

## *Did you know?*

*Many medical services and medications are available at our health clinic. Please call ahead if you would like an appointment.*

## WHAT ELSE SHOULD I KNOW?

Keep in mind that all services may not be payable by CHS. Your reference number is not a guarantee of payment.

### Some of the non-covered services are:

- Immunizations (available at the Health Department and our clinic)
- Behavioral Health (available at our clinic)
- Sterilizations
- Cosmetic services
- Orthodontia
- Diet Prescriptions

This list is **not** all-inclusive, please refer to your registration paperwork or give us a call if you need assistance.

Our currently contracted pharmacies are:

Rite Aid, Dowagiac Drugs, Meijer, Swanstra, Van's Rx, Belfy, Dorr Lakeview, Value Drugs Allegan, Felpausch, Westside, Walgreen's Niles, Wayland Village Rx, Paw Paw Village Drug

Pokagon Band CHS  
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All information in this pamphlet is subject to change. Please contact CHS for updates.

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## CONTRACT HEALTH SERVICES

## ANSWERS TO YOUR QUESTIONS

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**Pokagon Band of  
Potawatomi Indians**

**Health Department**

## TO GET STARTED:

1. Register with our office. If you haven't updated in the past year; update before your next appointment.
2. When your registration is *complete*, simply call us three days before your appointment or within 72 hours of an emergency. For prescriptions call us before going to the participating pharmacy.
3. Let the doctor or dentist (or other provider) know to send us a claim.

## THERE ARE A FEW RULES:

- ❖ You must be an enrolled Pokagon Band member with a complete CHS registration file.
- ❖ If you have private insurance, you still need to use your network; if it applies.
- ❖ If you have State Medical or Medicaid let your provider know. They should always bill us LAST as we are not an insurance, but a payor of last resort.
- ❖ If your provider sends you a bill it is your responsibility to call them to make sure they send us a claim.
- ❖ You need to call for a reference number **each time** you need service, including follow-ups. *If you are referred to another provider or are sent for testing you*

*need another reference number.* Keep the numbers for your records.

- ❖ The complete rules given to you when you register should be kept on file for your reference.

You are always welcome to call us with your questions and concerns.

Contract Health Services can be reached Monday-Friday 8am to 5pm excluding holidays.

## ABOUT DENTAL SERVICES:

You may choose any dentist at this time. Routine dental services are covered and encouraged.

If you have insurance, make sure that the dentist participates with your plan before you schedule a visit.

## ABOUT MEDICAL SERVICES:

The Pokagon Potawatomi Health Clinic is always a good first choice. The clinic offers free primary care, nutrition consultation, optical services, and some prescriptions. The clinic may refer you to other community medical providers, if needed.

Be sure to tell other providers to send us a claim after they have billed Medicare, Medicaid, State Medical or your insurance.

## ABOUT PRESCRIPTIONS:

There are a number of contracted pharmacies for you to utilize.

*The process is simple:*

Get your prescription filled (or transferred) to the *contracted* pharmacy, and call us before you go pick it up.

Give us 48 hours to send the voucher.

You will not have to pay cash out of pocket.

**If you have mail-in Rx coverage**, simply send us your copay receipt/EOB for reimbursement..

*A note about mail order prescriptions: Some insurance plans allow multiple refills for the price of one copay. You don't have to go to the pharmacy, and it costs less. It is mandatory to use mail order for maintenance medications.*

**Call (269) 782-4141**