

## What if I am denied payment or a referral?

You may receive a denial of payment for any number of reasons. If you wish to appeal that denial, you must do so in writing no later than thirty days after the date of denial. Appeals submitted after thirty days will be automatically denied. You must include a copy of the denial letter and (if applicable) the bills. Appeal in writing to:

Glen Hayward,  
Executive Director of  
Health Services  
Redding Rancheria THC  
1441 Liberty Street  
Redding, CA 96001

Your appeal will be heard within 30 days of its receipt.

### Final notes:

- A referral does NOT constitute commitment for payment by PRC. It must meet the medical need guidelines provided in this brochure.

- If you have questions, ask before you receive any services except true medical emergency services. Remember, if PRC denies payment for specialty care or an emergency room visit, you are responsible for payment.
- Submit your bills no later than six (6) months after the date service. Patients are frequently sent to collections for not promptly submitting bills to PRC. Remember, PRC will not pay bills in collections.
- Do not ever assume that PRC will pay a bill. If you have any questions, please contact PRC to confirm your referral was authorized, you are eligible and you have a current alternate resource.

### RRTHC Hours:

Monday—Friday 7:30 a.m.—6 p.m.  
Closed for lunch from 12:30 to 1:30 p.m.

### Pharmacy Hours:

Monday—Friday 8:30 a.m.—5:30 p.m.

Pharmacy is open through  
the lunch hour.



Phone: 530-224-2700

Fax: 530-224-2734



## Purchased Referred Care (PRC)

Providing medical,  
behavioral health,  
dental, community  
health and diabetic  
services to the local  
Federally Recognized  
California Indian  
Community.

1441 Liberty Street  
Redding CA 96001

530-224-2700

800-378-2700

[www.reddingrancheria-nsn.gov](http://www.reddingrancheria-nsn.gov)

## What is Purchased Referred Care?

**Purchased Referred Care (PRC) provides for outside specialty services that are not provided at the Health Center. If you need specialty care, a RRTHC provider must write you a referral.**

### Are you eligible for PRC services?

1. You must be a Federally Recognized California Indian (except for Wintu, Pit River and Yana).
2. You must be an established patient that has been seen for routine care by a RRTHC provider within the last three years.
3. You must have an alternate resource which means you have coverage by a third-party carrier like Medi-Cal, Medicare or a private insurance company like Blue Cross, or a compliant denial.
4. You must reside within the Federally Recognized service area that include the Western two-thirds of Shasta County and Trinity County.
5. PRC is the payer of last resort and does have limited funding.

## Referral Process

A referral is used by a provider to send patients to providers outside the RRTHC for specialty services that cannot be performed at RRTHC. After the provider writes a referral, it is then reviewed and leveled by a committee composed of medical, administrative and PRC staff. The committee assigns the referral a priority level based on medical necessity and availability of funds. This ensures that the maximum number of patients receive benefits and that the most critical cases receive priority funding.

The levels are:

1. Treatment deemed urgent or emergent to address a life-threatening problem or treatment to prevent permanent disabilities.
2. Medically necessary treatment for a problem that is not urgent or emergent.
3. Treatment that is not medically necessary or can be done here.

The Referrals Department will notify you when the committee has prioritized your referral and may assist you in setting up an appointment.

## Payment

Referrals expire **90 days** after they are written by a RRTHC provider. If you can not see the specialist within 90 days after the referral, immediately contact the Referrals Department to make

arrangements. Remember, if you do not have an approved referral, you are responsible for payment. If you receive a bill or an explanation of benefit (EOB) statement for care that has been approved, you must bring it in to PRC for processing. The bills and EOB's, if any, for your specialty care must be submitted to PRC within six (6) months after the date of service (the date on which you saw the specialist). If you submit a bill after **six months**, payment will be automatically denied.

## Emergencies

If you visit the emergency room or you are hospitalized on an emergency basis, you must provide PRC a 72 hour notice (30 days notice if you are aged 55 or older) of your emergency room visit by calling 530-226-1730. Failure to provide the required notice will result in an automatic denial of payment.

## **Please remember...**

**If you are having a true medical emergency and cannot be seen at the RRTHC because we are closed or we can't work you in, please call 911 or go directly to the emergency room.**

**If you have any questions regarding please contact PRC at 530-226-1730 or 226-1720.**