



COPPER RIVER NATIVE ASSOCIATION POLICIES AND PROCEDURES

Title: CRNA/ASU Road Travel Reimbursement	
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Department: Finance	
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Purpose:

Provide reimbursement for Copper River Native Association (CRNA) Purchase & Referred Care Customer who is resorted to utilizing their vehicle to make medical or dental appointments at Alaska Native Tribal Health Consortium (ANTHC), Alaska Native Medical Center (ANMC), and Southcentral Foundation (SCF) clinics. This is not a CRNA program, reimbursements are based on ASU approval and funding availability.

Policy:

Funding for this service is provided by the Anchorage Service Unit (ASU) and may be utilized at the discretion of CRNA and has limited funding. The CRNA Clinic's Policy referral process is required to be followed.

This service is strictly for CRNA Purchase & Referred Care Customer who are permanent residents of the CRNA services area and are not meant for Transient Care. Emergency Transient Care patients will be referred to the local Contract Health Service provider for our region, which is Cross Roads Medical Center.

Procedure:

- A. ASU reimbursement cycle is done quarterly (every three months); therefore, payments to client will not be paid until reimbursement from ASU has been received by CRNA.
- B. Client can access CRNA website under the tab resources, and forms (i.e. ASU Travel Reimbursement), or call a CRNA Clinic to have a request submitted on their behalf
- C. CRNA's program coordinator will check in Cerner to verify if client made it to their appointment
- D. After verifying Medical or Dental appointment CRNA Program Coordinator will verify if client is a CRNA PRC client.
- E. Per ASU Policy: If an appointment was cancelled by the ASU Clinic, client is not eligible for reimbursement even if client traveled for appointment.
- F. Mileage reimbursement rate will follow the current Federal Mileage Rate.
- G. No travel advance will be issued.

I. CONFIDENTIALITY AND RELEASE OF LIABILITY: In accordance to the Health Insurance Portability & Accountability Act of 1996 (HIPAA) is a federal program that requires all medical records and other individually identifiable health information used or disclosed by CRNA in any form, whether electronically, on paper or orally, are kept properly confidential. This Act provides every client significant new rights to understand and control how your Health Information is used. "HIPAA" provides penalties for covered entities that misuse personal health information. Copper River Native



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Association is required by law to maintain the privacy of all client/patients to their protected health Information and to provide them with a notice of our legal duties and Privacy Practices. Once the client/patient completes and signs the CRNA Notice of Privacy Practice, a copy will be given to the client/patient and the original filed in Cerner Electric Health Record Management System.

II. COMPLAINTS AND APPEAL PROCESS: All complaints against CRNA ASU Road Travel personnel are required to be submitted in writing to the proper supervisor with in thirty (30) days of when the event occurred. A written response will be issued from the supervisor within ten (10) business days upon receipt of written complaint. In the event the customer is not satisfied with the supervisor decision, the patient/client has the right to appeal the decision and the following procedure must be followed:

In writing an appeal to a decision must be submitted to the CEO within ten (10) business days from the date on the notification letter of determination. The appeal must address the reason the customer is disputing a decision.

- A. Written response from the CEO will be issued to the customer with ten (10) business days upon receipt of the written appeal.
- B. The Patient Service Coordinator will coordinate a review process of all interactions with the customer and provide all documentation pertinent to the issue being disputed.
- C. The CEO will have the final decision and will issue in writing to the customer that decision.