

MACT Health Board, Inc.

*'What you should Know!'*



# Patient Handbook

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# Mission Statement

The primary mission of the Mariposa, Amador, Calaveras, Tuolumne Health Board, Inc., is to improve the health status of the American Indian/Alaskan Native population to the highest level through provision of public health, primary and prevention.

## MACT Board of Directors

**Nancy Ehlers**

Chairperson  
Sierra Native American Council

**Carolyn Sayers**

Vice Chairperson  
Calaveras Band of Mi Wuk  
Indians

**Lois Martin**

Secretary  
American Indian Council of  
Mariposa County

**Charlie Wilson**

Treasurer  
Calaveras Band of Mi Wuk  
Indians

**Sam Baugh**

Sergeant at Arms  
Sierra Native American Council

**Hannah Castleberry**

American Indian Council of  
Mariposa County

**Bo Marks**

Jackson Band of Mi Wuk  
Indians

# Appointments

Patients are encouraged to schedule appointments in advance. We appreciate your cooperation in making health care affordable and accessible to all of our patients by honoring your scheduled appointments. We understand unforeseen events do occur and we will do our best to assist you with your health care needs. A patient who fails to arrive at the clinic within 15 minutes of their scheduled appointment or fails to cancel their appointment 24 hours prior to the scheduled time will be considered to have "**broken appointment**". A patient that has three broken appointments within a six calendar month period will be not be allowed to schedule an appointment in advance. The patient may still be seen on a walk-in basis as time is available.

# Emergencies

## **During Clinic Hours:**

All clinic sites provide limited emergency medical services and are able to respond to minor emergencies only. If you have a life threatening emergency, please call 911.



## **After Hours and Weekends:**

If you experience a medical or dental emergency call 911 or go to your nearest hospital emergency department.

# Patient Rights

- You have the right to receive accurate and easily understood information about your health plan, health care professionals, and health care facilities.
- You have the right to a choice of health care providers to provide you with access to appropriate high-quality health care.
- If you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization.
- You have the right to know all your treatment options and to participate in decision-making about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.
- You have a right to considerate, respectful and nondiscriminatory care from your doctors, health plan representatives, and other health care providers.

## **Patient Rights, Cont'd**

- You have the right to talk in confidence with health care providers and to have your health care information protected. You also have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant, or complete.
- You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the conduct of health care personnel, and the adequacy of health care facilities. You may contact MACT's Compliance Hotline at 866-811-0192.

## **Insurance Information**

MACT Health Board accepts most PPO Insurance Plans.

We are currently contracted as

In-Network with the following companies:

- Blue Cross Medical/Dental
- Blue Shield Medical/Dental
- Medicare
- Medi-Cal/Denti-Cal
- Delta Dental
- Premier Access
- United Healthcare Medical/Dental
- CCN / First Health
- Ameritas Dental
- CMSP Medical/Dental
- AIG Dental
- Dental Benefit Providers

If your insurance plan is not listed above and you would like us to consider becoming an In-Network provider please contact our Billing Department (209) 754-6240.



# Sliding Fee Program

Those who may qualify for the Sliding Fee are those whose income falls below the 200% Federal Poverty Income Guidelines. (This does not apply to qualified Native Americans.)

You **MUST APPLY EACH YEAR** to be eligible for the Sliding Fee. When applying, a proof of income from the past year must accompany the application. The percentage of discount is dependent upon the income of the household and the number of members in the household.

The application form and complete explanation of the Sliding Fee Program can be downloaded and printed from our website <http://www.macthealthboard.com> or obtained at your clinic site. You may also contact the Billing Department if you would like a copy mailed to you. The completed application and proof of annual income may then be brought to the particular clinic that will be your provider or you can return it by mail to the Billing Department at PO Box 939 Angels Camp, CA 95222 Attn: Billing Department.



## Billing for Clinic Services

The MACT Health Board Indian Health Clinics follow the regulations and law as set by the Indian Health Service and the State of California. This is NOT a free clinic.

Depending on your status, you will be financially responsible for all, part, or none of the services performed at the clinic. By law the clinic must bill your insurance company for services performed at MACT clinics.

At MACT Health Board, we are committed to keeping you healthy. When you come to us for treatment, our Billing Department will be happy to talk to you about payment options. Our financial assistance policies state that:

- If you are uninsured, you may be eligible to receive a discount of up to 20% off your charges incurred at any of our locations. Once you have applied and been approved for a discount you will not need to reapply for an entire year. Additionally, we can backdate any application to cover any current charges incurred on your account. For questions regarding this discount please contact our Billing Department at (209) 754-6240.
- Our Billing staff and/or clinic staff can help you find out if you qualify for a government program such as Medi-Cal or CMSP. If one of these programs is right for you, we can also assist you with the application process.

## Billing for Clinic Services, Cont'd

- If you do not qualify for a government program, we provide special arrangements to eligible low income patients. Please contact our Billing Department if you cannot pay your bill. We will review your financial situation to determine if you are eligible for financial assistance.
- If you need more time to pay your bill we offer convenient affordable payment plans for your account, including Care Credit. For questions regarding this service please contact our billing department at (209) 754-6240.

For more information, please call us during normal business hours at (209) 754-6240. You can also download the sliding fee application from our website.



# Billing for Clinic Services, Cont'd

## **Insurance**

Your insurance coverage is a contract between you and the insurance company, and it is your responsibility to know your insurance benefits. As a courtesy, we will bill both your primary and secondary insurance companies. We will submit your claims and assist you in any way we reasonably can to help get your claims processed. In order to do this, we must receive all the information necessary to bill. If the information is not supplied you will be billed, and payment in full will be your responsibility and will be expected within 30 days of receipt of statement.

## **Medicare**

We participate in Medicare program. You are responsible for your co-insurance, any deductibles that have not yet been met, and services that are identified as patient responsibility on your Medicare Explanation of Benefits. We strive to inform our Medicare patients of services that will not be covered. We may ask you to sign an Advanced Beneficiary Notice, which lists our fee and notifies you of your financial responsibility for certain medical services.

## **Managed Care/HMO**

Many patients are enrolled in Managed Care Products. MACT Health Board, Inc. does not currently participate with Managed Care or HMO programs. If you are a member of a Managed Care or HMO plan we will not be able to accept your insurance and you will be expected to pay in full for services rendered.

## **Deposits**

New patients without insurance, or if insurance co-payment and coverage cannot be verified, are required to make a deposit on or before the first date service. If insurance payment results in a credit balance, it will be refunded to your within 30 days upon request.

# Billing for Clinic Services, Cont'd

## **Patient Responsibility for Payment**

You are responsible for payment of any co-payment, co-insurance, deductible or service not covered by your insurance. If you do not have insurance, you are responsible for payment of all services. Co-payments are due at the time of your service. Patient due balances noted on your monthly statement are due within 30 days of receipt. Charges for minor children will be billed to the parent with whom the child resides. We will bill appropriate insurance if all required information is provided. We will not bill or contact a non-custodial parent on behalf of the custodial parent.

## **Payment Options**

We understand that financial circumstances vary from patient to patient. If you are unable to pay your patient due balance in full, you must call our business office at (866) 894-1902 to make payment arrangements. We offer uninsured patients up to a 20% discount upon income verification and approval.

## **Non-Payment**

Failure to pay will result in your account being referred to a collection agency, which may affect your credit. You must contact our collection analyst to discuss payment arrangements.

## **Returned Checks**

NSF checks will result in a \$25 processing fee.



# Service Animal Policy

MACT will follow ADA guidelines in allowing Service Animals in all areas of the clinics. ADA broadly protects the rights of individuals with disabilities in access to services, buildings, etc. Patients and visitors with disabilities are entitled to be accompanied by their service animals when they are either admitted or visit hospitals, outpatient areas or clinics. That includes areas where patients and visitors are normally allowed except:

- Certain areas that require a “protected environment” and
- When the service animal directly threatens the health and safety of patients, visitors or staff, or
- The animal would fundamentally alter the provision of essential services.

## Service Animal Policy, Cont'd

Core definition: Service Animal is “any domestic animal individually trained to provide assistance to an individual with a physical, cognitive, or mental disability”. Note: the definition of service animal has evolved over time to broaden it beyond a species, specific (e.g. dog) definition. Service animals perform tasks that individuals with disabilities cannot perform or need assistance with including, but not limited to:

- Guidance for blind or low-vision patients
- Alerting deaf or hearing impaired
- Pulling a wheelchair
- Picking up dropped items
- Assisting during a seizure
- Retrieving medicine or the telephone
- Providing physical support for balance and stability
- Assisting with navigation

## Additional Information

- Website: [www.macthealthboard.com](http://www.macthealthboard.com)
- Registration paperwork is downloadable
- MACT has online bill pay services



### Hours of Operation:

**MACT Medical, Sonora**

M-F 8:00am - 5:00pm  
Closed 12:00pm - 1:00pm daily

**MACT Medical, San Andreas**

M-F 8:00am - 5:00pm  
Closed 12:00pm - 1:00pm daily

**MACT Medical, Jackson**

M-F 8:00am - 5:00pm  
Closed 12:00pm - 1:00pm daily

**MACT Medical, Mariposa**

M-F 8:00am - 5:00pm  
Closed 12:00pm - 1:00pm daily

**MACT Dental, Sonora**

M-F 8:00am - 5:00pm  
Closed 1:00pm - 2:00pm daily

**MACT Dental, Jackson**

M-F 8:00am - 5:00pm  
Closed 1:00pm - 2:00pm daily

**MACT Dental, Mariposa**

M-F 8:00am - 5:00pm  
Closed 1:00pm - 2:00pm daily



# MACT

## Telephone Numbers



<b>MACT Toll Free Number:</b>	<b>1-855-687-6228</b>
<b>Administration Office:</b>	<b>1-209-754-6262</b>
<b>Administration Fax Number:</b>	<b>1-209-736-1814</b>
<b>Compliance Hotline:</b>	<b>1-866-811-0192</b>
<b>Billing Department Toll Free:</b>	<b>1-866-894-1902</b>
<b>Billing Department:</b>	<b>1-209-754-6240</b>
<b>MACT Medical, Sonora:</b>	<b>1-209-533-9600</b>
<b>MACT Dental, Sonora:</b>	<b>1-209-533-9603</b>
<b>MACT Medical, San Andreas:</b>	<b>1-209-755-1400</b>
<b>MACT Medical, Jackson:</b>	<b>1-209-257-2400</b>
<b>MACT Dental, Jackson:</b>	<b>1-209-257-2460</b>
<b>MACT Medical, Mariposa:</b>	<b>1-209-742-6144</b>
<b>MACT Dental, Mariposa:</b>	<b>1-209-966-0573</b>

*\* For questions regarding our Behavioral Health department please contact one of our Medical Offices.*

