

Not Sure When to Go to the ER?

Monday-Sunday 8am-6pm:

- Call 451-6682 or go to the Chief Andrew Isaac Health Center to be seen as a walk-in.
- Press 1 for Family Medicine
- Press 2 for the Care Teams
 - 1-Denege/Moose
 - 2-Tudi/Eagle
 - 3-Teekona/Wolf
- Ask to speak to a nurse to be triaged.
- The nurse will ask questions and advise you what to do.

After 6pm: Call 1-800-478-6682 to speak with the on-call triage nurse.

What Types of ER Visits Are NOT Covered?

- Upset stomach
- Colds
- Ear Infections
- Rashes
- Medication Refills
- Non-Life Threatening Issues

What if I'm Traveling Outside of Alaska?

As soon as you know you will be traveling outside of Alaska call Purchased/Referred Care (PRC)* at 1-800-478-6682 x3613 and ask for an Out-Of-State Emergency Letter.

What if I End Up Going to the ER While I am Outside of Alaska?

Call PRC at 1-800-478-6682 x3613 within 72 hours.

How Do I Appeal a Denial Letter from PRC?

The Patient Advocate can help you do an appeal. Gather the following information:

- Denial letter from PRC
- Outstanding bill
- Write an explanation:
 - What was happening
 - Why you were unable to get prior approval from PRC
 - When you received services

Send Your Appeal To:

Vanessa Ketzler, Patient Advocate
Chief Andrew Isaac Health Center
1717 W. Cowles St.
Fairbanks, AK 99701

Questions? Contact:

Vanessa Ketzler, TCC Patient Advocate
Phone: (907) 451-6682 press 5 or x3143
Fax: (907) 459-3976
Email: vanessa.ketzler@tananachiefs.org

*Purchase/Referred Care (PRC) -formerly known as Contract Health Services (CHS)