



Sonoma County Indian Health Project, Inc.
www.scihp.org



Important Information for SCIHP Patients with Kaiser Insurance

SCIHP is now a contracted provider with the Kaiser Permanente Medical Group. This means that when you are seen at SCIHP and have Kaiser insurance, SCIHP can now bill your insurance (Kaiser) for your provider visit. SCIHP is also working closely with Kaiser to coordinate your care so that you can get medications, lab work, referrals, and diagnostic imaging that your SCIHP provider orders.

Please note: Patients must meet the eligibility guidelines for SCIHP to establish as a new patient. Please visit our website at www.scihp.org for more information.

Medical, Behavioral Health and Dental Visits

You can schedule appointments at SCIHP as usual. You do not need a referral or authorization from Kaiser to be seen at SCIHP.

Prescription Medications

You can receive medications either through the SCIHP pharmacy or through a Kaiser pharmacy. In most cases, the easiest and lowest cost option is to receive your medications through the SCIHP pharmacy.

Lab Work

Routine, NON-URGENT, lab work: You may get routine, non-urgent labs done at either SCIHP or Kaiser, but we prefer you have them done at SCIHP to ensure we receive the results quickly.

Specialty lab work: You may need to have non-routine (specialty) labs completed at Kaiser. Your provider will order the labs for you to be done at Kaiser. Kaiser will enter the lab orders into their system. After 5 days, you may go to a Kaiser lab to complete your tests.

URGENT lab work: For urgent or time-sensitive lab work, your provider will refer you to an Emergency Room or Urgent Care.

Prenatal Care

We encourage pregnant patients to establish prenatal care at Kaiser as early as possible during the pregnancy. Patients who are pregnant require time sensitive lab work and imaging. To ensure Kaiser has your complete medical record at the time that you go into labor, we ask that patients see Kaiser for their prenatal care. Please return to us after your delivery for postpartum care and newborn care.



Sonoma County Indian Health Project, Inc.
www.scihp.org

Diagnostic Imaging (X-rays, Ultrasounds, CT scans, MRIs)

All diagnostic imaging must be completed at a Kaiser facility. Your provider will order the diagnostic imaging. SCIHP sends the order to Kaiser. Kaiser enters the order into their system and notifies SCIHP when this process is complete. If an appointment is needed, Kaiser will call you to schedule.

Ultrasounds, CT scans, MRIs, DEXA scans: For imaging studies that require an appointment, the Kaiser imaging center will call you to schedule your appointment. Please pick up all calls, even from blocked numbers, for 1 week after your provider visit.

X-rays: Most X-ray orders do not need an appointment. For these, please wait 5 days after your provider appointment and then go to a Kaiser radiology department to complete your x-ray.

Specialist Referrals

Your provider will order any specialty referrals needed. SCIHP sends the referral to Kaiser. Kaiser notifies SCIHP when the referral has been entered into the Kaiser system (typically within 5 days). SCIHP will call you with the specialist's information so you can schedule your appointment. The Kaiser specialist office may also call you to schedule. Please pick up all calls, even from blocked numbers.

Reimbursement for Out-of-Pocket Costs

You may be able to receive reimbursement for some out-of-pocket costs through the SCIHP Purchase Referred Care (PRC) program. Patients must meet PRC program eligibility requirements and the services in question must be covered by our PRC Levels of Care policy. For more information, please visit our website at www.scihp.org.

Questions or Concerns

If you are having any difficulties receiving ordered services at Kaiser, please contact us at: 707-521-4545 for assistance. Let the receptionist know what service you are trying to receive so we can route your call to the correct staff person.

You can also find more detailed information about Kaiser services on our website at www.scihp.org.