prevention.

Home Care Program

The program coordinator/RN and case managers travel to the villages once or twice yearly to visit elders and adults with disabilities to assess home care services and provide education as needed. They complete a comprehensive assessment identifying the client's or caregiver's problem(s) or needs, set an objective or goal for resolving each of those problems or needs, determine the appropriate services or interventions to achieve those goals or objectives, evaluate whether the client's needs have been adequately addressed, and provide on-going monitoring of service delivery and the client's ability to adapt to services as their medical or functional needs change. The CHOP staff work closely with the village staff to implement and monitor the plan of care for the clients.

Home Care Services includes chore services, respite, personal care attendant services, care coordination, CHOICE waiver and family caregiver services. The service populations are elders and adults with disabilities in the 43 villages in the TCC region. Programs specifically meet objectives developed in grants from the State Division of Senior Services and Title VI.

Care Coordination

Care Coordination provides an assessment of all the services an elder and his or her family may need to live at home. The coordinator arranges, coordinates, monitors, evaluates and advocates getting services to the client. Clients include elders or adults with a disability (Alzheimer's, a related dementia or frailty).

Personal Care Attendant Services

Personal Care Attendant services provide help to elders and adults with disabilities with their activities of daily living. These services can include bathing, eating, grooming, dressing and activities that elders no longer can do for themselves. In order for the elder to receive this service a visit by the state nurse assessor is required. The nurse assessor will inform the supervising nurse of the services the individual is eligible for.

Respite Care

Respite Care provides temporary relief to family member(s) who are caring for an elder with Alzheimer's or related dementias, and persons 60 years of age and older with physical disabilities or mental health issues. Village providers will offer companionship and supervision for the elder while providing a short break each day for the caregiver.



Chore Services

This program provides housekeeping services to frail elders and elders with Alzheimer's and related dementias to maintain the elder's home as a clean, safe environment. Providers can help the clients with chore service which may include taking out trash, walking with the elder to social functions, shopping, sweeping/mopping/vacuuming the floor, washing dishes and doing laundry. This service can only be provided when neither the elder nor anyone else in the household is able to perform the service.

CHOICE/Waiver Program

Many elders want to stay at home but are unable to care for themselves. With the CHOICE/Waiver program, elders can stay at home and receive special Medicaid services: respite, personal care, specialized medical equipment, chore services and environment modification for their homes. The CHOICE/Waiver Program provides an option to receive assisted living or nursing home care.

Family Caregiver

Information assistance, counseling referrals, caregiver training, support groups, respite and other supplemental services are provided to support family caregivers who care for elders and adults with disabilities. Those diagnosed with Alzheimer's or dementia, or those who are frail qualify for services.

Call our office for more information on any Home Care Services or if you would like to become a Home Care provider in your village.

Community Health Representatives

A Community Health Representative, or CHR, is a paraprofessional preventive health provider trained in the basic concepts of health care, disease control, communication skills and health planning.

CHRs can provide many services, including home visits, travel, patient advocacy and patient education on a variety of subjects. The CHR provides these services on a referral basis from the primary health care provider in their respective villages. CHRs are also available on an emergency basis to assist elders with transportation to medical facilities and can escort the elders when family is not available.



CHRs are located in five villages and are supervised by their village council staff and the TCC Home Care director.

- Allakaket CHR..... 968-2248
- Galena CHR..... 656-1366
- Huslia CHR829-2204
- Northway CHR778-2224
- Tok CHR883-5181

Health and Safety Educators

Village members within the TCC region can request presentations or materials on many different subjects to support them in their decisions to lead healthy life styles. TCC supports two health and safety educators for all of our communities. A respective educator visits each village when requested. Training is available by request from the school or village.

Village members or schools can request presentations or materials on the following topics:

Health

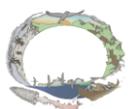
- | | | |
|--|-----------------------|--|
| ▪ alcohol | ▪ hepatitis A, B, & C | ▪ prescription drugs |
| ▪ all drugs | ▪ heroin | ▪ sex education |
| ▪ cocaine | ▪ human development | ▪ SIDS (Sudden Infant Death Syndrome) |
| ▪ decision making | ▪ human reproduction | ▪ smoking and chewing |
| ▪ diabetes/sugar awareness | ▪ inhalants | ▪ STDs (sexually transmitted diseases) |
| ▪ ear/hearing | ▪ marijuana | ▪ steroids |
| ▪ family planning | ▪ nutrition | ▪ stress/anger management |
| ▪ FASD (Fetal Alcohol Spectrum Disorder) | ▪ Personal hygiene | ▪ Teeth/dental |

Safety

- | | | |
|-------------------------------------|---------------------|----------------------------|
| ▪ First Aid and CPR certification | ▪ electrical safety | ▪ poisoning safety |
| ▪ ATV safety (all terrain vehicles) | ▪ fire safety | ▪ road safety |
| ▪ babysitting safety | ▪ gun safety | ▪ water safety |
| ▪ bike safety | ▪ home safety | ▪ winter safety & survival |
| ▪ boat safety | ▪ personal safety | |

Prevention

The Community Health Outreach Program is also working on suicide prevention by developing wellness teams. We help the community identify their needs, especially with regards to suicide



prevention. Security cabinets for guns and other dangerous items are provided for community members who have children ages 10 – 24 living in their homes.

Working with young adults is a priority of CHOP and is accomplished by providing curriculum in the schools (American Indian Life Skills), and “Sources of Strength,” a peer mentoring program. The behavioral health aides teach the AILS curriculum, which builds on a child’s self-esteem and helps them make better life choices. "Sources of Strength" provides teens with an opportunity to build messages of help, home and strength for themselves and others.

Community Health Outreach Program staff are available Monday – Friday, from 8 a.m. – 5 p.m. The staff consists of the director, senior in-home coordinator, health and safety educators, a program assistant, and trained, reliable and committed staff who live in the villages.



OFFICE OF ENVIRONMENTAL HEALTH

The vision of the Office of Environmental Health is:

TCC tribes are able to effectively recognize, respond to and resolve their environmental health issues.

Scope of services

The Office of Environmental Health seeks to prevent illness and disease by controlling factors in the human environment. OEH is composed of environmental health specialists, public health engineers, remote maintenance workers, environmental technicians and a training coordinator. Together, the OEH staff provide comprehensive environmental health services and technical assistance to TCC villages and other TCC programs.

Environmental health specialists

OEH environmental health specialists are responsible for developing and implementing a comprehensive environmental health services program. They provide assistance to tribes with drinking water protection, sanitation management, solid waste, food safety, infection control, emergency response, hazardous materials management and more. In addition, they provide education on various environmental health topics and travel routinely to provide onsite environmental health technical assistance.

Public health engineers

OEH engineers assist villages with the operation and maintenance of their water, sewer and solid waste facilities. Their work includes project planning and funding requests, estimating operating costs and revenues, preparing operation and maintenance manuals and preventive maintenance plans for sanitation facilities, and assisting villages in efficiently operating and maintaining their sanitation facilities.

Remote maintenance workers

Remote maintenance workers travel extensively to provide technical assistance and training to village water plant operators. This also includes emergency trips in response to water or wastewater system freeze-ups, mechanical failures or natural disasters.

Environmental technicians

OEH environmental technicians are responsible for enhancing tribal management of solid waste. This is accomplished by educating tribal leaders, school children and village residents on preventing environmental hazards by developing local solutions to existing problems, providing assistance with landfill management and working with tribes to find grant funding for managing solid waste.



Training Coordinator

The OEH training coordinator manages the TCC Water Operator and Utility Manager training program. A number of classes are held every year for village employees on various topics related to utility operation and maintenance. The coordinator also proctors state water treatment operator certification exams for class participants.

BERTHA MOSES PATIENT HOSTEL

The Bertha Moses Patient Hostel provides temporary housing to village beneficiaries within the TCC region when in Fairbanks for medical or dental appointments. Priority goes to clients who are elders with chronic disease, or pregnant women. The village health aide or other medical providers must submit a referral to the patient hostel for housing which includes the appointment times and length of stay for the patient. A housing fee is based on the income guidelines. It is a certified Medicaid facility and accepts Medicaid coupons and TCC vouchers.

The hostel contains eight full-size apartments and three private rooms that share one bathroom and a kitchen. In each apartment there is a bathroom, double bed, couch, television, microwave, and a kitchen with a stove and refrigerator/freezer. Two of the apartments are wheelchair accessible. Patients and children **must** have an escort to stay with them. No personal care or nursing services are provided at the Bertha Moses Patient Hostel.

Hostel Rules

1. The privacy, dignity and cultural values of residents will be respected.
2. Alcohol, cigarettes, illegal drugs and firearms are not permitted in the hostel.
3. No minor is allowed in the hostel without adult supervision. Childcare is not available at the hostel. Children under age 18 (with escort) may stay at the hostel only if they have appointments and are referred by the health provider in the village or CAIHC.
4. Residents must be able to care for their own needs or be accompanied by someone who can care for them.
5. Residents will share chore responsibilities of the patient hostel. These include cleaning their rooms, cleaning the kitchen, washing their own clothes, and cleaning and straightening the common area. Guests are responsible for cleaning their apartment before checking out.
6. Residents paying cash do not receive a meal ticket. The residents are responsible for their own meals or can cook in their kitchen.
7. No pets are allowed in the hostel.
8. Residents will receive 24 hours' notice if their room is needed for a priority resident.



- 9. Do not bring personal items of value. TCC cannot be responsible for lost or stolen items.
- 10. Residents who are unable or unwilling to follow house rules will be asked to leave the hostel immediately.

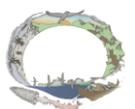
Staff on duty 24 hours a day, 7 days a week:

The Bertha Moses Patient Hostel has a full-time office manager, two full-time residential support staff and a number of on-call staff to assure 24-hour security and safety for hostel residents.

Visiting Hours.....8 a.m. – 10 p.m.
Check-out time.....11 a.m.

OTHER COMMUNITY SERVICES

Many other services are available in Fairbanks including alcohol treatment, emergency housing and food, nursing home care, services for the mentally ill, hospice, respite care, legal services, etc. Some of these are listed in the telephone directory at the end of this handbook. The patient advocate can help patients to identify community services that may be of assistance.



TELEPHONE DIRECTORY

Fairbanks Health Care Telephone Numbers

Breast Cancer- <i>Detection Center</i>	459-3909 or 1-800-464-4577
Fairbanks Clinic- <i>1919 Lathrop Street; Suite 100</i>	452-1761
Fairbanks Memorial Hospital- <i>1650 Cowles Street</i>	452-8181
Fairbanks Regional Health Center- <i>1025 W. Barnett</i>	452-1776
Regional Center for Alcohol & Other Addictions.....	452-6251
Rescue Mission – Men and Women.....	452-5343
Salvation Army.....	452-5005
Tanana Valley Clinic- <i>1001 Noble Street</i>	459-3500

Social Services

TCC Family Services.....	451-6682 ext. 3362
TCC Stop Violence.....	451-6682 ext. 3132
Fairbanks Native Association.....	452-1648
State Office of Children Services (OCS).....	451-2650 or 1-800-353-2650
Medicaid – Div. of Public Assistance.....	451-2850 or 1-800-478-2850
Denali KidCare.....	1-888-318-8890
Day Care Assistance.....	459-1474
Careline.....	452-4357 or 1-877-266-4357
Housing First.....	451-6682 ext. 3448
Interior Alaska Assoc. for Non-violent Living.....	452-2293 or 1-800-478-7273

Support Groups

Adult Children of Alcoholics.....	456-6458
Al Anon & Alateen.....	456-6458
Alcoholics Anonymous.....	456-7501
Fairbanks Counseling & Adoption.....	456-4729
Interior AIDS Association.....	452-4222
Narcotics Anonymous.....	452-7373
Parent Warm Line.....	452-4588
Resource Center for Parents & Children.....	456-2866
Interior Alaska Center for Non-Violent Living.....	452-2293 or 1-800-478-7273

Airlines

Alaska Air Lines.....//.....	1-800-280-8929
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Arctic Circle Air.....	474-0112
Evans' Air Inc.....	474-3826
Evert's Air Alaska.....	450-2351 or 1-800-434-3488
ERA Frontier Flying Service.....	450-7200 or 1-866-336-3131
Tanana Air Service, McGrath.....	524-3330
Wright's Air Service.....	474-0502 or 1-800-478-0502
Warbelows.....	474-0518 or 1-888-459-6250
40-Mile Air.....	474-0018

Hotels in Fairbanks

AAAA Bed & Breakfast – 557 Fairbanks St.....	479-2447
Alaska Motor Inn – 419 4 th Avenue.....	452-4800
Alaska Motel – 1546 South Cushman St.....	456-6393
Alpine Lodge – 4920 Dale Road.....	328-6300 or 1-800-455-8851
Best Western Chena River Lodge – (Medicaid, L only).....	328-3500
Comfort Inn – 1908 Chena Landings Loop.....	479-8080
Extended Stay Deluxe – 458 Old Airport Road.....	457-2288
Golden North Motel – 4888 Airport Way; (Medicaid, L only).....	479-6201
Golden Nugget Hotel – 900 Noble St.; (Medicaid, L & M).....	452-5141
Hampton Inn & Suites – 433 Harold Bentley Avenue.....	451-1502
Holiday Inn Express – 400 Merhar Avenue.....	328-1100
Princess Hotel – 4477 Pikes Landing Road.....	455-4477
Regency Hotel – 95 10 th Avenue.....	452-3200
Seven Gables Inn – 4312 Birch Lane; (Medicaid, L only).....	479-0751
Sophie Station Hotel – 1717 University Ave.....	479-3650
Spring Hill Suites by Marriott; (Medicaid, L).....	451-6552
Super 8 Motel – 1909 Airport Way.....	451-8888
TCC Bertha Moses Patient Hostel; (Medicaid L & M).....	452-8241
Towne House Motel – 1010 Cushman St.....	456-6687
Westmark Hotel – 813 Noble St.....	1-800-544-0970 or 456-7722

***L-Lodging, M-Meals**

Fairbanks Ground Transportation

Bus.....	459-1011
Van Tran.....	459-1010
Eagle Cab/Yellow Cab.....	455-5555
King Alaska Cab.....	452-2222

Chief Andrew Isaac Health Center Main Telephone Numbers

From Fairbanks.....451-6682



From villages (no charge)1-800-478-6682

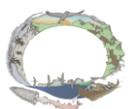
Tanana Chiefs Conference Health Services Extensions

Dial 451-6682 or 1-800-478-6682, then the extension

Administration, Health Services.....	3140
Administration, CAIHC.....	3811
Admissions or Registration Desk.....	3601
Alternate Resources.....	3617
Behavioral Health.....	3800
Bertha Moses Patient Hostel.....	3350
Business Office.....	3290
Clinic FAX.....	459-3811
Community Health Aide Program (CHAP).....	3401
Community Health Outreach Program (CHOP).....	3227
Contract Health FAX.....	459-3813
Contract Health Services.....	3613
Denali KidCare Assistance.....	3617
Dental Clinic.....	3200
Diabetes Program.....	3766
Environmental Health.....	3433
Eye Clinic.....	3220
Family Medicine: <i>Team Deneege (Moose)</i>	4050
Family Medicine: <i>Team Teekona (Wolf)</i>	1054
Family Medicine: <i>Team Tudi (Eagle)</i>	1055
Health Information Management Services.....	3241
Home Care Services.....	3440
Housing First Program.....	3448
Lost & Found (Security).....	3334
Immunization /Special Needs Nurse.....	3767
Medical Secretary.....	3673/3651
Nutrition Services.....	3777
Obstetric (OB) Care.....	3670
Old Minto Family Recovery Camp.....	3144
Patient Advocate.....	3143
Patient Hostel.....	3831
Patient Travel.....	3711
Paul Williams House.....	3352
Pharmacy.....	3620
Privacy Officer.....	3718
Quality Management.....	3406
Release of Information/Health Records.....	3630



Tobacco Cessation Program.....	3779
Upper Tanana Health Center.....	883-5185
Well Child Clinic.....	3670
WIC Program.....	3778
Well Child Clinic.....	3670



GLOSSARY OF TERMS

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 TCC Contract Health Service funds that can pay for your health care outside the direct care you receive at Chief Andrew Isaac Health Center.

Alternative Medicine: A term referring to treatment philosophies and practices whose theoretical basis and techniques diverge from those of modern medicine. Naturopathic doctors, acupuncturists, massage therapists, and chiropractors fall into this category. Many private insurance companies do not cover this type of treatment. Currently IHS does not cover these services.

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

Complementary Therapy: Any therapy that can be administered in conjunction with current treatment or therapy without hindering or disrupting a patient's current treatments or progress. Check with your provider for further information and questions about what is and is not considered complementary therapy.

Claim: Information submitted by a provider or a covered beneficiary that establishes specific health services provided to a patient and requests reimbursement.

Denali KidCare: State of Alaska program to ensure health insurance is available to pregnant women who meet income guidelines and children and teens through age 18 of both working and non-working families.

Emergency Care: Care provided to a patient with a serious medical condition or symptom (including severe pain) resulting from injury, sickness or mental illness which arises suddenly and requires immediate care and treatment. Emergency care is generally received within 24 hours of onset, and is necessary to avoid jeopardy to the life or health of a covered person.

Medicaid: A federal program administered and operated individually by participating state and territorial governments that provide medical benefits to eligible low-income people needing health care. The federal and state governments share the program's costs.

Medical Escort: Escorts help patients with travel, getting to and from appointments, obtaining food, and finding a place to stay.



Medicare: A nationwide, federally administered health insurance program that covers the costs of hospitalization, medical care, and some related services for eligible people, principally individuals age 65 and older.

Part A: Covers inpatient hospital and skilled nursing facility care, home health and hospice care at no cost to the patient.

Part B: Covers physician services, outpatient hospital services, clinic services, lab services and durable medical equipment.

Medicare Beneficiary: A person designated by the Social Security Administration as entitled to receive Medicare benefits.





TANANA CHIEFS CONFERENCE

HEALTH SERVICES

Mission:

TCC Health Services, in partnership with those we serve, promotes and enhances spiritual, physical, mental and emotional wellness through education, prevention and the delivery of quality services.

Vision:

Healthy People Across Generations

