



HEALTH & WELLNESS NEWS

2015 Pharmacy Survey Results

The Grand Ronde Health & Wellness Center is dedicated to constantly improve processes and quality of services provided at the center. We would like to share our findings from our Pharmacy patient/client survey from 2015.

Here are some highlights from the survey:

How likely would you recommend the Grand Ronde Pharmacy to a friend or colleague?

- 17 out of 28 patients gave the Pharmacy a 10 out of 10.

Compared to our competitors, is our service quality better, worse or about the same?

- 22 out of 28 patients said a great deal better.

If you waited in the Pharmacy for your prescription to be filled, was the amount of time you waited acceptable to you?

- 24 out of 28 patients said "yes."

Some of the comments received:

- "I waited several times for my meds, but it all depends on how busy the Pharmacy is, which is understandable."
- "Always found the Pharmacy staff to be friendly, fast and professional, and the prices are lower for people like us on a fixed income"

This is a summary of the responses and comments from the survey. We will use the entire survey as a baseline for quality improvement.

We are excited to start implementing similar surveys across all programs to use as a tool to improve quality care and services at the Grand Ronde Health & Wellness Center.

Letters from Restat/OptumRx

If you have received a letter from Restat/OptumRx about a prescription you are taking, please follow the directions on the letter.

OptumRx is now our Pharmacy Benefit manager. OptumRx standards require longtime prescriptions be re-verified to ensure that our members still need and are taking the specified drugs.

If you have any issues getting your prescriptions paid for, please contact the Grand Ronde Health & Wellness Pharmacy at 503-879-2342. Our Pharmacy staff will work with OptumRx and your providers to get any authorizations or denials resolved.

If you have questions, please call me at 503-879-2008 or Kandee Little in our Pharmacy at 503-879-2342.

Thank you,
Tresa Mercier

Health & Wellness Center Entrance

Reminder: The drive-through entrance at the Health & Wellness Center is for loading and unloading only. The entrance was built with our Elders and those with mobility issues and their ease of access in mind. If you are coming to the center to pick up prescriptions, please park in one of our regular parking spaces.

Thank you,
Grand Ronde Health & Wellness Center Administration

We Want To Hear From You!

That's right, the Grand Ronde Health & Wellness Center Comment Box is located at the entrance of the Health & Wellness Center, next to the drinking fountain. Share your experience, good or bad with us! We look forward to hearing what you have to say.



Health & Wellness forming Pain Management Committee

To best serve Tribal members and patients suffering from chronic pain, the Grand Ronde Health & Wellness Center is convening a Pain Management Committee.

This committee will evaluate the current pain management policy and contract utilized by GRHWC to ensure the protocols support best clinical practices for the patients and conform to regulatory guidelines.

One of our goals is to consider potentially enhancing pain management services already provided by the GRHWC. We are excited about the future of the GRHWC and plan to keep you informed along the way.

Exemption From Tax Penalty

Members of federally recognized Tribes or those eligible to receive services from an Indian Health Service, Tribal or urban Indian health program may claim an exemption from the penalty. The exemption should be claimed on a federal income tax return using IRS Form 8965.

If you already applied for and received an Exemption Certificate Number, then use this number to complete Part I of IRS Form 8965. If you did not already obtain an ECN, you can still claim the exemption using IRS Form 8965 by entering code "E" in Part III of the form.

You will need to submit this form every year that you file a federal income tax return and are requesting an exemption, even if you have an ECN. You don't need to apply for an exemption if you are not filing a federal income tax return.

<https://www.ihs.gov/newsroom/index.cfm/ihs-blog/february2016/aca-and-tax-season-what-you-need-to-know/>

Community Health Program

Medical Transport Services

Medical transportation services are available to Tribal members within the six-county service area when an alternate means of transportation is not available. Advance notice required.

Please call 503-879-2078 to schedule a reservation.



OHP RENEWALS

Approximately 53,000 renewal letters were sent to Oregon Health Plan members. It is very important you follow through with renewing your OHP. If you do not renew your OHP, your benefits will end.

*The data range is when you signed up for the Oregon Health Plan

The renewal mailing timeline is as follows:

Renewal Month	*data Range	Letter Mail Date	Close Date
February	Nov.-Dec. 2015	Feb. 12, 2016	March 31, 2016
March	Jan.-Feb. 2016	March 1, 2016	April 30, 2016
April	March-April 2016	April 1, 2016	May 31, 2016
May	May-June 2016	May 2, 2016	June 30, 2016
June	July 2016	June 1, 2016	July 31, 2016
July	Aug. 2016	July 1, 2016	Aug. 31, 2016
August	Sept. 2016	Aug. 1, 2016	Sept. 30, 2016
September	Oct. 2016	Sept. 1, 2016	Oct. 31, 2016
October	Nov. 2016	Oct. 3, 2016	Nov. 30, 2016
November	Dec. 2016	Nov. 1, 2016	Dec. 31, 2016

Please Call Loretta Meneley to renew your Oregon Health Plan benefits or If you have any questions at 503-879-1359 or via e-mail at loretta.meneley@grandronde.org.