



## Questions & Answers

Get answers to all your questions fast here from our most Frequently Asked Questions.

### What is the Yoeme Health Program (YHP)?

The Yoeme Health Program (YHP) is NOT an insurance nor an entitlement program. The YHP offers quality contract health services to ELIGIBLE Pascua Yaqui Tribal members who reside in Pima County that qualify and comply with the Program guidelines through the Purchase Referred Care (PRC) office. Although YHP may be similar to IHS/ PRC Programs; YHP is unique in itself because it is a Tribal-ly Managed health care program. The combination of an increasing American Indian/Alaska Native (AI/AN) population, limited funding, medical inflation and limited competitive pricing and options requires strict adherence to the Program guidelines to ensure the most effective use of PRC resources. These guidelines apply to qualifying factors such as medical priorities of care and eligibility requirements that are more stringent than those for IHS direct care services.

**NOTE:** Due to this unique structure many services provided to our members require Prior Authorization from the Medical Director before members can receive services requested by their Primary Care Physician (PCP) or any Specialist.

### Who is paying for my Health Care?

If you are eligible for State health care due to low income or disability then your health care services may be paid by the Arizona Health Care Cost Containment System (AHCCCS). If you are injured at work, the Worker's Compensation Fund may pay for your health care services; if you were in an auto accident, an auto insurance company may pay. If you are 65 or disabled, Medicare may pay. If you have a job with health insurance benefits and you pay your own premiums, your private insurance company will likely pay. If you have no Alternate Resource (A/R), the Yoeme Health Program may pay for your health care services. YHP is the payer of last resort and requires patient to exhaust all health care resources available to them from private insurance, state health care program and other federal programs before the PRC Program can provide payment.

### Why am I on AHCCCS if I'm Yaqui?

The Tribe follows IHS Purchase Referred Care (PRC) guidelines which indicate, the Yoeme Health Program is the payer of last resort. If you are enrolled in an AHCCCS plan you are eligible to receive services at the reservation clinic. Your participation in AHCCCS helps the Tribe provide more services by increasing the health care dollars to treat Tribal members who may not qualify for Alternate Resources for health care coverage.

### Why do I have to apply for AHCCCS?

The Yoeme Health Program is the payer of Last Resort. All Tribal members are required to determine ANNUALLY whether they are eligible for AHCCCS health care coverage, and anytime you are admitted to the hospital. You are also required to apply for AHCCCS when there are changes to your income and or family size (i.e. new baby, marriage, divorce, etc.). If you are eligible for AHCCCS and fail to apply for AHCCCS, you will be responsible for paying for services you received.

### How do I register to get Health Care?

Tribal members are NOT automatically registered to receive health care services. You must meet eligibility requirements of the Program to be registered in the program. You may visit the PYT Health facility and ask to see a Patient Benefits Coordinator (PBC). The PBC will assist you in completing the application for AHCCCS and at this time you will also be screened for alternate resource eligibility.

### What do I need in order to register?

Please bring ALL of the following documentation when registering for the Yoeme Health Program:

- ◆ PYT Tribal Enrollment Letter or Tribal ID
- ◆ CDIB-Certification Degree of Indian Blood
- ◆ Social Security Card
- ◆ Birth Certificate or Baptismal Certificate (must have tribal enrolled parent name)
- ◆ Most recent pay stubs or income information (for the last 90 days)
- ◆ Proof of Pima County residency such as rent/ mortgage receipt, valid AZ Drivers License, State ID etc.

### Where do I get an ID Card for the YHP?

YHP ID Cards are issued by the Managed Care Office. You may call us at (520) 879-6041 for more information and the schedule for getting your ID Card.

### Why am I getting billed for medical services I received?

The provider may not be aware you have YHP coverage for the services you received or services may not have been approved. If you receive a medical bill, DO NOT disregard the bill. Please bring the bill to the YHP office or call (250) 879-6041 for assistance.

### Where do I go for my routine Health Care?

YHP members are eligible for routine health care services at ANY El Rio Health Clinic in Tucson. Once registered in the Program, you may select a provider from the El Rio Health Network System for your routine health care services.

### What if I have an emergency? Or if I need a hospital?

If you have a need for medical services for an illness or injury that IS NOT an emergency (i.e. cough, flu, sprain, rash etc.) NextCare or FastMed urgent care centers are recommended ONLY if you cannot schedule a Same Day appointment with El Rio. For life threatening emergencies call 911. For all Urgent Care and/or Emergency Room services members are required to provide proper notification to the YHP office. **PROPER NOTIFICATION is defined as a telephone call to (520) 879-6380 within 72 hours (3 days) of the date of service from the patient or a family member or someone acting on their behalf.** If Proper Notification is not received by the YHP office you may be responsible for all services rendered.

### What if I need Specialty Care or Prescribed Medications?

If medically necessary, your El Rio provider may refer you to a specialist (i.e. heart doctor, orthopedist, etc.). ALL specialty services will be reviewed by the YHP Medical Director for approval, denial or deferral. You will be notified by the HP office or El Rio Referral department once the decision has been reached. Prescriptions may be filled at ALL El Rio Pharmacy locations. For prescriptions after hours (9pm to 8am) some CVS locations are available.

### What if I do not live in Pima County?

For eligible PYT Tribal Members living outside of Pima County, health care services are available through ANY IHS Facility for routine care and additional specialty services, if provided at that facility. Eligible PYT Members living in Maricopa County may be eligible for health care services depending on medical priority and funding availability. Services must also be approved by the Medical Director prior to scheduling or receiving services.

Questions?  
Let's chat

Patient Advocate: (520) 879-6012

YHP Customer Service: (520) 879-6041