



# 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. It is through a comprehensive HEALTH CARE SYSTEM, which is designed to Preserve and Promote the Traditional Well Being and Cultural Sensitivity of the Tribal Communities to whom we serve.*

MACT Health Board Inc. operates multiple health care facilities in the four counties of Mariposa, Amador, Calaveras, and Tuolumne. The services are available to all American Indians and their family members, as well as the general public in the community. Our services are conducted in an atmosphere that respects and supports Native American traditions, values and beliefs. The MACT Health Board is composed of representatives from Mariposa, Amador, Calaveras, and Tuolumne counties.

MACT Health Board Inc. established the central operating program location, the Tuolumne Rural Indian Health Center in 1969. Additional licensed clinics are those operating out of Sonora, Jackson, San Andreas and Mariposa. The scope of our services has also expanded and includes medical, dental, outreach, behavioral health, optometry, and specialty services.



## Appointments

Patients are encouraged to schedule appointments in advance. A patient who fails to arrive at the clinic within 15 minutes of their scheduled appointment time or fails to cancel their appointment 24 hours prior to the scheduled time will be considered to have “broken appointment”. MACT’s Medical, Dental, and Behavioral Health departments each follow their own specific No-Show Policy and appointment guidelines. For more information on specific department’s No-Show Policy, please contact your local clinic and one will be provided to you. 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.

## Emergencies

During clinic hours, all clinic sites are able to 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 during our non-working hours, call 911 or go to your nearest hospital emergency department.

## Patient Rights

You as a patient have rights. The list below defines some of your rights as a patient.

- 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.



- 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 Health Board, Inc.'s Compliance Hotline at (866) 811-0192.

### Insurance Information

MACT Health Board, Inc. 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**
- **Premier Access**
- **United Healthcare**
- **CCN / First Health**
- **Ameritas Dental**
- **AIG Dental**
- **Dental Benefit Providers**
- **California Health & Wellness**
- **Blue Cross managed Medi-Cal**
- **VSP Vision Service Plan**

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 at (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 Program. When applying, a proof of income from the past year must accompany the application. The percentage discounted 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 at [www.macthealth.org](http://www.macthealth.org) 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 P.O. Box 939 Angles 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.
- 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. You can also download the sliding fee application from our website. Please contact our billing department at (209) 754-6240. You can also download the Sliding Fee Application from our website.

## 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 is expected within 30 days of receipt of statement.



## **MEDICARE**

We participate in the Medicare program. You are responsible for your co-insurance, any deductibles that have not yet been met and services that 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 fees 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, you are required to make a deposit on or before the first date of service. If insurance payment result in a credit balance, it will be refunded to you within 30 days upon request.

## **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 the 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. For more information, please call us during normal business hours at (209) 754-6240.

## 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”
- When the service animal directly threatens the health and safety of patients, visitors or staff
- The animal would fundamentally alter the provision of essential services

### CORE DEFINITION

A 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

Information included in this Patient Handbook as well as directions to clinics, registration packets, Native American Services, scholarship opportunities, and the Patient Portal for web bill pay are available on our website at [www.macthealth.org](http://www.macthealth.org). For the most up-to-date news on MACT Health Board, Inc. events and more, follow us on Facebook and Twitter.



### Clinic Locations & Contact

#### Jackson

##### MEDICAL

Phone: 209-257-2400 Fax: 209-257-2403  
Address: 12140 New York Ranch, Jackson CA 95642  
Hours: Open Monday-Friday 8:00am-5:00pm

##### DENTAL

Phone: 209-257-2460 Fax: 209-257-2464  
Address: 12150 New York Ranch, Jackson CA 95642  
Hours: Open Monday-Friday 8:00am-5:00pm

##### BEHAVIORAL

Phone: 209-257-2400 Fax: 209-674-6219  
Address: 12142 New York Ranch, Jackson CA 95642  
Hours: Open Monday-Friday 8:00am-5:00pm

#### San Andreas

##### MEDICAL & CHIROPRACTIC

Phone: 209-755-1400 Fax: 209-755-1430  
Address: 1113 Hwy 49, San Andreas, CA 95249  
Hours: Open Monday-Friday 8:00am-5:00pm

##### DENTAL

Phone: 209-755-1460 Fax: 209-754-6278  
Address: 1113 A Hwy 49, San Andreas, CA 95249  
Hours: Open Monday-Friday 8:00am-5:00pm

##### BEHAVIORAL

Phone: 209-755-1480 Fax: 209-674-6219  
Address: 1113 Hwy 49, San Andreas, CA 95249  
Hours: Open Monday-Friday 8:00am-5:00pm

##### OPTOMETRY

Phone: 209-755-1480 Fax: 209-674-6190  
Address: 1113 A Hwy 49, San Andreas, CA 95249  
Hours: Open Monday-Friday 8:00am-5:00pm

#### Mariposa

##### MEDICAL

Phone: 209-742-6144 Fax: 209-742-5055  
Address: 5192 Hospital Rd, Mariposa CA 95338  
Hours: Open Monday-Friday 8:00am-5:00pm

##### DENTAL

Phone: 209-966-0573 Fax: 209-742-6321  
Address: 5192 Hospital Rd, Mariposa CA 95338  
Hours: Open Monday-Friday 8:00am-5:00pm

##### BEHAVIORAL

Phone: 209-742-6144 Fax: 209-674-6219  
Address: 5192 Hospital Rd, Mariposa CA 95338  
Hours: Open Monday-Friday 8:00am-5:00pm

#### Sonora

##### MEDICAL

Phone: 209-533-9600 Fax: 209-533-9608  
Address: 13975 Mono Way Ste G, Sonora CA 95370  
Hours: Open Monday-Friday 8:00am-5:00pm

##### DENTAL

Phone: 209-533-9603 Fax: 209-533-9604  
Address: 13975 Mono Way Ste I, Sonora CA 95370  
Hours: Open Monday-Friday 8:00am-5:00pm

##### BEHAVIORAL

Phone: 209-588-4640 Fax: 209-674-6219  
Address: 13975 Mono Way Ste H, Sonora CA 95370  
Hours: Open Monday-Friday 8:00am-5:00pm

#### Angels Camp

##### DENTAL

Phone: 209-674-6181 Fax: 209-674-6191  
Address: 52 S Main St, Suite B, Angels Camp, CA 95222  
Hours: Open Monday-Friday 8:00am-5:00pm