



# 2022

## ANNUAL REPORT



Koht'aene  
Dzaene

OUR PEOPLE TODAY



# Koht'aene

## OUR PEOPLE



*In our Elders' footsteps, we tread with care,  
Their wisdom, love, the path we share.  
Today our people, rivers flowing free,  
Beaded threads weave, traditions we see.*



*Hearts that listen, eyes that perceive,  
Nature's patterns, river, and tree.  
Honoring past, lessons they gave,  
Elders as guides, their spirits we save.*





# Dzaene TODAY



*Gathered today, unity we command,  
Traditions woven, beads, moose hide in hand.  
Resilient people, The River we know,  
Through hardships, challenges, we continue to grow.*

*Planning for tomorrow, hope, and grace,  
Preparing a place for our future's embrace.  
In our Elders' spirit, the flame we claim,  
Koht'aene - Our People, Today.*





# Our Promise

We, the Ahtna T'aene Nene', inspired by our cultural values, will provide exceptional health services, child and youth development, and life-enhancing resources to empower all people in our region to thrive in every stage of life, from treasured infant to honored Elder.

## WHAT'S INSIDE

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## CEO & BOARD PRESIDENT LETTER

# OUR PEOPLE TODAY



Angela Vermillion  
CEO



Charlene Nollner  
President

### *Continuing The Tradition Of Caring For The Region*

*Doydo*, CRNA Family and Friends,

*Dzaene*, the Ahtna word for “today,” emphasizes our commitment to focusing on our people in the present moment.

At this time, we are refining the ways our beneficiaries receive care, embracing the growing horizons of telehealth, nurturing our new Integrated Mobile Health plan, and are becoming trauma informed. Our diligent team seeks to make the people of the Copper River Valley healthier, happier, and leaders in the last frontier.

*Dzaene*, our hearts are focused on providing preventative healthcare, which is essential in ensuring our people can live life to its fullest, feeling good. We strive to help you place your well-being at the forefront through routine exams, managing chronic diseases or pain, lab work, prescriptions, and more. By prioritizing your health, it will cease to be a burden.

In times when uncertainty prevails, we stand beside you. Whether it is your mental health, physical health, or needing emergency clothing after a disaster, our teams are prepared to support you on the path to healing.

Our leaders tirelessly work to dismantle obstacles that hinder access to care. This includes engaging in dialogue with state officials to address the challenge of after-hours care. By joining forces with regional entities, we aim to provide our beneficiaries with the highest quality of care, day and night. It is important to us that beneficiaries understand how to utilize their benefits and are not left burdened by the cost of out of region care.

We welcome you to join us in this season of growth and transformation, while cherishing the traditions that define us. Joyful people are healthier people! We encourage you to immerse yourself and your families in life-affirming activities such as berry picking, beading, hunting, fishing, and drumming. May you find not only joy in these traditional pursuits but also peace and healing deeply rooted in our Ahtna culture.

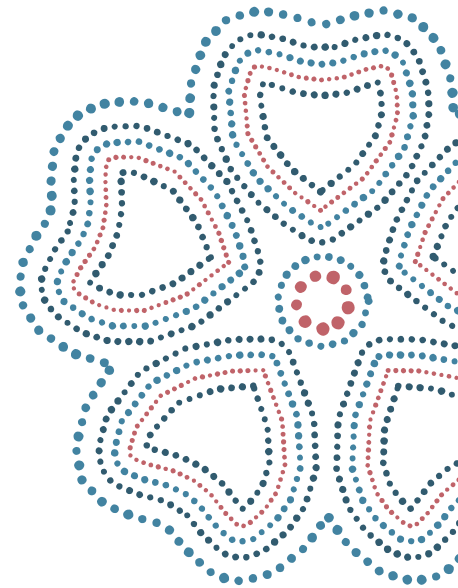
Today, we are devoted to the ongoing development of programs, the incorporation of technology, and the weaving of Ahtna culture into the fabric of CRNA. Our Outreach programs aim to empower today's youth, instill a strong cultural identity, and prepare them for leadership within CRNA's future. We cannot thrive without them. Our program mentors are dedicated to steering the next generation away from the perils of alcohol and drugs, igniting a passion for education, and nurturing their potential to serve the Copper Valley.

We also turn to our Elders and their wisdom, seeking guidance on how to further incorporate Ahtna culture and remaining open to suggestions as we work to provide essential services to our aging communities. Most of all, we seek to be led by the Lord.

With gratitude in our hearts, we thank you for your unwavering support and invite you to explore the ways CRNA can accompany you on your journey to your highest self.

God bless you all! *Tsin'aen!*

Angela Venillion Charles Helmer



# CRNA BOARD OF DIRECTORS

With our Promise Statement as their compass, the Board of Directors upholds the cherished tradition of caring for this region by guiding and inspiring the work of CRNA.

**Charlene Nollner**  
*President*

**Linda Pete**  
*Gakona Director*

**Gloria Stickwan**  
*Tazlina Director*

**Donna Renard**  
*Vice President*

**Eileen Ewan**  
*Gulkana Director*

**Rene Nicklie**  
*Cantwell Director*

**Tonilee Jackson**  
*Secretary/Treasurer*

**Lexus Martin**  
*Kluti-Kaah Director*

**Cecil Sanford**  
*Mentasta Director*



Scan to Watch CRNA's  
Cultural History Video







# SENIOR MANAGEMENT

**Angela Vermillion**  
Chief Executive  
Officer

**Brit Peek**  
Director of  
Human Resources

**Jim Godin**  
Director of Health  
Quality & Assurance

**Amy Diffley**  
Director of  
Behavioral Health

**Abigail Nagengast**  
Wellness Practice  
Manager

**Neal Schanbeck**  
Chief Operating  
Officer

**Zach Dysinger**  
Director of Child  
Development

**Lacayah Engebretson**  
Director of Youth  
Development

**Sharla Huckabey**  
Director of  
Elder Services

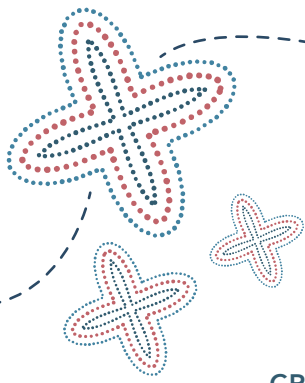
**Rosemarie Peters**  
Dental Practice  
Manager

**Corretalynn Stevens**  
Chief Financial  
Officer

**Katherine McConkey**  
Director of Tribal  
Community Services

**John Dye**  
Director of  
Plant Operations

**Lezelda Fiebig**  
Director of  
Medical Services



## CRNA SERVICES

# MEDICAL SERVICES

### Department Growth & Restructuring

The Medical Services Department expanded and restructured in 2022, integrating the Covid-19 and Emergency Medical Services team with the Primary Care Clinic. This brought specialty services and medical services together under one department. A Clinical Operations Manager was hired for improved oversight.

### Collaborations & Training

Successful collaborations with Child Development took place, including the Annual Backpack Giveaway. Narcan and CPR trainings were hosted in villages, and in-house training expanded the team of Radiology Technicians.

### Mental Health Trust & Conferences

The department received \$391,089.00 in grant funding from the Mental Health Trust Board of Directors and the team attended the first Annual Improving Lives conference in Anchorage, focusing on rural mental health services.



### PRIMARY CARE

Telephone:  
(907) 822-5241

Hours:  
8:00 AM - 4:30 PM Mon/Wed/Fri  
8:00 AM - 5:30 PM Tue/Thur





### Telehealth Expansion

Since its official launch in November 2022, Telehealth has served over 200 patients, with plans to further expand services in collaboration with village CHAs and the MIH team.

### Pharmacy Achievements

The Pharmacy reached a milestone of filling more than 1,602 prescriptions in 2022, showcasing the growing impact of this essential service.



### PHARMACY

Direct Line:  
(907) 822-8844

Hours:  
Monday-Friday 9:00 AM - 6:00 PM



### AFTER HOURS NURSE LINE

Did you know there's an  
after-hours nurse line?  
(Phone support only,  
not onsite.)

Contact: After Hours Nurse  
Direct Line: (907) 822-5241

## SERVING OUR REGION

# VILLAGE CLINICS

### Community Health Aides & Outreach

Community Health Aides (CHAs) continued to serve compacting villages, with new CHAs being hired for additional support. The department engaged in outreach events, including Covid vaccine clinics, health fairs, and collaborative efforts with the Behavioral Health department.

### Mobile Integrated Healthcare

Plans to launch the Mobile Integrated Healthcare Model (MIH) within villages aims to provide patient-centered, mobile resources for community medical care, disease management, preventive care, and post-discharge follow-ups.

---

Hours:

**Monday-Friday 8:30 AM - 4:30 PM**

(Closed for lunch 12:30 PM - 1:00 PM)

Home visits are on an as-needed basis.





**CANTWELL  
CLINIC**

Contact:  
(907) 768-2122



**GAKONA  
CLINIC**

Contact:  
(907) 822-5175



**GULKANA  
CLINIC**

\*Contact:  
(907) 822-5241



**TAZLINA  
CLINIC**

Contact:  
(907) 822-4385



**KLUTI-KAAH  
CLINIC**

\*Contact:  
(907) 822-5241

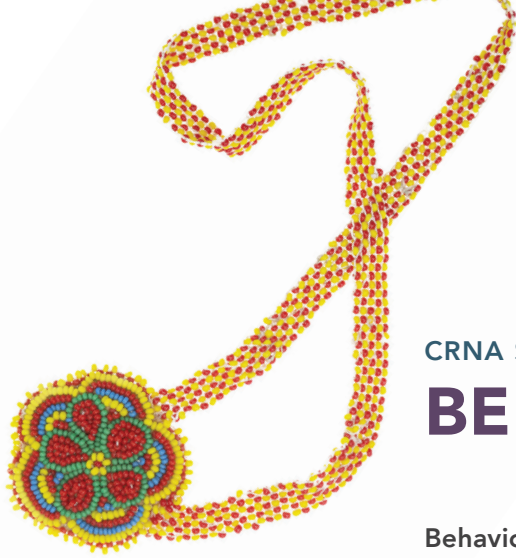


**MENTASTA  
CLINIC**

Contact:  
(907) 822-8419

\*Contact CRNA for clinic info.





## CRNA SERVICES

# BEHAVIORAL HEALTH

### Behavioral Health Team Accomplishments

The Behavioral Health Team is dedicated to providing trauma-informed care. The team, composed of six Clinicians, two Certified Addiction Counselors, four Behavioral Health Aid Trainees, and an Administrative Assistant, provided 2,787 patient encounters during 2022.

### Village Outreach and Education

A new outreach model was implemented, bringing group support and education services to each village once a month. Topics presented included Domestic Violence Awareness, Winter Mental Health, Family Relationships, and Suicide Awareness.

### Mental Health Awareness Training Grant

Towards the end of 2022, the department received grant funding for Mental Health Awareness Training. Scheduled for 2023, this training is to provide CRNA staff and the community with the knowledge around mental health awareness and training.



## BEHAVIORAL HEALTH

Telephone:  
(907) 822-5241

Hours:  
Monday - Friday 8:00 AM - 4:30 PM  
Closed the 4th Thursday of each  
month for village services.





Scan to Watch  
*"Stand for Our Children"*

### **Integrated Healthcare Collaboration**

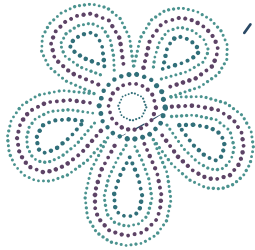
The department also strengthened its collaboration with Medical Services and CRNA's integrated healthcare approach, enhancing the support and services provided to the community.

### **Enhanced Online Resources**

A new webpage launched, featuring a digital service inquiry form, a free download on suicide warning signs, and a video discussing available services.

### **Stand for Our Children Campaign**

Stand for Our Children, a BH-funded video campaign, ran on multiple social media platforms, CRNA internal screens, and the local newspaper. The PSA addresses the loss of life in the Copper Valley due to drug overdose and urges viewers to report drug activity to local State Troopers.



## CRNA SERVICES

# WELLNESS SERVICES

### **New Team Member and Expertise**

Dr. Molly Vaughan joined the team in December, bringing her expertise in orthopedic manual therapies and pediatric physical therapy.

### **Health Fair and Diabetes Awareness**

The Health Fair included fresh smoothies, a diabetic friendly dinner, diabetic cookbooks, and Dr. Hussion taught about the long-term effects of diabetes and lifestyle changes for preventive health.

The Youth & Elders Conference featured Nutrition Chef Flora Decon from ANTHC, who demonstrated healthy meals using local ingredients like salmon, barley biscuits, and roasted potatoes with spruce tips.

### **Diabetes Wellness Grant**

The Diabetes Wellness Grant funded diabetic foot care for beneficiaries in the region, including foot soaks, massages, and exams to monitor potential amputation risks. The grant has been extended for another five years as part of the Special Diabetes Program for Indians.



### **WELLNESS**

Telephone:  
(907) 822-5241

Hours:  
Monday - Friday 8:00 AM - 4:30 PM  
Massage Therapy Appointments:  
Monday - Thursday 8:00 AM - 6:00 PM







Scan to Watch  
"5 Tips for Better Spine Health"  
by Dr. Garrett Hussion, Chiropractor



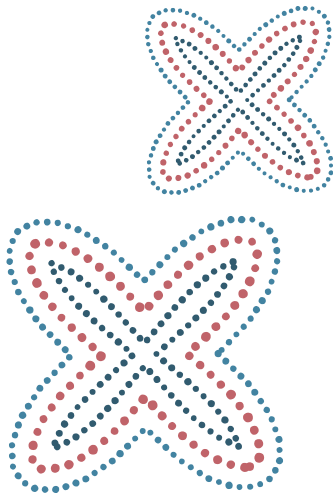
### Tobacco Cessation Program

Daniel Ament is a nationally recognized guest speaker who was hosted by the Tobacco Cessation Program. Ament is the first recipient of a double lung transplant due to vaping. He travels the country sharing his story and the dangers of vaping with teens.

### Clarified Online Resources

A new webpage launched which provides clarity in online messaging, features a digital service inquiry form, and shows a video discussing available services.





## CRNA SERVICES

# DENTAL

### Overview

CRNA Dental is a full-service dental office, catering to all ages. The team comprises a Locum Dentist, Dental Hygienist, two Dental Assistants, and a Practice Manager, dedicated to bringing the latest dental technology to patients in the Copper Valley.

### Enhancements and Outreach

In 2022, the department achieved several successes, including:

- Implementing a text and email appointment reminder system, alongside an electronic patient satisfaction survey to improve patient experience. The department received an average rating of 9.4/10 from 386 surveys.
- Launching a new webpage with a digital patient inquiry form, a free download on managing dental anxiety, and videos introducing the clinic, team, and services.
- Introducing laser therapy cleanings by hygienist Tara Stockhausen for deeper cleanings and treating extensive decay.



### FULL-SERVICE DENTAL OFFICE

Telephone:  
(907) 822-5241

Hours:  
Tuesday - Friday 8:00 AM - 6:00 PM





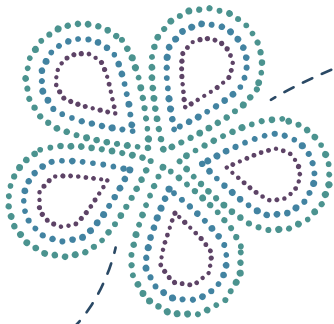
Scan to Watch  
Kathryn Martin's Dental Testimony

- Providing free dental screenings and fluoride treatments to 60 CRSD students and planning to expand services to Slana and UpStream learning students.
- Extending dental services to Mentasta Clinic and Cantwell Mobile Clinic, reaching new patients in these regions.
- Hosting an educational presentation on early childhood oral health for caregivers in the Mom2Mom support group.

### Future Plans for 2023

The 2023 strategic plan includes hiring a permanent dentist and implementing digital impressions to decrease lab processing time, reduce the number of required patient appointments, and shorten overall treatment time. Digital impressions are utilized for dentures, crowns, mouthguards, and more.





## CRNA SERVICES

# ELDER SERVICES

### Overview

The Elder Services Department offers meals, homemaker, and maintenance services to qualifying Elders. The team consists of a Director, an Administrative Assistant, three Personal Care Services personnel, two Elder Chore Services Technicians, a Kitchen Manager, and five Kitchen Staff members.

### Service Highlights

In 2022, the department achieved several accomplishments, including:



Providing over  
**18,045**  
meals to elderly  
beneficiaries



Delivering  
**1,113**  
NTS grant-funded meals  
to eligible community  
member Elders



Completing  
**377.5**  
hours of Chore  
Technician services



Offering  
**1,512.75**  
hours of Homemaker  
Service Technician services



### ELDER SERVICES

Telephone:  
(907) 822-5241

Hours:  
Monday - Friday 8:00 AM - 4:30 PM





The department re-implemented Elder Personal Care and Chore Services in 2022 after they were halted during the pandemic. Chore services assist Elders with outdoor tasks like splitting firewood, snow removal, and seasonal yard work, while personal care technicians offer in-home support.

### **Nutrition, Transportation, and Support Services Grant**

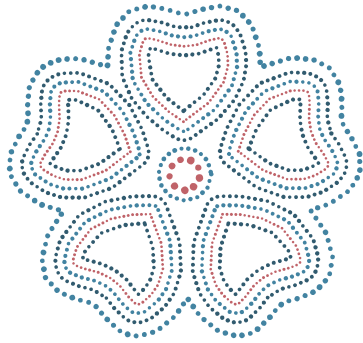
The department received the Nutrition, Transportation, and Support Services grant, enabling assistance for Elders aged 60 or older in the region with hot meals. Plans are underway to provide transportation for shopping and bill paying once the department is cleared for congregation.

### **Celebrating Elders and Staff**

Elder Services provided electronic neck massagers as Christmas gift to 88 Elders; they received heartfelt appreciation from recipients. A recipient stated the gift was “the best one received in 500 years.”

Nick Holstrom was recognized for his dedication and exceptional service to the Elders by being promoted to Lead Cook.





## CRNA SERVICES

# YOUTH DEVELOPMENT

### Overview

Copper River Native Association's Youth Development offers Academic and Behavioral support systems for Alaska Native Youth, with a focus on culturally centered and tribally focused activities. The department consists of a Director, Youth Development Manager, three Prevention Technicians, a Tribal Youth Outdoor Leadership Coordinator, an Outreach Manager, Outreach Coordinator, and an Education & Prevention Assistant.

### Comprehensive Student Support

The team provides various student support services, including in-school, after-school, in-service days, and additional assistance. They implement a social and emotional learning curriculum tailored for Native Alaskan students; currently they serve 39 students across different support settings.





### Outreach Camps and Conferences

In 2022, Youth Development hosted several outreach camps, including:

- Youth & Elders Conference: A three-day event at Gulkana Hall with the theme “Always Be Prepared,” featured meals, breakout sessions, and keynote speaker Dr. Evan Adams discussed historical trauma’s impact on physical health.
- Culture Camp: A two-day event at Ahtna’s Klutina River Camp, focusing on cultural lessons, traditional drumming, and singing.

### Emerging Leaders and Collaborative Programs

Emerging Leaders attended the UNITY conference, and the department collaborated with CRSD to provide a social and emotional learning curriculum and four Prevention Technicians for Native Alaskan students. The Tribal Youth Outdoor Leadership Coordinator organized a hunting trip and silver salmon fishing excursion in Valdez, further promoting cultural connections and outdoor skills.



## CRNA SERVICES

# CHILD DEVELOPMENT

### Child Development Program

The Child Development Program, a benefit for organization employees, comprises three classrooms for infants, toddlers, and Pre-K children. It focuses on kindergarten readiness and fostering a sense of cultural identity while preparing children to overcome life challenges with self-confidence and resilience.

### Staff and Enrollment

With 12 full-time teachers, the program provides care for 35 children (0-5 years old) from 25 families. Sixteen children received free tuition through the 477 Child Care Development Fund. The program expanded classrooms to accommodate a rising number of infants, and two YETI program participants transitioned to full-time employees.



### CHILD DEVELOPMENT SERVICES

Telephone:  
(907) 822-5241







### Cultural Immersion and Outreach

Carol Cozen brings Ahtna language and music to each classroom regularly, promoting cultural immersion. As a recipient of the Project LAUNCH grant, the department hosts Mom2Mom, an online community for mothers and caregivers of children aged 0-8. The Pediatric Care Coordinator ensures children receive preventive care treatments, including OT, PT, Behavioral Health, and support programs.

### Annual Backpack Giveaway

The Annual Backpack Giveaway event distributed 320 backpacks, conducted 28 school physicals, and scheduled additional appointments for various services. Behavioral Health and Wellness booths provided resources, and 260 parents completed formal registration. This allowed the grant team to follow up with participants and invite them to further community activities.



## CRNA SERVICES

# TRIBAL COMMUNITY SERVICES AND COMMUNITY OUTREACH

### Overview

TCS is committed to empowering the region through diverse programs that benefit compacting tribal members. These programs focus on areas such as food banks, workforce development, environmental protection, and tribal child welfare services. A common thread running through these programs is their support for the economic development and infrastructure of the Copper River Region.

### Public Law 102-477 Initiatives

Under Public Law 102-477, various services were provided, including higher education, workforce development, GED, training, case management, and partnerships. A total of \$15,471 was paid out to support clients to meet their goals.

### Child Care Services

Child care services benefited 22 applicants, with 28 parents employed, 47 children served, and 5 providers employed. Child care assistance totaled \$124,448 in funds.

### Foster Care & Emergency Assistance

Foster care services supported 10 children, with \$20,680 paid out, while emergency assistance helped two households with \$2,000 in funds.

### Food Bank & Support Services

The food bank served 426 families and 920 individuals, providing senior boxes, clothing, medical transport, personal hygiene items, and gardening support. A total of \$36,000.00 was spent on food, resulting in 57,914 pounds of food served.

### Environmental Initiatives

CRNA worked with state and federal agencies, organizations, regional Tribes, and community members to develop a regional Copper River Climate Change Adaptation Plan.



#### TCS Department

Telephone:

(907) 822-5241

tcsinfo@crnative.org

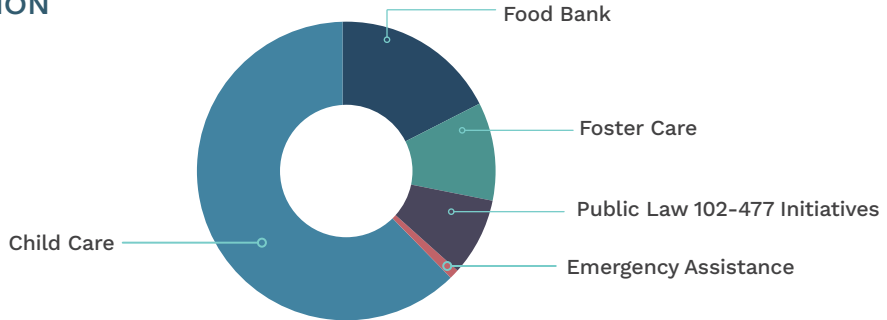
Fax: (907) 822-8802



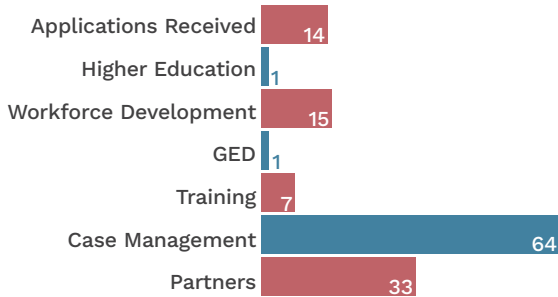


Scan to Watch Foster Care Video

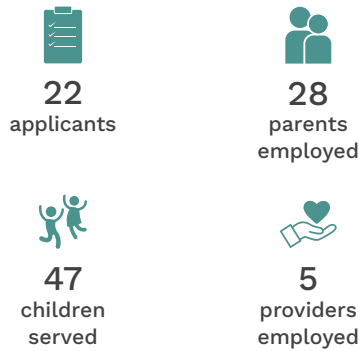
### TCS FUNDS DISTRIBUTION



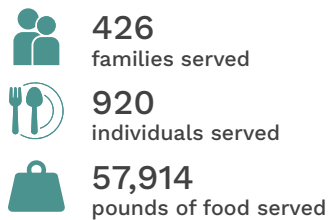
### SERVICES PROVIDED UNDER PUBLIC LAW 102-477



### CHILD CARE SERVICES



### FOOD BANK



### ENVIRONMENTAL INITIATIVES RECYCLING





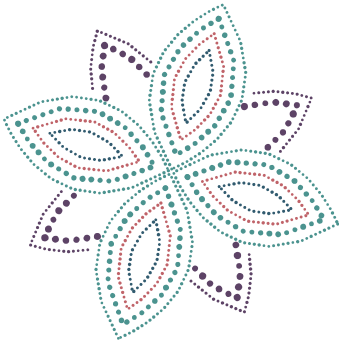
## SUPPORT SERVICES

# VILLAGE PUBLIC SAFETY OFFICER



The VPSO Program has 7 officers responding to over 400 calls across the region from Mentasta to Chitina while also supporting Troopers in McCarthy and Eureka. They have hosted narcan training at Tazlina Hall and Copper Center, received emergency trauma technician training, and provided hunter safety, boating safety, and Kids Don't Float education.

The officers have improved response time with coordination with AST and local fire response. VPSO's now live in the communities they serve and have assisted in community events like Youth & Elders, the Sobriety Walk (Image: left side of spread), and Glennallen school sports. Officer Nick Ashton completed the academy, contributing to the program's growth. The 2023 Strategic Plan aims to implement a School Resource Officer.



## SUPPORT SERVICES

# HUMAN RESOURCES

### Overview

The six-member Human Resources (HR) team manages various employment-related functions, such as recruitment, employee relations, compensation planning, labor law compliance, process management, and training.

### New HR Webpage and Recruitment Efforts

The HR team launched a new webpage and developed several recruitment videos to support hiring efforts. They joined [www.3R.net](http://www.3R.net), a site for rural healthcare job seekers looking to work in underserved communities.

### Cultural Values Statements and Inspired Leadership

The team created CRNA's Cultural Values Statements, serving as a strategic mission statement. They also implemented the Inspired Leadership program as a strategic objective.

### Training and Trauma-Informed Care

The HR team provided staff training on Crucial Conversations and introduced Trauma-Informed Care, aiming to create a trauma-informed care facility.



### HR DEPARTMENT

Telephone:  
(907) 822-5241





We Are Hiring  
Scan For Available Jobs

### Employee Recognition and Benefits

The department maintained an internal recognition system that acknowledges employees' appreciation languages. They also enhanced benefits in dental, critical illness, and accident protection.

### Staff Meetings and Educational Opportunities

The organization resumed in-person staff meetings post-pandemic. On average, 10-12 employees per semester took advantage of college classes and the average turnover decreased by 30%.





## SUPPORT SERVICES

# HEALTHCARE EXCELLENCE, TECH SUPPORT & ENGAGEMENT

### Healthcare Quality & Accreditation

This department, composed of a Director, Coordinator, Data Analyst, and Grants Proposal Manager, ensures patient satisfaction, accreditation compliance, risk management, and strategic grant portfolio management. In 2022, their patient satisfaction campaign received 755 comments, maintaining an average 4.7/5 rating in Quality of Care and Cleanliness. They also received the 2022 HRSA Awards for COVID-19 Public Health Champion and Advancing Health IT for Quality.

### Information Technology

The IT team, including an IT Manager, Specialist, and Helpdesk Technician, supports the needs of all Robert Marshall and Village Clinic staff. They have implemented remote communication solutions, and will play a crucial role in the development of integrated care and centralized patient registration.







## Marketing

The Marketing department consists of a Marketing and Communications Manager, Communications Specialist, and two Administrative Assistants. The team raises awareness of essential services by sharing patient and employee stories. They have enhanced the quality and frequency of communications and advertising to better promote CRNA programs.

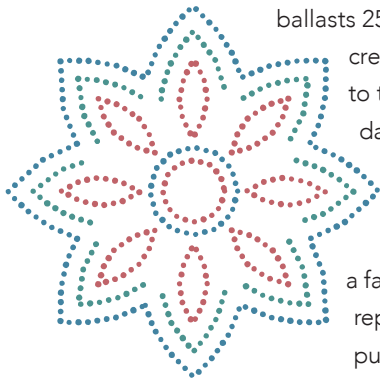


SUPPORT SERVICES

# OPERATIONAL SUPPORT SERVICES

## Maintenance Department

The Maintenance Department comprises four Maintenance Technicians, three Custodial Technicians, and one Level 2 Water Operator who ensures the clinic has medical grade water. The work orders range from CRNA vehicle maintenance to remodeling PCC's Telehealth and the Medical Services Laboratory, as well as replacing parking lot light ballasts 25 feet in the air, and everything in between. The maintenance crew has proven to be tactful and adept in all scenarios pertaining to the operational maintenance of the facility. Aside from the day to day work orders, the Water Haul Program made good on delivering over 64,000 gallons of clean drinking water.



The crew installed snow stops, sound barriers, and maintained a failing sanitary waste system over the winter until it could be replaced the following spring. Our Custodial Crew has been putting in the miles as well; they maintained a complete sanitary work environment covering over 34,000 SQ. FT 24/7, 365 days a year!



Completed  
**1,050**  
work orders  
in 2022



Delivered  
**64,000**  
gallons of clean  
drinking water



Processed  
**621**  
salmons for  
Elders



Performed  
**52**  
chimney sweeps



Regular plowing  
services for  
**10**  
Elder Households



The departments extra curriculars include launching CRNA's first fishwheel in July 2022, and processing 621 salmon for Elders. The Department also continued the community tradition of putting on a wonderful New Year Fireworks show. The department also participates in the YETI program by training and mentoring candidates. This is an investment that reaches beyond the summer months. Leading by example, the Maintenance Department helps instill CRNA's Promise in the future generations.



### **Patient Transport Department**

They provide service to Anchorage and Fairbanks three times a week, have implemented handicap transport capabilities and integrated a robust emergency safety kit for each Patient Transport vehicle.

## SUPPORT SERVICES

# FINANCE DEPARTMENT

### Billing Department

The CRNA Billing team has improved patient statement processes by bringing them in-house for better transparency and communication. They have also added more secure communication lines for patients to inquire about billing matters. Patients can contact the billing department via phone or email for assistance.

### Purchase & Referred Care (PRC) FAQ

#### Q: What happens when I end up in an ambulance?

**A:** Inform the paramedics that you must be taken to the ANMC emergency room. Call 907-822-8841 within 72 hours and leave a voicemail with your name, phone number, date and time of when you were at the emergency room, and date of birth. Ensure the ambulance company has your Private Insurance/Medicaid/Medicare information. PRC is the payor of last resort. After your insurance pays a portion of the bill, turn in your bill to CRNA PRC at [prc@crnative.org](mailto:prc@crnative.org).

#### Q: What happens when I end up in the Emergency Room?

**A:** Call the CRNA PRC Line within 72 hours at 907-822-8841 if you are at a clinic that is not a Tribal Health Organization (THO). Leave a voicemail with the date and time, date of birth, and name. Ensure the hospital has your Private Insurance/Medicaid/Medicare information. PRC is the  
(answer continues in next page)



### BILLING DEPARTMENT CONTACTS

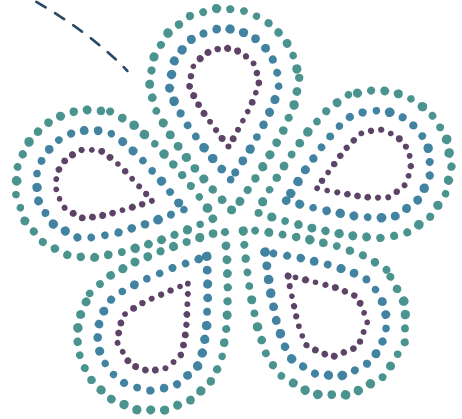
Telephone:

(907) 822-8840

Email:

[paymentsupport@crnative.org](mailto:paymentsupport@crnative.org) [billing@crnative.org](mailto:billing@crnative.org)

Billing Supervisor: (907) 206-6812



payor of last resort. If you are at the Mat-Su Regional Emergency room, inform them you are a Southcentral Foundation Beneficiary; SCF PRC should help cover your bill. After your insurance pays a portion of the bill, turn in your bill to CRNA PRC at [prc@crnative.org](mailto:prc@crnative.org).

**Q: If ANMC Specialty Clinic does not provide a service, what do I do next?**

**A:** Obtain a referral from your provider to receive services outside the THO facility.

**Q: How do I qualify for CRNA Specialty Care?**

**A:** To qualify, you must be a compact tribal member from Kluti-Kaah, Tazlina, Gulkana, Gakona, Cantwell, or Mentasta.

**Q: When does my Specialty Care fund renew?**

**A:** Specialty Care funds renew on October 1st.

**Q: When do I turn in my Anchorage Service Unit (ASU) Medical Travel Reimbursement?**

**A:** Deadlines are as follows:

- October 15th for Medical Travel between July-Sept
- January 15th for Medical Travel between Oct-Dec
- April 15th for Medical Travel between Jan-March
- July 15th for Medical Travel between April-June

Note: ASU only reimburses for an appointment that is at SCF or ANMC.

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## PRC CONTACT INFORMATION

Telephone: (907) 822-8841

Email: [prc@crnative.org](mailto:prc@crnative.org)



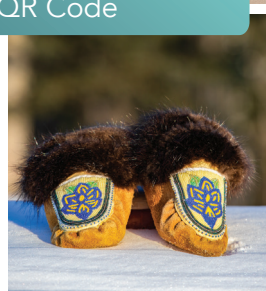
# Koht'aene Dzaene

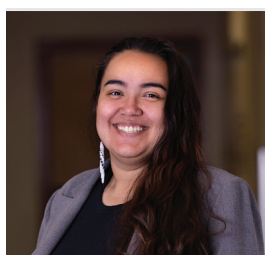
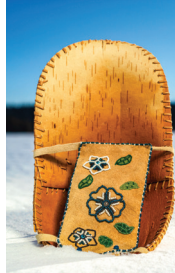
OUR PEOPLE TODAY

As we reflect on this year's accomplishments, we take pride in the strength and resilience of *Koht'aene Dzaene, Our People Today*. Our organization, CRNA, comprised of six compacted Ahtna Tribes, continues to honor the wisdom of our Elders and embraces the rich cultural heritage that binds our communities together. Just like a river, our traditions flow through generations, weaving a tapestry of shared values and experiences. Embodying our Promise Statement, we prioritize the well-being of the Ahtna Region by providing comprehensive healthcare that respects the emotional, physical, spiritual, and communal aspects of our people.



Explore CRNA's History  
Scan QR Code

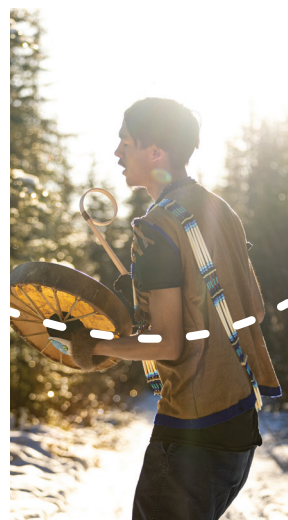




# Bende', Xodze'k'a, xodza'a

TOMORROW, AND FOREVER

Our dedication to Ahtna culture is unwavering, and we remain committed to providing trauma-informed care that emphasizes compassion, understanding, and empathy for every individual, "from treasured infant to honored Elder." As we look to the future, we are excited to embrace the themes of Tomorrow and Forever in our ongoing mission to serve the Ahtna people. With the steadfast support of our 200 devoted staff members, we will continue to weave a brighter future for our communities. In the spirit of unity, we celebrate *Koht'aene Dzaene, Bende', Xodze'k'a, xodza'a - Our People Today, Tomorrow, and Forever.*





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NATIVE ASSOCIATION

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