

# Port Gamble S’Klallam Tribal Health

## Policy and Procedure – Health Services/Purchased and Referred Care

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**SUBJECT:** Purchased/Referred Care assistance card

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**PURPOSE:** To outline the process for utilizing the PRC assistance card. To clarify that patients must use the established PRC network of healthcare providers.

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**POLICY:** Eligible patients will be provided with a PRC card annually. Under federal law, PRC funds must be used as ‘payor of last resort’. Primary and secondary insurance verification should be presented along with PRC card at time of appointment.

The PRC card lists the payment limits for coverage; the PRC member or PRC network provider is responsible to contact the PRC office of any further specialty care, diagnostic tests, procedures, etc., may exceed the stated allowed expense.

Any and all late fees incurred are the patient’s responsibility. Any and all “no show” fees are the patient’s responsibility.

If the patient receives a bill from a physician office, they should call the doctor’s office to make sure the primary insurance has been billed and PGST billed secondarily.

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### **PROCEDURES:**

PGST providers initiate referrals for the majority of outside care with specific exceptions. Referrals are processed by the appropriate referral staff. The referral staff assures that the referred service(s) meets the PRC guidelines for care and obtains authorization as applicable in advance of any service. Referrals must be within PRC guidelines for diagnosis or medical specialist care.

If the referral staff is not involved in processing the referral, the patient must notify PRC staff. The following information is essential to attain PRC authorization:

- Provider name
- Type of care
- Other insurance coverage (primary and secondary)

Health Advisory Committee Approved 5/21/19  
[HIST: Approved by motion by Tribal Council on 6/24/2019]

When PRC network providers generate referrals, the PRC member is responsible to notify the PRC staff before the first appointment.

Patients present primary and other insurance cards in addition to PRC card at the time of visit. After primary and secondary insurances have been billed, the PRC card authorizes a limit of \$1,000. PRC network providers must seek prior authorization if the remaining patient balance exceeds this amount.

If a patient is billed for balance, they must present the bill to PRC staff within five days.

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**ADDITIONAL INFORMATION:**

If or when the PRC assistance card is lost or stolen, the PRC member must contact the PRC office to order a replacement card.

New PRC cards are distributed annually.

PRC staff meet annually with vendors to update program changes; written materials mailed to vendors also serve as updates.

Approval:	_____	_____	_____	_____
	Title	Date	Title	Date
Effective Date:	_____		Reviewed by:	_____
Related Policies:	_____		Reviewed by:	_____
Original approval date:	_____		Reviewed by:	_____
See Attachments:	_____			_____
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