

Your Guide to Contract Health Services

WHAT IS CONTRACT HEALTH??

The contract Health Service program is federally funded under P.L. 93-638 by Congress for the Grand Ronde Tribe to assist *eligible* Indian people with payment of *eligible* medical and dental services.



CONTRACT HEALTH SERVICES
P.O. BOX 97
GRAND RONDE, OR 97347
1-800-755-0095
EXT. 2011 & 2080

HOW TO USE CONTRACT HEALTH SERVICES:

Your responsibilities for using Contract Health Services are as follows:

1. — You need to phone in appointments 3 to 7 days in advance for preauthorization and to receive a conformation number even if you have insurance such as ODS, Medicare, Medicaid, etc...
2. — Emergency visits **must** be reported within 72 hours after the services. Any Emergency room visit will be reviewed and prioritized for payment by the Clinic Provider.
3. — Inform doctors of private insurance such as ODS, Medicare, Medicaid, etc. Any alternate resource that covers medical or dental services **must** be utilized prior to Contract Health Service.
4. — Mail CHS any preauthorized bills and insurance explanations of benefits (EOB) you may receive.
5. — All patients receiving elective surgery **must** receive PRIOR APPROVAL from a doctor at the GRHWC. These services will be rendered upon availability of funds.

INPATIENT HOSPITAL STAYS:

All patients that do not have an alternate resource and are going to be hospitalized **must** apply for Adult and Family Service Medical Card. (O.B., Elective Surgeries, Emergency services, etc.)

6. — *REFUSAL TO APPLY FOR ALTERNATE RESOURCES WILL RESULT IN A DENIAL FOR PAYMENT.
7. — PAYMENTS FROM ALTERNATE RESOURCES.

When and if a patient receives a check for payment or partial payment for a medical or dental bill and do not apply the entire amount to the bill then CHS **will not** be responsible for that portion of the bill. It will then be the patients' responsibility for payment.

CONTRACT HEALTH SERVICES RESPONSIBILITIES:

1. — Log all preauthorized patient appointments and conformation numbers.
2. — Emergency room visits **will not** receive a conformation number. The claim will be held until the Clinic Provider reviews and establishes the priority level of the service.
3. — Send health applications for new eligibility and address changes.
4. — Maintain CHS Correspondence Files.

Please remember that anything told to us remains within the strictest of confidence, and cannot be given to anyone without your written permission.

DOCTOR AND DENTIST RESPONSIBILITIES:

1. — Send all appropriate billing claim forms and EOB to CHS for payment.
2. — CHS can authorize for cleaning and exam (including x-rays) one time per year, and up to \$100 for relief of pain for emergency dental visits. Before a dentist can perform any dental work,

they must first submit a pretreatment plan with procedure numbers, cost and sent to CHS for approval.

*If a procedure cannot be paid for, patients will be placed on a Deferred Services List. Patients will be notified that they are on the list and will again be notified when funds become available for these services. So it is very important to keep all your personal information such as address and phone number current.

THE PRIORITIES FOR CONTRACT HEALTH SERVICES:

CHS operates under a Priority I basis. Any services other than a level I will be added to the Deferred Services List.

PRIORITY I: Urgent and Emergent care that must be done within 30 days to preserve life, limb, function or senses.

PRIORITY II: Non-emergent care that is needed within 30 to 60 days, but enough time during which alternate resources can be evaluated.

PRIORITY III: Elective care that can be safely deferred for more than 60 days.

PRIORITY IV: Luxury procedures such as cosmetic surgery.

WHO DETERMINES PRIORITIES?

The priorities are determined by Indian Health's Operational Procedures. The interpretation of the priorities for our Tribal Health Program is determined by consultation with professional Health Care Providers at the GRHWC.

SHOULD I KEEP MY INSURANCE?

Yes, by all means. If you have health insurance we can pay for your deductible and any balances after the insurance company pays. **ASSUMING YOU MEET ALL THE REQUIREMENTS OF OUR CHS PROGRAM.** If after determination that there are no other alternate resources, insurance or other government programs, we are responsible for the total charges. The disadvantage of no insurance is that with limited funds, CHS may run out of funds before the end of the year and may not be able to pay for any Tribal Member services.

FOR THOSE WITH INSURANCE:

Private insurance, ODS, Medicare, Medicaid, etc., all correspondence from insurance stating what they have paid or denied must be sent to us within 60 days. If you fail to comply with the requirements of your primary insurance, CHS may deny payment.

WE PAY ONLY AFTER THE INSURANCE COMPANY HAS RESPONDED.

Starting a Successful Business Course

- Listed below are the dates of the classes, the topics to be covered, as well as the names of the individual(s) scheduled to discuss the topics.
- 2/27/02 Shelley Hanson
 - Credit Report
 - Resume & Page 11 of The Plan
 - Overview of the 12 weeks & The Plan guidebook
- 3/6/02 John Baker
 - Market Research
 - Marketing
- 3/13/02 Shelley Hanson
 - Your Business & Business Location
 - The Competition
- 3/20/02 John Baker
 - Cash Flow Chart
 - Personal Financial Statement
 - Personal one on one help
 - Loan request
 - Balance Sheet
 - Operations Statement
- 3/27/02 John Baker & Elaine Moore
 - Cash Flow Chart
 - Personal Financial Statement
 - Personal one on one help
 - Loan request
 - Balance Sheet
 - Operations Statement
- 4/03/02 Shelley Hanson
 - Legal, Speaker
 - Bookkeeping, Doug Iverson, Speaker
 - Business Plan Homework
- 4/10/02 Shelley Hanson & Financial Resources Panel
 - Representatives from Union Bank of California, SBA, Local Banks
- 4/17/02 Shelley Hanson & Business Panel
 - Panelists; Steve Bobb, Eyvette Davidson, Alice Propes, Gary Hampton, will participate in a question and answer session with class participants, about their experiences in small business.
- 4/24/02 Shelley Hanson
 - Grooming You and Your Business for Success
 - Work on Business Plans with one on one assistance
- 5/01/02 Shelley Hanson, John Baker
 - Quick Books Software Class Overview, Elaine Moore, Instructor
 - Finalize Business Plans
 - One on one help
 - Copy completed business plans and turn in
- 5/03/02 GRADUATION 6:00 p.m.
 - Tribal Community Center
- Contact Barbara Lake at 503-879-2476 or Sheila Herber at 503-879-2492.



GRTHA's 2002 Tribal Housing Grant Programs

The Grand Ronde Tribal Housing Authority (GRTHA) has received approval from the Tribal Council for the Tribal Housing Grant Program Policies for 2002. These programs include the Minor Medical Adaptation Grant Program, the Home Repair Grant Program, and the Down Payment Grant Program.

The policies for the Minor Medical Adaptation Grant program remain the same as for 2001. This program is available to Grand Ronde Tribal members throughout the United States, regardless of their income level. It provides up to \$3,000 for grab bars, wheelchair ramps, and other work to provide accommodations to persons with physical disabilities.

There are no changes to the Home Repair Grant Program. This program is available in GRTHA's 10 county service area to provide certain home repairs to Grand Ronde Tribal homeowners who meet the income limits for their family size. Up to \$10,000 is available per grant, or \$3,000 if the home is a mobile home.

The major change for 2002 is in the Down Payment Program. The household income limit for this program has been increased from \$70,000 to \$90,000. Also, there is no longer a waiting list system. Interested Grand Ronde Tribal members may now become pre-qualified by GRTHA and a lender, and after that process is completed they may receive a grant at the time they are ready to purchase a home, subject to availability of funds. The maximum grant amount is \$10,000, with a \$1,000 contribution from the Tribal member. Any additional contribution from the Tribal member up to \$2,500 will receive an additional one-to-one funding match in the grant, resulting in a grant of up to \$12,500. The grant will be funded within 30 days of receipt by GRTHA of all required information. 60 percent of the funding will be reserved for first time homebuyers.

Interested Tribal members should contact GRTHA at 1-800-422-0232, ext. 2401, or locally at 503-879-2401, for more information or to make an application for any of the above programs.