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# ETZ NEWS

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## Tribal Member Health Benefits Clarified

Here is some important information regarding health access and benefits for tribal members. Some of this information is for all tribal members, regardless of where you may live. Telephone numbers and individual contacts are provided if you would like additional information.

**Dental** services at the Siletz Community Health Clinic have been very restrictive because of staffing shortages, but this should get better now that two dentists are available. Some confusion exists about dental scheduling, but you should have no problems if you follow the guidelines below:

- 1) Patients who need to schedule appointments can call the clinic receptionist **any** day of the week at 541-444-1030 or 1-800-648-0449.
- 2) The clinic receptionist will hold appointment times for those engaged in active treatment to help you complete your dental plan in a timely manner.
- 3) Dental emergencies are seen every day between 8:30 to 11:30 a.m. and 1 to 3:30 p.m., except on Tuesday afternoons when the clinic is closed

Our dental clinic experiences a 13 percent no-show rate. Please do everything you can to remember your appointments and call if you need to.

A **pharmacy benefit of \$500** is available to tribal members who live outside the 11-county service area. To access this benefit, you must register with Contract Health Services. You will receive a pharmacy card through the Pequot Pharmaceutical Network after registering.

You can use your Pequot card at any retail pharmacy, but we encourage you to use the Pequot Pharmaceutical Network mail-in system. If you use the mail-in system, prescription prices are much lower and this allows you to get more "bang for your buck!" For more information, call the Contract Health Services program at 541-444-1236 or 1-800-628-5720.

**Contract Health Services** guidelines are posted on our Internet site at <http://ctsi.nsn.us/Clinic/CHS.htm>.

**Contract Health Services** staff must pre-authorize all medical services to guarantee payment. This includes referrals from all providers, even other IHS clinics. We review all referrals for medical necessity and available funding; this may take up to two weeks.

After review, a CHS staff member will contact you with information regarding your referral. Every visit a tribal member makes to an outside provider needs an individual call-in number, even if you are approved for multiple visits to a specific provider, i.e. 12 physical therapy visits need 12 individual call-in numbers. Please keep records of all of your call-in numbers in case there are questions or if payment for the visit is denied.

If you are unemployed or have no insurance or other medical coverage, you will need to apply for a medical card through the Oregon Health Plan. If you



*Siletz youth attend the 2001 Northwest Substance Abuse Prevention Conference in Portland, Ore., in May. Included in the Siletz group are (clockwise, starting at top left) Megan Blacketer, Dustin Martin-Nelson, Prevention Coordinator Lisa Brown, Brad Bogart, Andrew Foster, Rocky Gonzales, and Nikki Strong. Please see an article and photo on the conference on page 7.*

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