



Health & Human  
Services



River People  
Health Center

# PURCHASED REFERRED CARE

**Monday – Friday**  
**8:00 a.m. to 5:00 p.m.**  
**480-362-6845**



The River People Health Center's Purchased/Referred Care (PRC) program provides assistance to patients who are referred outside the River People Health Center system for medical or dental services. PRC assists with the costs of Medical and/or Dental services that are not provided by Indian Health Services, or a tribal facility such as RPHC.

Patients must meet all requirements for PRC coverage – such as residency, notification, medical priority and use of alternate resources (other health care insurances).

## **Those eligible for PRC include:**

- Enrolled SRPMIC members who reside within the SRPMIC boundaries or within Maricopa County.
- **Patients must also meet the following requirements:**
- PRC must be notified within 72 hours from the time the patient received emergency treatment or was admitted. For an elder the notification timeline is within 30 business days.
- PRC is considered Payor of Last Resort and must apply for alternate health resources – i.e., Medicare, Medicaid, private insurance, etc.

## **Those eligible for PRC include:**

- Pay for care when no other payor source is available if you meet eligibility requirements.
- Pay co-pays, co-insurance and/or deductibles if you meet eligibility requirements.

## **PRC Referral Process:**

1. RPHC provider orders a referral and submits to PRC for review.
2. Referral will be faxed to referred provider.
3. PRC or patient to schedule appointment.
4. If patient schedules the appointment, patient notifies PRC of appointment location, date, time, and reason referred.
5. Consult occurs between referred (specialty) provider and patient.
6. The specialty provider communicates the plan of care to the patient and to the RPHC provider.
7. RPHC provider acknowledges receipt of plan.
8. Referring provider or RPHC provider communicates plan to patient.

**PLEASE NOTE: PRC is NOT an insurance company. It is NEVER a guaranteed coverage for your medical bills.**

# FAQ

## Frequently Asked Questions

**Monday – Friday**  
**8:00 a.m. to 5:00 p.m.**  
**480-362-6845**

**Q.** What are PRC's hours of operation and contact phone?

**A.** PRC business hours are Monday – Friday, 8:00 a.m. to 5:00 p.m. Contact phone is 480-362-6845. There is an afterhours voicemail available that is checked daily and often throughout the day.

**Q.** Do I need a referral for medical or dental care if I am referred outside RPHC, even if it's for a follow up?

**A.** Yes, you need a referral for each service or episode of care, including any follow-up appointments, x-rays, and lab work in order to process payment. Referrals are good for six (6) months from the date of approval. RPHC PRC will not be responsible for or authorize payment when a patient could be eligible for alternate resources (AHCCCS, Medicare, or other resources).

**Q.** Do I have to apply for alternate resources?

**A.** Yes, you must apply for alternate resources. If there is any chance a person may be eligible for alternate resources available, such as Medicare, Medicaid, ALTCS, or workman's compensation (WC), they must complete an application AND comply with the application process. Per federal law, Purchased/Referred Care is the payor of last resort.

**Q.** What if I have health insurance through AHCCCS, Medicare, or my employer?

**A.** If you have health insurance, generally your health services are covered. PRC is payor of last resort, so you must utilize all other insurances before PRC. If your insurance only pays a portion of your health care services, PRC may pay the balance after you meet eligibility.

**Q.** My Primary Care doctor referred me to a specialist, why am I being held responsible for the bill?

**A.** Referrals are not a guarantee for payment. Referral is a recommendation for treatment/test only. The PRC program must review the referral to make the determination for approval of payment. All PRC eligibility requirements must also be met.

**Q.** What should I do if I go to the emergency room or if I'm hospitalized?

**A.** Immediately notify RPHC PRC at 480-362-6845. If it is after hours, please leave a detailed message with the name of the facility, date, time, and reason for visit. Upon discharge, make an appointment with your RPHC provider. Bring in all discharge paperwork to your appointment, which will assist with generating referrals for your follow-up appointments.

**Q.** What should I do if I received a bill requesting payment for my referral to an outside provider?

**A.** Please bring in the bill as soon as possible. PRC will review, and if the referral was authorized, PRC will request the outside provider for the appropriate billing form. Once the appropriate form is received, determination for the payment will be made.

**Q.** Where/who do I drop off visit bills to?

**A.** Visit bills can be dropped off at the RPHC PRC office on the 3rd floor, or sent by email to: [RPHC-PurchasedReferredCare@srpmic-nsn.gov](mailto:RPHC-PurchasedReferredCare@srpmic-nsn.gov)



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