

# SCIHP Patients with Kaiser Insurance Frequently Asked Questions (FAQs)

We are pleased to announce that SCIHP is now a contracted provider with the Kaiser Permanente Medical Group. While SCIHP has always served American Indian/Alaska Native patients with Kaiser insurance, SCIHP is now able to bill patients' Kaiser insurance for provider visits at SCIHP. SCIHP is also working closely with Kaiser to coordinate care for patients so that they can seamlessly receive medications, lab work, referrals, and diagnostic imaging. Below are some frequently asked questions for navigating health care services at SCIHP if you have Kaiser insurance.

**Question: Can I be seen at SCIHP if I am Native, and I have Kaiser insurance?**

**Answer:** Yes. If you meet SCIHP's eligibility criteria for services, you may be seen at SCIHP, regardless of your insurance coverage.

**Question: Can my non-native family member be seen at SCIHP if they have Kaiser insurance?**

**Answer:** It depends. As of 8/21/2024, SCIHP is not accepting new Non-Native Kaiser patients, except in the following circumstances:

- An adopted child, stepchild, foster child, legal ward, or orphan of an eligible Native.
- A Non-Native member of an eligible Native's household and the Medical or Behavioral Health Director determines that services are necessary to control a public health hazard, an acute infectious disease, or other urgent/emergent condition.

**Question: So, SCIHP is now able to bill Kaiser for my provider visits. What does that mean for me?**

**Answer:** Not much has changed for you as a patient. You will still receive the same excellent service at SCIHP. SCIHP is now able to bill your Kaiser insurance, which helps sustain the organization and allows us to put more resources back into the services we provide. Our contract with Kaiser also allows SCIHP to better coordinate care across our two systems.

**Question: How do I get my prescription medications if I have Kaiser insurance?**

**Answer:** You can fill your prescription 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.



SONOMA COUNTY INDIAN HEALTH PROJECT, INC.  
144 Stony Point Road  
Santa Rosa, CA 95401

 [www.scihp.org](http://www.scihp.org)  707-521-4545



**Question: Can the SCIHP Pharmacy bill Kaiser for my medications?**

**Answer:** No, currently the SCIHP Pharmacy is not able to bill Kaiser for prescription medications. However, all Native patients are still eligible to receive medications on the SCIHP formulary at no cost. You may also choose to pay out of pocket for medications NOT on the SCIHP formulary. We can also send your prescription to Kaiser, as the medication may be on the Kaiser formulary.

**Question: If I pay for medications, labs, imaging, or referrals at Kaiser, can I get reimbursed for those through the SCIHP PRC program?**

**Answer:** It depends. It is always a good idea to save all your receipts and invoices until you know for sure if it is reimbursable through the PRC program. The following criteria must be met to receive reimbursement for out-of-pocket costs incurred at Kaiser:

- You must be eligible for the PRC program
- The services in question must be covered under the PRC Levels of Care
- A SCIHP provider must have ordered the medication, lab, diagnostic imaging, or referral

**Question: Where do I get my lab work done?**

**Answer:** You may have routine lab work done at either SCIHP or KAISER, but we prefer that you have them done at SCIHP to ensure we receive the results quickly. Specialty lab work may need to be completed at KAISER. Your provider will order the labs for you and you may go to a Kaiser lab after 5 days to complete your tests. For any urgent or time-sensitive lab work, your provider will send you to an Emergency Room or Urgent Care.

**Question: How do I get a referral to a specialist?**

**Answer:** After being evaluated by your SCIHP provider, if your provider feels that a specialty referral is needed, they will order the referral. Our referrals team will send the referral to Kaiser. Kaiser will process the referral within 10-14 days and call you with the specialist information.

**Question: What if I go to Kaiser and I am not able to get my medications, lab work, referral, or diagnostic imaging?**

**Answer:** If you have any problems receiving services at Kaiser that your SCIHP provider has ordered, please contact SCIHP at 707-521-4545. Ask for the department of the provider who ordered the test or referral (medical, behavioral health, or dental).

**Question: Can I be seen at SCIHP during my pregnancy?**

**Answer:** We encourage pregnant patients to establish prenatal care at Kaiser as early as possible during the pregnancy. The reason is that patients who are pregnant require time sensitive lab work and imaging. To ensure that 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.