

## Patient Support Services

This program is to assist eligible patients to receive medical care off of the Makah Reservation for medical services that they cannot receive here in Neah Bay. It is intended to help patients with limited finances with financial support getting to and from medical appointments/services.

This Sophie Trettevick Indian Health Center Patient Support Services (PSS) program is to assist, when funds are available, eligible patients with funds towards fuel and/or meals for traveling to out of town medical appointments. Financial assistance is intended to offset the costs, and may not cover all expenses for traveling to and from medical appointments.

### I. Eligibility:

The patient must have income within the following levels:

100 to 198% (198% for pregnant mothers) of the current Federal Poverty Level

Patients under 18 years old: 300% of the current Federal Poverty Guidelines: eligible for assistance. Proof of income for household to be provided every 6 months (patient & family members claimed on taxes)

1. The patient must be an enrolled Makah Tribal Member.
2. The patient must reside on the Makah Indian Reservation.
3. The patient must provide proof of household income (before taxes) every 6 months. Household Income is defined by people claimed on tax returns. Proof of income can be last 2 months of pay stub or most recent tax return if within the last 3 months.
4. Patient must have a scheduled medical appointment
5. The patient must complete application and return completed form 48 hours prior to the medical appointment (Unless emergent/urgent)
6. Provide appointment card, list, referral, and staff will verify medical appointment and attendance.
7. Sign a release of information (ROI) allowing STIHC staff to verify appointments and attendance if outside office requires ROI for verification.
8. A Makah patient that is on Medicaid will be required to apply with Paratransit and if denied assistance (after application is submitted in full) can apply for PSS assistance.

#### Exceptions to income requirement:

- a. The patient is 65 years and older who fits all other eligibility criteria is automatically eligible for Full Assistance.
- b. The patient with a medical condition (i.e. radiation, chemotherapy or dialysis) that requires frequent appointments may be considered regardless of financial status.
- c. The patient is receiving services related to Substance use disorder.
- d. Patients referred by STIHC Medical Providers to outside medical facilities for Emergent or Urgent same day

### II. Qualifying medical appointments and procedure must be covered by PRC.

1. The PRC manual is available online at [STIHC.org](http://STIHC.org), the lobby of the clinic and wellness center.

### III. Hotel assistance criteria:

1. The appointment time requires the patient to leave Neah Bay earlier than 5:00 AM with the patient arriving 15 minutes before the appointment time.
2. After procedure or appointment would result in arriving to Neah Bay after 11 PM.
3. Multiple appointments on consecutive days at a medical office with a significant distance from Neah Bay and return travel would be difficult due to patient condition confirmed by a letter from a STIHC provider or the office from the outside specialist.
4. The patient has a medical procedure that requires the patient to remain in the area of the medical facility for a set-time post procedure, confirmed via letter by a STIHC staff member or the office of the outside specialist.
5. The patient has a medical condition that would be adversely affected due to travel by vehicle the same day and requires the trip back to be two days, with a letter by a STIHC provider or the office of outside specialist.

6. A patient's family needing a hotel due to patient being in critical condition, or the patient is unable to drive self to appointment and will be kept in the hospital overnight, or a written letter from the hospital/specialist that a family member needs to be close to assist with patient care.
7. Medicaid/Apple Care patients must apply for hotel assistance through Paratransit.
8. A receipt verifying stay at the hotel for dates on application will need to be turned in within 48 hours upon return to Neah Bay to our Community Health Coordinator or Wellness Center front desk.
- \*Motel assistance can be up to three hotel rooms and will not exceed 5 days. Travel times and distances will be established via mapped directions (i.e. Google maps).

#### **IV. Application process:**

Applications are available on our STIHC web page, the waiting rooms at the Medical Clinic and at the Wellness Center. Applications for assistance for non-emergent medical service must be submitted to the front desk at the Medical Clinic, the Wellness Center front desk, or Community Health Coordinator at least 48 hours prior to appointment. Applications not turned in 48 hours prior, may be denied, and/or will not be processed earlier. Telephone applications will only be accepted by medically fragile patients on case by case basis.

The Community Health Coordinator will determine eligibility. A denial will be given to the Community Health Coordinator's Supervisor who will review the case. If appointment is cancelled, the patient will need to notify our Community Health Coordinator at 360-645-3245.

#### **V. For Emergency Medical Care:**

Patients referred by STIHC providers to outside medical facilities for urgent or emergent medical care (**same day**) are eligible through this program and are not subject to income guideline requirements.

During business hours the Community Health Coordinator (or supervisor) will contact the Mini-Mart to request fuel for the appropriate amount or the patient may request reimbursement for fuel for the appropriate amount. Income guidelines are not required for emergent/urgent appointments.

#### **VI. Program Violations**

Patients who do not attend scheduled appointment after, receiving, and spending financial assistance or do not utilize funds intended for overnight stays for that purpose, are in violation of the program and must return the funds and may be suspended for 6 months from the date of the program violation. By applying for PSS, you are agreeing to not accept duplicate assistance (i.e. Makah Senior program, Social Services, or Paratransit).

#### **VII. Staff Procedure:**

1. Verify eligibility
  2. Verify appointment no later than the next business day.
  3. Verify appointment is PRC eligible (available at STIHC.org)
  4. Once appointment & eligibility are verified, staff will process a check request for the appropriate Amount, pending funds available.
  5. Checks approved will be eligible the day prior to an appointment (4:30-5PM) at the Wellness Center.
- Multiple appointments? Only one check at a time will be given the day prior to your scheduled Appointment, unless consecutive periods of time (i.e. Jan 1, 2022 and next date Jan 2, 2022)