



**SNAHC**  
Sacramento Native American Health Center

a california *health+* center<sup>SM</sup>

Our commitment is to continue and share the legacy of a healthy American Indian / Alaskan Native community based on cultural values delivered through a traditional, innovative and accessible patient-centered health home.



Sacramento Native American Health Center, Inc.  
PATIENT HANDBOOK

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## **ABOUT SNAHC**

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The Sacramento Native American Health Center Inc. (SNAHC) is a non-profit 501 (c)(3), (*Federal TAX ID # 20-4287737*) Federally Qualified Health Center, located in Midtown Sacramento. The health center is committed to enhancing the quality of life by providing a culturally competent, holistic, and patient-centered continuum of care.

SNAHC is a licensed Federally Qualified Health Center (FQHC), compliant with State and Federal standards. We are accredited by the Accreditation Association for Ambulatory Healthcare (AAAHC), which means patients can be assured that the services they receive are the verified to be of the highest quality. An eleven-member, highly qualified Board of Directors governs the activities and direction of the organization.

We partner with over 40 community organizations to provide access to assistance programs for SNAHC patients. We believe in treating the holistic person, who is comprised of physical, mental, social and spiritual elements.

**SNAHC is a Patient-Centered Health Home (PCHH). A patient-centered health home is a model of care that strengthens the provider-patient relationship by replacing care for re-occurring illnesses with coordinated care and a long-term healing relationship. The PCHH model is built upon your relationship with your Primary Care Provider (PCP). Your PCP leads a “care team” that takes collective responsibility for your care, providing for your health care needs and arranging for appropriate care with other qualified providers. SNAHC achieves these goals through a high level of accessibility and communication with you and your family, by supportive clinicians and staff.**

## SERVICES AND SPECIAL PROJECTS

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### Medical Services

The Medical Department at SNAHC provides comprehensive health care for adults and children. At SNAHC we focus on treating the whole person by customizing each patient's needs with the best therapy available. We specialize in the diagnosis and evaluation of both acute and chronic illnesses. In addition, a strong central focus of our treatment is prevention. From diabetes education to cancer screening, SNAHC offers preventative counseling and testing for all patients. SNAHC offers a full clinical lab and we will help you with applying for Medi-Cal and other appropriate Social services. SNAHC is a community health center that is designed to be a medical care home for you and your family. We encourage you to make an appointment today.

#### Adult Medicine

- General medical and preventative services
- Management of chronic and serious medical problems including heart disease, stroke, and diabetes
- Preventative care for breast, colon, and prostate cancers
- Hepatitis C treatment, counseling, and support groups
- Diabetes education, prevention, self-management, and support groups are available
- Transgender Hormone Therapy
- Comprehensive nutritional education and dietary counseling
- Weight Management
- Confidential HIV and STD testing and counseling
- Suboxone Treatment Program

#### Psychiatry

#### Podiatry

#### Chiropractic Care Optometry

#### Pediatrics

- Newborn and well-baby care
- Immunizations and school physicals
- Urgent appointments for sick children
- Complete annual checkups

#### Women's Health Care

- Comprehensive women's care including Pap smears, breast exams and mammography referrals
- Family planning
- Pregnancy testing
- Acute and Chronic Gynecological Problems
- Teen Health Care
- Pregnancy prevention

#### Perinatal Care

- Well woman care through pregnancy
- Nutritional counseling
- Personal counseling and support groups
- Postpartum care
- Breastfeeding support

### **Dental Services**

The Dental Department provides patient education, prevention and general dentistry for adults and children of all ages. Children should visit a dentist between one and two years of age to start preventative care such as sealants and fluoride treatment. *Referrals to specialists are made when necessary.*

- General Dentistry for Children and Adults
- Exams and X-Rays
- Cleanings, Sealants and Fluoride Treatment
- Fillings and Extractions
- Patient Education
- Stay Plates
- Dentures and Partials
- Emergency Services
- Referrals
- Root Canals
- Oral Surgery

### **Behavioral Health Services**

The Behavioral Health Department provides a variety of culturally-responsive, patient-centered services that are either billed to insurance or supported by one of many grants or contracts, such as our Substance Use Disorder services funded by Indian Health Services (IHS).

Services include individual counseling for Mental Health provided by Licensed Clinical Social Workers (LCSWs) or Associate Clinical Social Workers (ACSWs), individual counseling and group counseling for Substance Use Disorders provided by Certified Drug and Alcohol Counselors (CADCs), and a variety of support groups and classes around such topics as anxiety and depression, anger management, relapse prevention, etc.

To learn more about how to access these services, ask your primary care provider about a referral and/or to speak with an Integrated Behavioral Health Provider.

### **Ancillary Services**

Ancillary services are designed to meet a specific medical need for establish patients. An ancillary service facilitates the primary care providers by completing services that do not require a provider visit.

Ancillary services may include: Blood draws, immunizations, tuberculin skin test, toxicology screening, injectable contraceptives and pregnancy testing.

Please note that your insurance may not cover Ancillary services without a medical provider visit first. For example, Medi-Cal will not cover blood draw only in a medical clinic setting, this service will be referred to a nearby laboratory for completion. If you need to see your health provider, please let us know.

### **Member Services**

Member Services staff are available for all patient registration needs, as well as assistance with insurance eligibility, and sliding-fee discount options.

## **GENERAL INFORMATION**

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**Communication:** SNAHC produces an e-mail newsletter called Native News. You can sign up for it on our website. In this newsletter, you will find SNAHC announcements, information on upcoming events in the community, as well as helpful health tips.

**Prescriptions and Chronic Pain Management:** Please provide your preferred pharmacy name and phone number. Refills of existing prescriptions are handled by calling your pharmacy directly. Please contact your pharmacy 5-7 days in advance to allow time for processing. The pharmacy will contact SNAHC directly if no refills are remaining. If you have questions about a new prescription or about discontinuing medication(s), please tell your provider at the time of your appointment. Being seen in our clinic and choosing SNAHC as your health home is not a guarantee of receiving prescriptions.

**Please understand that SNAHC is not a specialty clinic for chronic pain. We try very hard to help our patients control chronic pain and anxiety with a holistic approach including medication, counseling and therapy. There is great risk and little or no evidence that regular use of controlled substances for chronic pain or anxiety improves these conditions. SNAHC has strict limits on the medications that our Primary Care Providers (PCPs) prescribe.**

If your medication expectations fall outside our strict limits, your PCP can try to make a referral to a chronic pain specialist. Insurance types will determine the availability of pain management. Your PCP can work with you to determine ways to treat chronic pain and anxiety that do not involve these highly controlled and dangerous substances.

These controlled substances include, but are not limited to:

- Hydrocodone (Vicodin, Norco)
- Methadone
- Fentanyl (Duragesic patch)
- Oxycontin
- Percocet (Oxycodone)
- Xanax (Alprazolam)
- Klonopin (Clonazepam)
- Carisoprodol (Soma)
- Lorazepam (Ativan)
- Diazepam (Valium)
- Morphine
- Codeine

**Labs and Diagnostic Testing:** We provide onsite lab services through Quest Diagnostics for analysis. Most other routine diagnostic and radiology tests are done by Diagnostic Radiological Imaging or Sutter Imaging Sacramento. We will refer you for any tests, but you will need to schedule the appointment yourself. If you need assistance with arranging for any appointments, please notify your care team. Results will be sent to the clinic and reviewed by your care team. You may request your lab results any time by completing a health records release.

### **Primary Care Providers**

When you become a member at the Sacramento Native American Health Center, you will have the option to choose one of our providers as a Primary Care Provider (PCP). Your PCP is your main health care provider in non-emergency situations. Their role is to provide preventative care and teach healthy lifestyles, identify and treat common medical conditions, assess the urgency of your medical problems and direct you to the best place to care for your medical problems. We will make referrals to medical specialists in the community when necessary.

## **URBAN INDIAN HEALTH PROGRAMS**

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The Sacramento Native American Health Center (SNAHC) is an Urban Indian Health Organization (UIHO). UIHO's are independent, nonprofit, Indian-controlled organizations that contract with the Indian Health Service (IHS) to provide direct health care, referral/access services, inpatient and outpatient substance abuse treatment, and social service programs.

Unlike Tribal health care facilities for American Indians located on reservations, the health center is not governed or run by a Tribe, we are not Tribal or member-specific and all patients, native and non-native alike, are welcome to access our services. While the IHS is the principal federal health care provider for American Indians, the IHS funding allocation for Urban Indian health programs such as SNAHC reflects only 1% of the total annual IHS budget despite the fact that the clear majority of American Indians reside in urban communities. As a result, UIHOs are not eligible for Contract Health Service (CHS) dollars and must leverage IHS funds to obtain other federal, state, county, local and private funding. Our services to Native Americans are not free; however, there are several programs that can assist with the costs of your care.

## WHO IS ELIGIBLE FOR SERVICES

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SNAHC welcomes everyone. There are no ethnic or residential requirements. You do not need to be a Native American to be a patient.

While our services are available to everyone, our specialty is offering culturally competent services to American Indians/Alaska Natives (AI/AN) living in an urban environment. We have unique programs and special discounted rates for Native people. Native patients need to verify their eligibility in order to qualify.

## HOW TO REGISTER

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As always, if you are experiencing a medical or psychological emergency, contact 911 immediately. All new patients must register and consent to treatment to become eligible for services. You will need to schedule an appointment with Member Services to complete all necessary forms before your first clinical visit. Potential patients must register prior to being seen for their first clinical appointment. Those pre-assigned to our facility may be able to enjoy a simplified registration process. Call the main line to find out more about your registration process.

All patient forms must be completed prior to being seen as a patient. Failure to complete forms prior to appointment will keep the patient from being seen. If you need assistance with forms, please let a Member Services Representative know.

Remember, photo identification and **ALL** insurance cards must be present at **EVERY** appointment.

### Minors Under 18 Years of Age

A parent or legal guardian is required to accompany children under 18 throughout the appointment, except as specified by CA State law. It is required that all parents or legal guardians of patients under the age of 18 register.

We understand that caregivers often accompany children to appointments; these types of accommodations must be made in advance by the parent or legal guardian in writing. Please ask a Member Services Representative for further information or to provide the approved release form for these accommodations.

### All Patients

- Must bring a valid government issued or verifiable picture identification
- Evidence of custody or guardianship for minors
- Proof of any health insurances, including but not limited to Medi-Cal or Medicare Card, Dental Insurance Cards

- Proof of income for documentation of Sliding Fee Scale Discounts

### **American Indians/Alaska Natives**

To register as an AI/AN patient, you will need to provide official documentation of your Native heritage. The following are acceptable forms of documentation and must be presented on the first visit:

- Bureau of Indian Affairs (BIA) card
- Certificate of Degree of Indian Blood (CDIB) issued by the BIA
- Tribal enrollment card or letter attesting that the applicant is an Indian from a federally recognized U.S. Tribe
- Official document noting the applicant's name of the California Judgment Roll.
- Proof of ancestry to the above-mentioned class (up to two generations accepted).  
Certified birth, marriage, divorce, and/or death certificates are required to show linkage for descendency.

Patients with Medi-Cal benefits must provide current Medi-Cal identification (BIC Card) at the time of service.

### **Non-Insured Patients**

If you currently do not have insurance, call the Main Line to make an appointment with Member Services. Our Enrollment Counselors can assist you in determining if you are eligible for an insurance program. Patients without insurance may be eligible for our sliding fee scale, based on family size and income.

### **Membership**

Once you have selected a Primary Care Provider (PCP) at the Sacramento Native American Health Center, you will become a member. A patient may always opt to select a different PCP, unless this option has been limited by a voluntary treatment contract.

## **HOW TO MAKE AN APPOINTMENT**

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All new patients must pre-register prior to being seen for an appointment – please see How to Register. If you are already registered, call the Main Line to schedule an appointment. **You are required to update your income if it changes and your consent may be subject to revision if a child has transitioned to an adult or services have not been rendered in more than three years.**

### **What to bring to your Appointment**

You will need to bring a valid photo ID, as well as all insurance cards you have – Medicare, Medi-Cal, private medical and dental insurance.

At the time of your initial clinical appointment, please bring a list of medications you are taking, or bring the medications with you. When bringing children in for immunization visits, please bring their immunization records as well.

### **Arrival for Appointments**

All patients must check-in at the front desk, mobile app or at one of our check-in kiosks. If you are late, we will do our best to accommodate you, but cannot guarantee an appointment.

For your first visit, please plan to arrive 20 minutes prior to your scheduled appointment. All established patients are asked to check in 10 minutes prior to each appointment.

### **Patient-Only Policy**

The purpose of the “Patient Only Policy” is to provide patients with an opportunity to respond to questions regarding their personal safety, reproductive choice, address mental health concerns and any other highly personal issue directly with their provider void of influence from a caretaker or family support person. Should there be a need for a companion, this will be noted in the record and the support person will have access to relevant portions of the visit.

### **Appointment Cancellation**

- A. Cancellations: Patients may cancel their appointment by calling the health center’s main line (916-341-0575) during normal business hours. Patients may also cancel their Medical, Dental and/or BH appointment by responding to the appointment reminder. When a patient receives the appointment reminder to their cell phone they can reply with “N” or spell out “NO”. When cancelling through the appointment reminder, please cancel as soon as you are able too. Please arrive on time or you may lose your scheduled appointment time.
- B. Patient No Shows: A "No Show" is considered a patient that does not appear and does not cancel their appointment in advance. Patients that accumulate 4 consecutive missed appointments will be required to sign a Re-Engagement of Treatment Letter to demonstrate their commitment to their healthcare. This letter must be signed and returned to SNAHC, by the patient, to schedule any future appointments; failure to sign and return letter can lead to discharge from the health center.

### **Same-Day Appointments**

SNAHC is able to accommodate a limited number of Same Day Appointments for its established patients by call our main number (916-341-0575). Same Day Appointment openings are scheduled on a first-come, first-served basis. For Same Day Appointments, SNAHC will make every effort to schedule a patient with his/her Primary Care Provider (PCP) when possible. SNAHC is a Primary Care Facility and is not set up for Urgent Care or Emergency visits.

### **New Patients**

New Patients are required to call our main line at (916)-341-0575 and set an appointment to

establish care. New Patient Appointments are available on a first-come, first-served basis, but are limited daily.

### **Established Patients**

Established Patients are eligible to be seen on a same-day basis, *should an appointment become available*.

## **ADVANCE DIRECTIVES**

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Advance Directives inform your provider about your wishes regarding medical treatment during a time when you are physically unable to explain those wishes. You may wish to consider an Advance Directive. Advance Directives fulfill several objectives, including:

- Stating your choice about the medical treatment you receive; and
- Naming another person to make decisions for you if you become unable to make those decisions yourself.

If you have questions, please speak with your Health Care Provider.

## **SPECIAL ACCOMODATIONS**

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SNAHC is accessible by wheelchair at the front entrances. An elevator provides access to the second floor.

Patients with limited sight or hearing should bring a companion to insure clear communication.

Please let us know at the time of booking your appointment if you prefer to receive your care in a language other than English. We will refer to the guidelines provided by your particular insurer regarding translation service requirements.

Pets are not allowed in the health center. SNAHC will make reasonable accommodations for patients with service animals. In doing so, the health center will not compromise the health or safety of patients and staff by the presence of an animal inside the facility. For more information, please refer to the Adults with Disabilities Act (ADA).

The use of tobacco products not in the course of traditional ceremony (including cigarettes, cigars, pipes, smokeless tobacco, electronic cigarettes, or other tobacco products) is prohibited at all times on all SNAHC property.

SNAHC is a drug, smoke, violence and alcohol-free campus.

## FEES AND PAYMENT POLICIES

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SNAHC accepts a variety of public and private insurances. In addition to accepting Medi-Cal and Medicare, we have several programs available that are based on eligibility. These include but are not limited to:

- Child Health and Disability Program (CHDP)
- Family Pact
- Cancer Detection Program
- Geographic Managed Care (GMC)
- Victims Assistance Program (VAP)

Non-insured individuals will be offered a sliding-fee scale based on income and family size. Payment amount varies by department and service. All individuals requesting the sliding-fee scale must verify their household income on an annual basis. Eligibility for discounts is based upon family size and income only. Acceptable forms of income verification include:

- Most recent Federal tax return
- IRS form W-2 or 1099
- Two (2) recent consecutive paystubs
- Social Security, disability or pension benefit statements
- Documentation of other governmental assistance
- Verification of Student status and FAFSA form
- Unemployment Benefits
- Current bank statement

Based on the information provided in the application, a Member Services Representative or Enrollment Counselor will work with patients to determine their eligibility for public insurances and to help patients enroll.

Payments or co-payments are due at the time of service.

**Cash Payments:** We accept cash payments at each reception area.

**Credit Card / Debit Payments:** We accept debit, Visa, MasterCard, American Express, CareCredit and Discover payments at each reception area.

**Assistance with Payments:** If you are unable to pay your balance and need access to a payment/budget plan, please contact NextGen RCM for information, as well as to determine whether you qualify. The RCM contact numbers (Eng.: 877-425-0162; Spn.: 866-250-9067 & QMB: 855-510-6398) will be in your billing statement.

**For AI/AN Patients:** SNAHC is an urban program and **does not receive Contract Health Service dollars for Native patients.** We are unable to pay for services that are not provided at the health center.

## **RECORDS RELEASE**

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It is the policy of Sacramento Native American Health Center, Inc. that information regarding its patients is confidential. Information that identifies or potentially identifies a patient or their health status will not be disclosed unless authorized by law, the patient or authorized representative, or when a clear medical emergency exists.

To receive a copy of your records, please contact the Health Information Department for assistance at our main number (916-341-0575) and choose the Health Information Department option. Patients can receive a records request form via email, fax, or mail. Once the records request form is returned to the Health Information Department it will be processed in the order in which it was received. Expedited requests can be accommodated on a case by case basis. Please note that by law SNAHC has up to 15 days to process records requests. Records will be made available to the party listed on the records request form in the format specified.

Patients who are visiting SNAHC for an appointment may ask any reception desk for a records request form. Once the records request form is completed it can be turned into any receptionist or mailed or faxed back to the Health Information Department. Once received, records request forms will be sent to the Health Information Department for processing.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

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The Sacramento Native American Health Center, Inc. is committed to delivering quality healthcare. The following “statement of rights” was developed by Sacramento Native American Health Center, Inc. and is endorsed by the Board of Directors, administration, health care professionals and staff of this facility.

Our goal is to provide healthcare services that are culturally competent, effective and considerate of the patients we serve, having stated this, we submit these to you as a statement of our policies.

1. A patient has the right to respectful, considerate, dignified care given by competent and qualified personnel.
2. A patient has the right, to be given the name and/or credentials of his/her healthcare professional, the names of all other professionals directly participating in his/her care and the right to change healthcare providers if necessary.
3. A patient has the right to every consideration of his/her privacy concerning his/her own healthcare program. Case discussions, consultation, examination, and treatments are considered confidential.

4. A patient has the right to have all records pertaining to his/her healthcare treated as confidential, and in accordance with HIPAA standards, except as otherwise provided by law, or third party contractual and billing arrangements.
5. A patient has the right to know what rules and regulations apply to his/her conduct as a patient.
6. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. A patient has the right to good quality care and high professional standards that are continually maintained according to Accreditation Association for Ambulatory Healthcare (AAAHC) standards.
8. A patient has the right to full information in layman's terms concerning his/her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on his/her behalf to the patient's next of kin or other appropriate person, or to a legally authorized individual in summary format.
9. Except for emergencies, the healthcare provider must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
10. A patient has the right to be advised when they are receiving treatment from a medical resident, student or intern and the patient, or responsible party, must give informed consent prior to evaluation by stated provider(s).
11. Patients have the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. This includes the right to refuse any drugs, treatment, or procedures offered by the facility to the extent permitted by law, and the healthcare provider shall inform the patient of the consequences of the patient's refusal of any drugs, treatments or procedures.
12. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.
13. A patient has the right to healthcare services without discrimination based on race, color, religion, sex, sexual preference, national origin, age, or disability.
14. The patient has the right to be free from verbal, emotional, physical abuse and /or inappropriate sexual behavior in a safe, healthful and comfortable environment.

15. This facility shall provide the patient, upon request; access to health information contained in his/her records, unless it is specifically restricted by the attending healthcare provider or is prohibited by law.

16. A patient has the right to expect that the facility will provide a mechanism whereby he/she is informed prior to or upon discharge of his/her continuing healthcare requirements following discharge and the means for meeting them.

17. A patient has the right to express grievances or suggestions to personnel verbally or in writing. Suggestion / Complaint forms are located in patient waiting areas throughout the facility and should be directed to the attention of the Compliance Officer.

18. It is your right to be educated and informed of your eligibility for federal and state benefit (insurance) programs. Our staff will assist you in determining which programs are available to assist you with costs associated with your health and related treatment(s).

19. It is your right to choose/change your Preferred Care Provider (PCP) to meet your needs. Not all providers will be appropriate for all types of care and you may limit your own ability to choose by signing an independent treatment contract (i.e., chronic pain management, etc.).

20. You have the right to keep a completed Advance Directive on file with SNAHC in order to guide us should you become physically unable to explain your wishes.

### **Patient Responsibilities**

#### **We encourage patients to ask questions.**

Sacramento Native American Health Center, Inc. will make every attempt to involve patients in their health care. Patients are given the opportunity to participate in decisions involving their treatment plans, except when such participation is contraindicated for patient safety reasons.

Our staff is available to answer any questions you might have. Every reasonable attempt will be made to accommodate patients even if they request alternate therapies that may not achieve maximum results, but can be compromised on, as long as they are deemed responsible.

1. The facility expects that you will cooperate with all facility personnel, and you are expected to ask any questions if directions and/or procedures are not clearly explained or understood.

2. You are expected to be considerate of other patients and facility personnel and to maintain control of yourself, your family members and children. You are also expected to be respectful of the facility's property and the property of other persons.
3. In order to facilitate your care, you are expected to assist the healthcare providers in their efforts to care for you by following instructions.
4. It is your responsibility to keep all appointments. If you are unable to keep a scheduled appointment, please notify the Sacramento Native American Health Center as soon as possible.
5. **Be On Time for Your Appointment.** All staff at the Sacramento Native American Health Center, Inc. would appreciate it if patients would arrive at least 10 minutes prior to their scheduled appointment. When you arrive on time for your appointment, it helps the staff to ensure that all patients are seen on time. If you do arrive late, you may have to be rescheduled for another time or day.
6. It is understood that you assume the financial responsibility of paying for all of your services rendered at the health center. Either through third party payors, such as private insurance or Medi-Cal, or being personally responsible for any payment of costs inquired, for your treatment(s). In the event that you should require hospitalization, **Sacramento Native American Health Center, Inc.** is not financially responsible or obligated to pay for your bills regarding your hospitalization.
7. It is expected that you will take any medications that have been prescribed to you, and that you will not complicate or endanger the healing process, by consuming alcoholic beverages or illicit drugs, during or before your visit. In the event that you do take drugs not prescribed by your physician, please be honest, as it is extremely important to your health and safety.
8. It is your responsibility to provide our staff with accurate information regarding your health benefit coverage and employment records; this includes Private Insurance, Medi-Cal, Medicare and employment verification(s) so that you are given the most appropriate health options available for you and your family.
9. It is your responsibility to provide a responsible adult to transport yourself or family member home from the facility and remain with him/her for 24 hours, if required by the provider.

10. The Sacramento Native American Health Center, Inc. expects that you and your family will provide accurate information about your health history including illnesses, hospitalizations, and medications prescribed, or otherwise, in order to effectively determine a treatment plan that best suits your individual healthcare needs.

## **MANDATED REPORTING REQUIREMENTS**

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All persons employed by the Sacramento Native American Health Center, including all providers and support staff, are required, by law, to report all cases of suspected or known child or elder abuse or neglect. Medical, Dental and Behavioral Health providers are required by law to report all cases of suspected or known domestic violence/assault. Providers are mandated to report incidents of threat of physical harm to self or others.

## **AFTER HOURS SERVICES AND EMERGENCIES**

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If in a life-threatening emergency situation, please dial 9-1-1 or go directly to the nearest hospital emergency room. If you receive care at an emergency room or urgent care center, please let us know within 48 hours so we can assist with follow-up care as needed.

If you have an **emergent** after-hours question regarding your medical or dental care, such as an allergic reaction to a medication you were prescribed, please call our main number at (916)-341-0575. The phone will be picked up by an Answering Service attendant who will page an on-call staff member. The Answering Service attendant will not have access to your records and/or future appointments.

Patients experiencing a Behavioral Health emergency may call Turning Point Mental Health Urgent Care Clinic at (916) 520-2460 or 9-1-1.

## **CORPORATE COMPLIANCE POLICY**

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SNAHC's Compliance Program has been established to demonstrate and ensure our commitment to complying with all applicable federal, state and local laws and regulations relating to the services we perform, and claims submitted for professional fee reimbursement.

This compliance program requires, in part, that proper billing codes are provided, and backed with accurate documentation in the health record that supports the codes. The program ensures that SNAHC complies with all laws regarding Medicare / Medicaid billing policies and procedures. To this end, we are committed to regular training of all staff.

The Compliance Program also requires that the Health Center designate a Compliance Officer who shall have an "open door" policy with respect to receiving reports of violations, or suspected violations, of the law. They are also responsible for answering questions concerning adherence to the law and to the Policy.

Patients can reach the Compliance Line at (916) 577-4804.

## **PATIENT FEEDBACK**

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SNAHC regularly gathers Patient Satisfaction data in order to determine the level of comfort that our members are having with their patient-centered health home experience. The results are analyzed and reviewed by the staff and Board of Directors in an effort to improve any deficiencies.

If you have comments, complaints or other feedback for the health center, a patient comments box is provided in each lobby area. You can also submit feedback by sending by standard mail attention to: Compliance Officer, or by calling (916) 577-4804.

## **PROVIDER CREDENTIALING**

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It is the responsibility of the Board of Directors of SNAHC to ensure that the providers employed by the agency are licensed and eligible to practice.

SNAHC follows a credential review process involving verification of the identity, training, experience, and competence of an individual. Through assessment and validation of a provider's qualifications to provide patient care services, the appropriate department head provides recommendations to the governing body regarding appointment and the scope of clinical privileges to be granted to the individual.

Determinations of appointment are based on evaluation of the individual's current license, training, experience, current competence and ability to perform privileges requested.

Providers perform critical peer review quarterly and corrective actions are taken, if necessary. Providers are re-credentialed every three years as required by law.

## **ACRONYM DEFINITIONS**

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- **AAAHC:** Accreditation Association for Ambulatory Health Care
- **ACA:** Patient Protection and Affordable Care Act
- **ADA:** Americans with Disabilities Act
- **ADP:** Alcohol and Drug Programs
- **AI/AN:** American Indian / Alaskan Native
- **CDP:** Cancer Detection Program
- **CHDP:** Child Health and Disability Program
- **FQHC:** Federally Qualified Health Center

- **GMC:** Geographic Managed Care
- **IHS:** Indian Health Service
- **PCHH/PCMH** Patient-Centered Health Home / Medical Home
- **PCP:** Preferred Care Provider
- **QMB:** Qualified Medicare Beneficiary
- **RCM:** Revenue Cycle Management
- **SNAHC:** Sacramento Native American Health Center
- **VAP:** Victims Assistance Program

## PHONE NUMBERS & LOCATION

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Please use the Main Line for all calls.

To make an appointment: Call the Main Line at **(916) 341-0575**

### Business Hours

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Monday – Friday: 7:30 a.m. – 5:00 p.m.  
Saturday: 7:30 a.m. – 5:00 p.m.

We will post notices regarding any holidays or in-service periods.

### Address & Location

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**Health Center Address:** 2020 J Street, Sacramento, CA 95811. This is between 20<sup>th</sup> and 21<sup>st</sup> Street on J Street.

**Administrative Address:** 2020 J Street, Sacramento, CA 95811

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**Public Transportation Lines:** The bus #30 and #38 stop just after the Health Center on J and 22<sup>nd</sup> Streets.

**Parking:** Parking is available for patients at the parking lot on the west side of the Health Center

**SNAHC on the Web:** [www.snahc.org](http://www.snahc.org)

**Main Entrance:** The Main Dental and Behavioral Health Entrance is located off the West Parking Lot while the Main Medical Entrance is located on the corner of J and 21st.

**Native News:** [nativenews@snahc.org](mailto:nativenews@snahc.org)

