



**Squaxin Island Tribe
Squaxin Island Health Clinic**

Patient Information Manual

**SQUAXIN ISLAND HEALTH CLINIC
MISSION STATEMENT**

The mission of the Squaxin Island Health Clinic is to provide for the physical, mental and spiritual well being of the Squaxin Island community.

Welcome to the Squaxin Island Tribe's health services.

We are happy that you have chosen to use our health care services. This packet serves as a general reference of the services that are available to you through our programs. We can provide you with updated policies.

The Squaxin Island Health and Human Services (SIHHS) offer quality care and can meet most of your health needs in-house. We provide services that address both physical and mental health. Our services to address medical, dental, laboratory, mental health and substance use disorder needs. We also provide health promotion and disease prevention services for additional support.

Hours of Operation

**Monday-Friday
8:00am to 12:00 pm and 1:00 pm – 5:00 pm**

Important Contact Numbers

**Clinic: 360-427-9006
Pharmacy: 360-432-3990
Dental: 360-432-3990
Behavioral Health: 360-426-1582
Purchase Referred Care: 360-432-3922**

HHS observes the following holidays:

**New Year's Eve and New Year's: Day
Billy Frank Day- March 9th
Spring Holiday- Friday before Easter
American Indian Day- 2nd Friday in May
Memorial Day
July 4th
Labor Day
Thanksgiving and the Friday after,
Christmas Eve, Christmas Day**

SIHHS may be closed as determined by Tribal administration, i.e. funeral of a Tribal elder, early release. Any changes to our schedule will be posted on the Daily Scoop and Squaxin Island Tribe Facebook page. Community members are encouraged to call the main number on these days to verify the hours of service.

In case of inclement weather, the SIHHS follows the closure policy of the Shelton Public School System. On days when the Shelton schools close for bad weather, the Health Clinic will be closed. Community members are encouraged to listen for local school closures in cases of inclement weather.

Let's start from the beginning!

Registering as a Patient

- Complete the Squaxin Island Patient Registration packet
- Please submit these items:
 - o Proof of Tribal affiliation (American Indian/Alaska Native only)
 - o Picture identification
 - o Insurance Cards
 - We can help you to apply

Call to make an appointment

Patients are required to make an appointment before receiving primary care services at the clinic. Squaxin Island Tribal members are seen on a priority basis. Non-urgent appointments are scheduled by the medical receptionist or front desk clerk for each program. Same day appointments may be available after consultation with a provider.

Please provide 24-hour notice when canceling an appointment, this allows us to schedule another patient.

Persons that qualify as Indian Health Service eligible beneficiaries and are exempt from co-pays and co-insurance for services provided on site

- Squaxin Island tribal members and descendants to the second degree
- Members of other Indian Tribes and descendants to the second degree
- Alaska Natives and descendants to the second degree
- Adopted, stepchild, foster child, legal ward under the age of 19 of an eligible member above

Persons that are ineligible beneficiaries and are charged for services

- Non-Indian spouses
- Previously established patients
- Employees
- Other non-Indians with current insurance

Tribal Member Services

Squaxin Tribal members that reside in Mason, Thurston, Grey's Harbor and Pierce counties may be eligible to have their specialty and other services paid for. Please call the front desk to connect with our specialist. Members who use these services are required to apply for insurance. We will pay balances left after all insurance has been billed. Patients must use a provider in their insurance network.

Patients must obtain a Purchase Order **before** receiving any services and/or medications outside of the Health Clinic.

Emergencies

Patient must contact the office within 72 hours of receiving care after receiving care due to a medical emergency and the patient is unable to request a purchase order during the regular work day.

The office will review the patient's eligibility, compliance with notification requirements and clinical

The emergency room is the most expensive way of obtaining medical care, it is important that patients use other alternatives such as urgent care facilities whenever possible.

KAMILCHE PHARMACY

Pharmacy hours are 8:30 am-4:45 pm Monday thru Friday. You must be a patient of HHS to have your prescriptions filled at the pharmacy. Please provide us ample time to fill new prescriptions. They will be available within 24 hours. Please request refills at least 3 days before you need them. Prescriptions may be requested in person, telephone at **432-3990 or fax at 432-3980**.

Please note the following:

- Squaxin Tribal members receive their medications free of charge after insurance is billed.
- All other pharmacy users are required to pay co-pays for prescriptions after insurance is billed.
- There will be a charge for over the counter drugs and supplies to all patients.

Medical Coverage Sponsorship Program

The purpose of this program is to sponsor Medicare and Affordable Health Care Act (ACA) premiums for eligible Squaxin Island Tribal members who are PRC/CHS (Purchased Referred Care/Contract Health Services) eligible and descendants (up to age 19 who live in Mason County). Eligibility requirements are detailed in the Sponsorship Policy.

Medicare Part B:

Medicare Part B is deducted from participants' monthly Social Security benefits. We will reimburse no less than quarterly upon documentation, except initiation of coverage, which may be less than quarterly.

Medicare Part D

Medicare Part D has been an on-going program. We pay Medicare Part D monthly, directly to Humana and only pay for basic coverage. If someone chooses a plan that costs more, they will be responsible for the additional cost.

Affordable Health Care Act

Under the Affordable Health Care Act, the majority of our patients without work related health care insurance qualify for free Expanded Medicaid coverage (Apple). The remainder are eligible for tax-credit subsidized insurance in the Washington Health Care Authority's Marketplace. Because of the complexities of residence, providers covered and patient needs, we will reimburse for premiums monthly. There are no copays or coinsurance in these plans for the members or descendants of federally recognized tribes.

Disclaimer: These programs will be effective only if funds are available and will be reevaluated annually during the budgeting process. *If the ACA is discontinued the program will be reevaluated.*

