



Dear Traveler:

This letter outlines the required guidelines that need to be followed in order for the Alaska Native Medical Center’s (ANMC) Contract Health Services (CHS) program to consider authorizing payment for **emergency medical care** while traveling outside the State of Alaska. “**Emergency**” means any medical condition for which immediate medical attention is necessary to prevent the death or serious impairment of the health of an individual. You must be an Alaska resident and are required to provide proof that Alaska residency has been maintained. Indian Health Service (IHS) facilities must be utilized when they are available. Prior to departing Alaska, you can verify if there is an IHS facility close to where you will be traveling by checking the web site at “http://www.ihs.gov/FacilitiesServices/AreaOffices/AreaOffices_index.asp”. If an IHS facility is not available, seek care at the closest medical facility.

ANMC CHS must have eligibility documentation (Certificate of Indian Blood or tribal enrollment card issued by a federally recognized tribe) on file. Emergent medical care for outpatient or inpatient services **must be reported to ANMC CHS within 72-hours (including weekends and holidays) after receiving medical treatment.** The patient or the patient’s family has the ultimate responsibility of notifying CHS by calling (800) 478-1636. When the ANMC CHS office is closed, you can leave a message on our secure voicemail message system. Leave your full name, date of birth and a contact telephone number. CHS staff will return your call the next business day.

ANMC CHS is not an insurance program. Residents of the Annette Island, Tanana Chiefs Conference, Southeast Alaska Regional Health Consortium, or Ketchikan Indian Corporation are covered by their respective CHS program.

Services not covered include:

Routine obstetrical care.	Medications purchased while traveling.
Routine or emergent dental care.	Inpatient/outpatient mental health services.
Routine/non-emergent care and follow-up appointments.	Inpatient/outpatient substance abuse services.

Travelers must provide medical records, within 30 days, for all out-of-state medical care you receive. This can be accomplished by signing a release of information form from the facility to ANMC. The records will be reviewed by medical professionals to determine if the care you received is emergent. If upon medical review, the medical care received is considered non-emergent, CHS is unable to authorize payment. If payment is approved, it is the patient or patient’s family ultimate responsibility to ensure that CHS receives all claims and applicable insurance information in a timely manner. CHS is unable to authorize payment for delinquent accounts due to untimely submission of claims and/or insurance information. For those traveling outside the United States, traveler is required to pay up-front for the medical care they receive, must still notify CHS within 72-hours from the beginning of treatment, must still provide CHS with the medical records, and can submit receipts to CHS for reimbursement consideration upon returning to Alaska.

For individuals moving outside the State of Alaska, you are encouraged to register and utilize the services available at the closest IHS facility. You can access the list of IHS facilities on-line at the internet address provided above. ANMC CHS cannot guarantee that you will be eligible to receive services at any of these facilities because each area has its’ local policies for determining who is eligible to receive care at that facility. **As a mover, ANMC CHS is only able to provide coverage for emergent medical services for 180-days from the date you left Alaska.**

Lastly, as a traveler or mover, you are required to provide proof, with date of when you left Alaska should you need financial assistance with medical care. This can be accomplished by your saving and providing those airline tickets or itineraries to CHS if requested.

Please call CHS at **800-478-1636, select option 1 then select the option corresponding to the first letter of your last name** should you have additional questions or concerns. Thank you and have a safe trip.

Mailing address:
ANMC / I-CHS
4315 Diplomacy Dr.
Anchorage, AK 99508

Physical Location:
Inuit Building
4141 Ambassador Dr. #148
Anchorage, AK 99508

Office: (907) 729-2470
or (800) 478-1636
Fax: (907) 729-2483
www.anthc.org/ps/contracthealthsvc