

**QUESTIONS AND ANSWERS REGARDING
CONTRACT HEALTH SERVICES
AND 72 HOUR NOTICES**

Who is eligible for Contract Health Services through the Poarch Creek Indians Health Department?

- Tribal members and first generation descendants up to age 19 are eligible, if they reside in the designated 5 county service area. These counties are Escambia, Monroe, Baldwin, Mobile, Alabama and Escambia, Florida.
- In addition to the above requirement, you must be a current patient of the Health Department (have been seen within the last 6 months at the clinic) to request a referral.

I saw the Doctor last month at the clinic and was issued a referral to a cardiac specialist. The cardiologist now asks that I come back for further treatment. Can I just call you and get a referral so that my co-payment and/or deductible are covered?

Requests for referrals must be submitted at least 10 days in advance for consideration. Last minute requests are often impossible to accommodate.

Please be sure you pick up your paper referral before your scheduled visit with the specialist. You are responsible for taking the necessary medical records to the specialist.

What should I do with the bill that I receive from the specialist that you sent me to?

If you receive a referral from the Health Department, please be sure to turn in all bills associated with the referral to the Business Office.

I had a medical emergency and the clinic was not open. I went to my local ER. What should I do now?

Emergency Room visits must be reported within 72 hours in order to be considered for payment. Reports must be submitted by the patient or the patient's family ONLY. The Business Office will not accept notices that are reported from the facility or ambulance service. Reporting the visit does NOT guarantee payment, but reporting the visit is required for consideration of payment.

Other important reminders

If you do not have insurance, please remember to apply for the Tribal insurance plan. First generation children without insurance are strongly encouraged to apply for state funded insurance plans, such as ALLKIDS or Medicaid.

Please present your current insurance coverage to the Patient Registration Clerk (front window) at each Health Department visit. For those with Medicare, it is especially important to let the Health Department know when you have chosen a supplemental coverage such as an HMO plan.