

REFERRALS PROCESS

For CHS (Contract Health Services) Patients Referrals

Upon receiving a CHS Referral for off-site specialty services:

- Your Nisqually Health Clinic Health Care Provider will create a referral and utilize the referral process and medical records to assure the information needed for your specialty care services are forwarded to the off-site provider identified.
- Instructions from the clinic providers are given to the referred specialty provider for your care along with a request to call you to arrange an appointment.
- Emergency referrals would be processed immediately and be received within 24 hours like x-rays, emergency room visits.
- Referrals typically take 14days to be processed and coordinated between the health clinic and the referred specialty provider.
- If you have not been contacted in 14days, please call the business office and speak to referral desk.
- If symptoms become worse before your referral is processed, or you believe you are in need of urgent care, please seek medical assistance. **Always call 911 for life threatening emergencies.**

(continued inside)



NISQUALLY TRIBAL HEALTH DEPARTMENT

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Online: www.nisquallyhealth.org



REFERRALS PROCESS

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For CHS (Contract Health Services) Patients Referrals (continued)

Referral Pre-Authorization for CHS Purchase Order

All visits must start here at the Nisqually Tribal Health Clinic and any specialty care that a patient needs requires a referral from one of our providers. All off-site care to be received must have prior authorization from Contract Health Services. Based on Policy and Procedures of CHS/IHS

Patients must notify CHS of any emergency room visits within 72 hours of the visit. This is the only exception to the prior authorization rule stated previously.

Alternate resources mandatory of all patients receiving our services, and they are; WA Apple Health, Medicare, Qualified Health Plan or a Private Insurance. (Please see Tribal Assister if you need to apply)

You can contact CHS at the business office (360) 486-9599

Barbara “Boo” Dominick, Referral Tech



Barbara “Boo” Dominick has been working as the Referral Technician for the Nisqually Health Department for almost 5 years. She processes all clinic provider referrals for patients and is located in the Health Business Office.

For Direct Care-Only Referrals

- Your Nisqually Health Clinic Health Care Provider will create a referral and utilize the referral process along with medical records to assure the information needed for your specialty care services are forwarded to the off-site provider identified.
- Once you have identified a provider for your care, Instructions from the clinic providers are forwarded to the referred specialty provider for your referred care along with a request to call you to arrange an appointment.
- Emergency referrals would be processed immediately and be received within 24 hours like x-rays, emergency room visits
- If you have not been contacted in 14days, please call the business office and speak to referral desk.
- If symptoms become worse before your referral is processed, or you believe you are in need of urgent care, please seek medical assistance. Always call 911 for life threatening emergencies.
- Payment for Referred Services from the Nisqually Tribal Health Clinic are the responsibility of the Direct Care patient and not the responsibility of the Nisqually Tribal Health Clinic. (please see Tribal Assister)