

PASCUA YAQUI TRIBE

GUADALUPE HEALTH SERVICES DIVISION PATIENT HANDBOOK OF SERVICES



Nau te vo'oho'one allae'ewamta
Together on the Journey to Health

ITOM HIA PSI

"OUR HEART"

PASCUA YAQUI TRIBE — OFFICE COMPLEX
9405 SOUTH AVENIDA DEL YAQUI
GUADALUPE, ARIZONA 85283

(480) 768-2000

www.pythealth.org

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Mission Testamento

U Pascua Hiak Tribu Programa De Salud, uka chea tuui U'u Hiak Tri'ibu Pahkua ya'ari'u kaa ko'okoiwame, uka tu'i kaa ko'okoiwamta into uka chea tuisi taka'apo tui'iwamta ama yumariawamta, si'ime Hiak vatora'ata into vem weriwam vetchi'ivo inim Hiak ropo'ohoapo wa'ata.

Itepo te a'a yo'ori ta'a into te a'a yo'ore, waka Hiakita suale'u into a'a tekiawa, into waka Santora sualwamta into ume pahkom.

Hunumpo vaha itepo waka tu'uwwamta te a'a tekilek, uka kova suawamta, taa'akai into uka sea taka'ata.

Itepo tua eakate uka Hiak hittoata into Lios nokta vaha te sasauwa.

Itepo vaha tua uka ka'a tu'i we'ennemta vat yee tetehwa into uka yeteo tu'ikte ume ko'okoam vetchi'ivo nanaikia hunuen vaha te kaa ko'okoawamta waka tu'iwamta into chea inim a'aune inim itom ropo'ohoapo.

Itepo itom tekiltate uka alle'erita into uka seata nau te inim yoem nau weiripo te a'a hipu'une.

Itepo te si'ime Hiakra'ata vetana te uka tu'i ka'a ko'okoiwamta hipu'ui'ia enchim te hinamiata makne into mahtane hunuen vaha aniawaita hipu'une uka tu'i utteawamta into nah katwamta into kaita huenak enchim sauwane'epo kaita enchim taka'apo hipu'une vetchi'ivo.

Itepo tuate si'ime itom utteammakte uka Hiak ropo'ohoata into si'ime itom hu'uneiya'amak te enchim yo'orine.

Itom yo'orine itom yo'owam lutu'uriatate tekipanoane ume itom yoemia tu'uwata, vetchi'ivo into waka, vem tu'u vichauvicha vo'ota vem hipu'une vetchi'ivo.

Mission Statement

The mission of the Pascua Yaqui Tribal Health Programs is to promote the highest possible standards for the health and well-being of tribal members and their families within all Yoeme communities.

We respect and dignify individual choices and Yoeme cultural values and traditions.

Using a holistic wellness approach, we support healing the mind, body, and spirit. We affirm the use of traditional healing herbs and prayer.

We are committed to the prevention and treatment of disease and to the restoration of health in our Yoeme communities.

We are dedicated in bringing about emotional and spiritual unity within our Yoeme families.

We encourage a healthy lifestyle through support and education of the benefits of balanced nutrition, moderate exercise, and freedom from addiction.

We acknowledge the strength of the Yoeme communities and endeavor to honor and share our elders' wisdom for the future of our children.

Through the service of our Health Programs, the Yoeme Nation shall live in balance and harmony within the sacred circle of life.

Phone Directory

1-800-572-7282

1-800-5-PASCUA

Main Switchboard	480-768-2000
Community Health Nursing	480-768-2033
Deputy Director of Nursing	480-768-2088
Home and Community Based Services	480-768-2019
Centered Spirit, Behavioral Health	480-768-2000
Associate Director	480-768-2025
Office Supervisor, Centered Spirit	480-768-2024
Behavioral Health Crisis	480-736-4943
Maricopa Managed Care	480-768-2092
Social Services	480-768-2089
Yaqui Education Services	480-768-2082
Transportation Program	480-768-2076
Coordinator	480-768-2075

Pascua Yaqui Tribe - Tucson

Health Department	520-879-6000
Managed Care Office	520-879-6041
WIC Program.....	520-879-6113

Centered Spirit Programs

Sea Takah Na'Asuku Behavioral Health

Guadalupe Office
Phone: (480) 768-2000
Fax: (480) 768-2053

Associate Director

(480) 768-2025

CSP Mission Statement:

It is the mission of the Pascua Yaqui Centered Spirit Program to provide professional, confidential, and culturally compatible behavioral health services for Pascua Yaqui Tribal members and their families. We promote healing, personal growth, and healthy living for the individual, the family, and the community.

Services Provided:

Pascua Yaqui Centered Spirit Programs (PYCSP) provides mental health and substance abuse services for enrolled Pascua Yaqui tribal members, their partners, and children under age 18. These services include individual, couple, family and group therapy, psychiatric evaluation, medication monitoring, and the Domestic Violence Offender Intervention program. We offer same day appointments for urgent problems. Additional services are available on a case-by-case basis for eligible clients.

Centered Spirit has an Intergovernmental Agreement with the Arizona Health Care Cost Containment System (AHCCCS) as a Tribal Regional Behavioral Health Authority or TRBHA. As a TRBHA, we are able to offer a wide range of Centered Spirit Program services through Subcontractors. These services include emergency hospitalizations, group home placement, and residential treatment centers, pending eligibility. Services are free to eligible community members. Because our program receives funding from the State of Arizona, we require all clients to be screened for AHCCCS eligibility. If client is found to be eligible, they are required to enroll in AHCCCS.

How to Access Centered Spirit Program Services:

Any eligible community member may call the Centered Spirit Program office at **(480) 768-2000** Monday through Friday, 8am to 5pm to inquire about services.

Each caller is screened and assigned to an intake provider who will assess the individual or family for services. A Treatment Plan with counseling goals will be developed with a counselor. Treatment Plans are updated every six months to assess progress in the counseling sessions.

Walk-in and same-day **appointments** are available for individuals needing urgent care or crisis intervention during regular business hours. After-hours crisis is provided by EMPACT who provide 24/7 coverage at **480-736-4943**.

Home visits and transportation to and from appointments are available upon request, but may depend upon AHCCCS status and staff availability.

Community Health Nursing Program

Phone: (480) 768-2033

Fax: (480) 768-2058

The Community Health Nursing (CHN) Program provides registered nurses and licensed practical nurses to provide services, both in the home and office setting. Through community health services, we strive for the optimum spiritual, emotional, physical, and social health of the Yoeme Community.

Services include:

- Patient Education & Screening: for promotion of health/disease prevention, especially related to diabetes, family planning, obesity and general health maintenance.
- Patient Advocacy: assisting patients with obtaining medical care, prescription medications through AHCCCS plans, or the Phoenix Indian Medical Center.
- Health Promotion/Care Coordination: for all patients enrolled in the Community Health Nursing Program.
- Provide comprehensive nursing assessment to patients from numerous community referrals.
- Medication Management.
- Nursing care is provided in patient's homes or the office setting for chronic medical conditions or for post-discharge care.
- Case management for complex health related situations for coordination of care.
- Immunizations offered for Adults and Children.

Community Health Representative Program

Phone: (480) 768-2033

Community Health Representative (CHR) Program provides services by a community member with a background in Certified Nursing Assistance or Medical Assistant Program. Under the supervision of the CHN, the CHN/CHR team strives to reflect goals for optimum community health.

Services include:

- Coordination of care under the direction of the CHN's.
- Escorts to medical appointments.
- Home visits for vital check, education, individual personal care and home safety checks.
- Medication management and assistance.
- Referrals to assist with patient health needs.
- Ongoing monitoring for in-home needs.

Other duties as assigned.

Office hours for Community Health Nursing and Representatives:

Monday through Friday
8:00 am to 5:00 pm

Dental Program - Maricopa County

If you are a member of the Pascua Yaqui Tribe, Native Health has a contract to provide dental services to Tribal member in the Phoenix area:

Native American Community Health Center, Inc. (NACHCI)
Appointment scheduling at the following locations:

Native Health Central (Main Location)
4041 North Central Avenue, Bldg. C
Phoenix, AZ 85012
602-279-5262 ext. 3402

NHW Community Health Center
2423 West Dunlap Avenue, Suite 140
Phoenix, AZ
602-279-5351 ext. 3537

Monday - Friday: 8:30 a.m. - 5:30 p.m.

Emergency Walk-Ins: 8:30 a.m. - 10:00 a.m.
1:00 p.m. - 3:00 p.m.

Proof of enrollment must be provided at time of registration.

The basic services that are allowed under this program include the following:

- Emergency same day dental services available
- Extractions and sedative fillings
- Dental exams and appropriate x-rays
- Dental cleanings and scaling

- Silver and composite fillings
- Decay preventive services: Sealant, Fluoride
- Treatments
- Major restorative services: Pulpotomy, Stainless Steel Crowns, Space Maintainers
- Crowns, bridgework, dentures, and partial dentures *require prior Tribal authorization*

For extensive, advanced dental services treatment may be required to be rendered in the Tucson area.

PRIMARY INSURANCE MUST BE USED FIRST

-AND-

Every year, patients must complete an AHCCCS/Alternate Resource screening before your next scheduled appointment.

Home and Community Based Services

9405 S. Avenida Del Yaqui Guadalupe, AZ 85283

The Home and Community Based Service Program serves all enrolled community members in Pima and Maricopa Counties; the services are rendered for long-term care under AHCCCS/ALTCS and the We Care Program.

ALTCS - Arizona Long Term Care Services is an AHCCCS program for elders and the physically disabled for nursing home placement or home health services.

Services may include:

- Community Health Nurse (CHN)
- Attendant Care Providers (ACP)
- Home Delivered Meals
- Durable Medical Equipment (DME)
- Transportation for Medical Appointments;
 - Escort as Necessary
- Nursing Care Facility Placement

ALTCS Eligibility: A financial eligibility and a medical eligibility are determined by AHCCCS/ALTCS. Once the member is determined to be eligible for ALTCS, a case manager is assigned to provide a one-on-one contact with the member. The case manager insures that member receives all services in their plan of care and reviews the medical progress of the member.

Contact Information:

Guadalupe

(480)768-2019

Fax (480)768-2093

Tucson

(520) 879-6127

Fax (520) 879-6040

Managed Care Program

Guadalupe Tribal Office Complex
9405 S. Avenida del Yaqui
Guadalupe, AZ, 85283
(480) 768-2000

Eligibility: Must be enrolled in the Pascua Yaqui Tribe and reside in Maricopa County. Proof of enrollment must be provided. Current HEA/AHCCCS application must be completed. The Managed Care Program is ***not*** an insurance plan or entitlement program and does not guarantee payment for services provided. The program provides patient advocacy and assistance to apply for various Alternate Resources.

The Pascua Yaqui Maricopa County Managed Care Program ***may*** consider coverage of medical services not available at PIMC and necessary to prevent immediate death or serious loss of health, ***subject to the availability of funds and Medical Priority***. The program does not cover routine outpatient medical service (for these services see PIMC or Komatke Health Center). Services considered may include:

1. Emergency room care for emergent/urgent medical conditions, surgical conditions, or acute trauma. Phoenix Indian Medical Center emergency department must be used unless tribal member has a life threatening or emergent condition.
2. Emergency inpatient care for emergent/urgent medical conditions, surgical conditions, or acute injury.
3. Renal replacement therapy, acute and chronic (dialysis).
4. Services and procedures necessary for the evaluation of potentially life threatening illnesses/conditions.
5. Obstetrical deliveries and acute prenatal care (if not available at PIMC).

6. Neonatal care.

7. Ambulance services for life-threatening emergencies.

Optical Services:

Members residing within Maricopa County are eligible for limited optical services under the Yoeme Health Program. Members must have a current and completed Alternate Resource application (i.e. AHCCCS, Medicare etc.). Since funding is limited, members are required to utilize alternate resources such as Vision service Program (VSP), Private Vision Insurance and AHCCCS primarily. Copays will be the responsibility of the member when an alternate resource is available. If you choose to go to a provider of your choice, you will be responsible for the cost of those services.

Prior Authorization is required before seeing the contracted provider. Optical services are restricted to one (1) eye exam and one (1) pair of eye glasses/contacts every two (2) years. Children or Seniors (60+) may be eligible for services yearly based on funding and medical need.

Optical services include: Eye exam and frames/lenses or contacts at contracted rate. Additional features such as tinting, progressive lenses or other upgrades (not medically necessary) will be the responsibility of the member.

Replacement cost for lost/damaged/stolen glasses or contacts are not covered by the program.

ALL OPTICAL SERVICES REQUIRE PRIOR AUTHORIZATION FROM THE MARICOPA MANAGED CARE PROGRAM.

PRIMARY INSURANCE MUST BE USED FIRST. Please be aware that these services are based on available funding.

For Optical Services in Maricopa County or surrounding areas the Pascua Yaqui Tribe is contracted with the following:

Southwestern Eye Center

6101 S. Rural Road, Ste. #115 Tempe, AZ 85283

(480) 517-0047

Monday - Thursday: 8:00 am - 5:00 pm

Friday: 8:00 am - 4:30 pm

The Tribe has a contract with Southwestern Eye Center to provide eye exams and lenses and frames at the contracted rate. Cosmetic improvements, such as tinting of lenses, are not included. When calling for an appointment, you are required to have your tribal enrollment number for verification. Eligibility: Must be enrolled in the Pascua Yaqui Tribe and proof of enrollment must be provided at time of appointment. Current HEA/AHCCCS application must be completed.

For more information contact:
(480) 768-2092 or (520) 879-6041

Submitting Bills for Payment:

The Managed Care Office will review unpaid medical and ambulance bills for possible payment; **subject to funding availability and Medical Priority.** The procedure for submitting bills is as follows:

1. **Due to new Federal laws regarding privacy, you will need to sign a release form so that the Managed Care Office can access your information from the hospital or doctor involved.**
2. Mail or fax bills to following address:
Pascua Yaqui Tribe, Health Programs
Managed Care Office
Attention: MMCP
P O BOX 11066
Tucson, Arizona 85734-1066

Fax: (520) 883-1057

Bills may also be taken to the Guadalupe Office to be forwarded to Managed Care; staff will contact the tribal member if there are additional questions.

3. **The tribal member must apply for AHCCCS, at least once a year and at the time of admission to any hospital.**

Managed Care Staff - Tucson Office

Toll Free: (888) 443-0044 (Option # 4)

Main Office: (520) 879-6041

Utilization Review Specialist:

(520) 879-6041 (Based on Alpha)

You may contact the Tucson office for the following:

- ✦ Questions regarding Maricopa medical services or referrals
- ✦ Prior-Authorization for referrals/specialty appointments in Maricopa County
- ✦ Verification of member eligibility
- ✦ Verification of alternate resources
- ✦ Referral prior authorization for Optical Services
- ✦ Questions regarding optical services/billing
- ✦ Billing Issues

Patient Advocate

(480)768-2092

Patient Advocacy services may include helping Tribal Members apply for AHCCCS, Medicare or help to find other

coverage to meet patients' health needs. You may also contact Patient Advocate for the following:

- Provider invoices
- Billing
- AHCCCS
- Healthy-E

Patients residing in Maricopa County are eligible for Direct Care Services only at the following Health Care Facilities:

Phoenix Indian Medical Center (PIMC)

Indian Health Service Facility
4212 N. 16th St.
Phoenix, AZ. 85016
(602) 263-1200

Eligibility: Must be enrolled in the Pascua Yaqui Tribe and proof of enrollment must be provided at time of registration.
The Phoenix Indian Medical Center is the primary source of health care services for enrolled tribal members residing in Maricopa County or surrounding areas.

PIMC is a federally operated facility under the U.S. Indian Health Service. The following services are provided by PIMC:

- Outpatient and inpatient medical services
- Pharmacy /Prescriptions
- Dental Services
- Specialty Clinics
- X-Ray/Laboratory
- Emergency Room

Komatke Health Center (KHC)

17487 S. Health Care Dr.
Laveen, AZ 85339
520-550-6000

Eligibility: Must be enrolled in the Pascua Yaqui Tribe and proof of enrollment must be provided at time of registration. **The KHC is an additional source of health care services for enrolled tribal members residing in Maricopa County or surrounding areas.**

The KHC is a tribally operated facility and is located in the Gila River Indian Community Reservation at Laveen. This facility offers the following services:

- Outpatient and inpatient medical services
- Pharmacy /Prescriptions
- Dental Services
- Specialty Clinics
- X-Ray/Laboratory
- Emergency Room

Other IHS/Tribal Facilities:

Gila River Health Care
483 W. Seed Farm Rd
Sacaton, Arizona 85247
(520) 562-3321

Hu Hu Kam Memorial Hospital
483 W. Seed Farm Rd,
Sacaton, Arizona 85147
(602) 528-7100

Ak Chin Health Clinic
48203 W. Farrell Rd,
Maricopa, Arizona 85139
(520) 568-388

Hau'pal (Red Tail Hawk) Health Center
3042 W. Queen Creek Rd.
Chandler, AZ 85248
(520) 562-3321

Maricopa Managed Care (MMC) Patient Support Specialist are available to assist with the application process for the Affordable Care Act (ACA) Health Marketplace Insurance.

Notes: _____

Traditional Healing Program

Itom Hiapsi
9405 S. Avenida Del Yaqui
Guadalupe, AZ, 85283

Hours of Operation:

9:00am - 4:30pm Weekdays - Generally offered 2 weeks of the month - Quarterly; Jan., April, July, Oct.

Call: 520.768.2000 for appointments and information.

The Traditional Healing Program in collaboration with our ancestral Rio Yaqui Healers is working to preserve the Yaqui traditional medicines.

The Yaquis of Arizona and Sonora are reviving Yaqui medicines into the western world. By this integration, we are able to share the art of healing of the spirit, mind and body, using our cultural medicines and beliefs. The goal is to return to using our cultural medicines for healing.

On a quarterly basis for two weeks at a time (subject to change), Traditional Healers (Hitevi) from Rio Yaqui, Sonora are available to provide traditional healing services to Tribal members. The Healer/Hitevi will advise and recommend treatment(s), which may include herbal medicine(s), massages, counseling, ceremonies, spiritual healing and prayer at no cost. The PYT is supporting the Healer for their services.

Strict confidentiality is monitored and minimal information is recorded.

Requests for services after 5:00 p.m. outside of Tribal facility are not part of the PYT Program.

Transportation Program

Office: (480) 768-2076

Fax: 480-768-2077

Maricopa County - The Pascua Yaqui Health Transportation program provides non-emergency transportation to medical/dental appointments for enrolled Yaqui Tribal members, their non-Yaqui spouses and dependent children.

Arrangements must be made 24 hours in advance. Same day service may be accommodated if permitted to fit on schedule. Last call for scheduling appointment is at 4:00 p.m.

To schedule transportation or if you have any questions call (480) 768-2076 and (480) 768-2075. If you reside in the area of Coolidge, Eloy, Casa Grande, and Florence, you may call 1-888-443-0044 and ask to be transferred to extension 2000 at the Guadalupe Office.

Patient Rights/Complaint Procedure

The Pascua Yaqui Tribe holds the well-being of its Tribal Members as a sacred responsibility. In carrying out this responsibility, the Tribal Health Programs staff is committed to providing in a courteous, confidential, and professional manner, the best health care, and services possible.

If you feel we have not fulfilled this responsibility, you have the right to submit a written complaint to the Health Director at the Hiaki Hitevi Kari building. Contact the Receptionist to complete a Complaint/Concern Notification form.

Telephone: (520) 879-6000
1-888-443-0044

Address: 7490 S. Camino de Oeste
Tucson, Arizona 85757

We will investigate and attempt to resolve your complaint in writing within 30 days of receiving of your complaint. If you feel that your complaint has not been resolved to your satisfaction, you may contact the Tribal Chair Office at (520) 883-5000.

Thank you,

Health Department Staff

Tribal Offices will be closed for the following Holidays:

Federal Holidays

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day
Christmas Day

Tribal Holidays

Holy Thursday
Good Friday
Dia de las Gracias
Tribal Recognition Day
All Soul's Day

GUADALUPE
HEALTH SERVICES DIVISION
PATIENT HANDBOOK

2018 - 2019



<http://www.pascuayaqui-nsn.gov/>