

Dena'ina Wellness Center & Chuq'eya Qenq'a (Birch Tree House) Un'ina Services Handbook







508 Upland St.,
Kenai, AK 99611

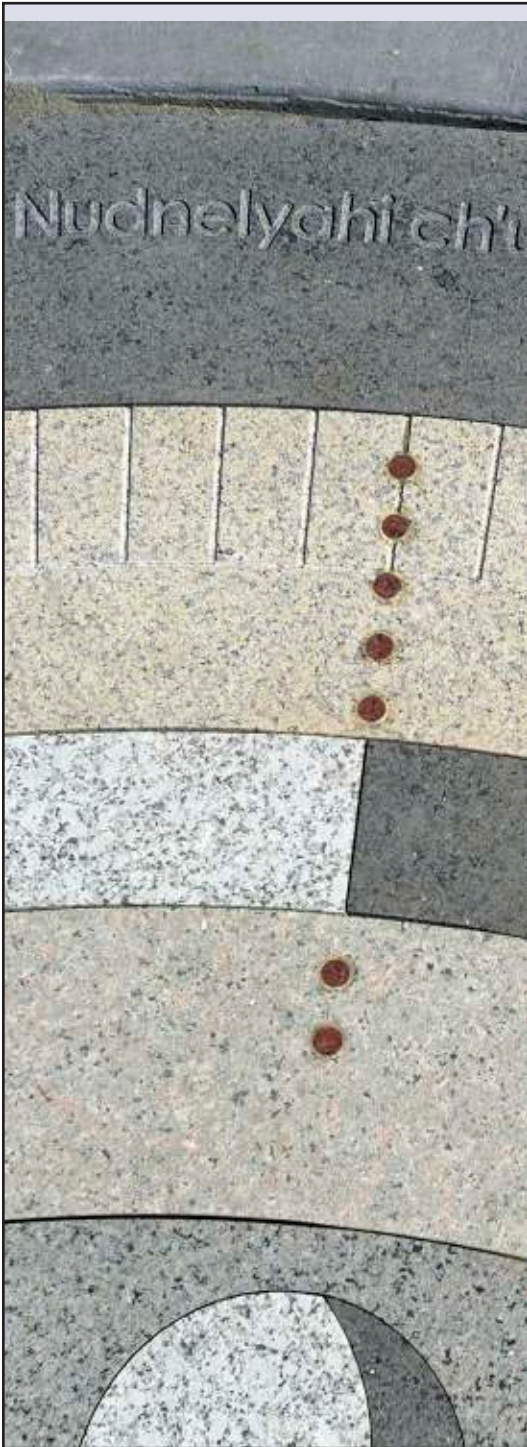




TABLE OF CONTENTS

 Contents	2
 First Steps	3
Contacting the Dena'ina Wellness Center	
Operating Hours	
Accessibility	
 Customer Service Standards	4
 Getting Started	5
Eligibility	5
Registration	6
Appointment Scheduling	6
 Our Services	7
Primary Care	7
Diagnostic Care	8
Pharmacy Services	8
Wellness	8
Dental	8-9
Optometry	9
Behavioral Health	9
Additional Services	10-11
 Standards of Care	11
Rights	11
Responsibilities	12
Alternative Health Services	12
 Purchased and Referred Care	13
 Alaska Native Medical Center Referrals	13
 Emergency Services	14
Non-Emergency Services	14
 Dena'ina Wellness Center Policies	15
Collections	15
Records and Privacy	15
Disruptive Behavior	16
Unauthorized Weapons	16
Tobacco-Free Campus	16
 Building Maps	17-19
 Kenaitze Traditional Values Wheel	20

FIRST STEPS



UN'INA

We call our patients, clients and customers "un'ina," meaning "those who come to us."

DENA'INA WELLNESS CENTER

CONTACT INFORMATION

Phone	907-335-7500
Fax	888-491-3360
Mailing address	508 Upland St. Kenai, AK 99611
Physical address	508 Upland St. Kenai, AK 99611

OPERATING HOURS

Service Hours: 8 a.m. to 7 p.m., Monday to Friday; 8 a.m. to 5 p.m. Saturday
Gym Hours: 6:30 a.m. to 6:30 p.m., Monday to Friday

CHUQ'EYA QENQ'A · BIRCH TREE HOUSE BEHAVIORAL HEALTH SERVICES

CONTACT INFORMATION

Phone	907-335-7300
Fax	888-491-3243
Mailing address	508 Upland St. Kenai, AK 99611
Physical address	510 Upland St. Kenai, AK 99611

OPERATING HOURS

Front Desk Hours: 8 a.m. to 5 p.m., Monday to Friday, evening appointments available

ACCESSIBILITY

Please let us know if you require an interpreter, transportation or have any accessibility needs prior to scheduling your appointment. We are committed to making our services easily accessible and will not discriminate against anyone.

To ensure communication is not a barrier, we will communicate in the manner that makes you most comfortable. Many of our building signs include Braille. Pens and paper are available as well if you wish to communicate with us through writing. A language line is available to un'ina more comfortable using a different language.

We offer transportation to and from appointments. Please let us know if you would like assistance with transportation.

CUSTOMER SERVICE STANDARDS



We strive to deliver friendly, supportive and caring service based on traditional Kahtnuht'ana Dena'ina values. We are here to understand your needs and meet your expectations on your path to wellness.

Our service standards are modeled on the Kenaitze Indian Tribe's traditional values circle, which includes 16 values. Five of those values, included here in Dena'ina with English translations, are the cornerstones of our approach to service:

- **Henu** (work, job, task) – cooperation, helpfulness, willingness to work.
- **Ada** (care, concern, tenderness) – love, sharing, humility.
- **Qiz'unch'** (the right way, the truth) – forgiveness, openness, honesty, trust.
- **Yinihugheltani** (one's spirit) – respect for yourself.
- **Nagh'utdalts'ina** (our neighbors) – respect our neighbors and others.

We want you to be happy with the service you receive and welcome your input and feedback. To let us know how we are doing, please consider filling out a comment card or customer survey. These are available throughout the Tribe's facilities. We review and value all feedback.

If you have questions about this process, we are happy to assist you.

QUALITY STANDARDS

We are committed to meeting health care industry standards across all our programs. We continually seek certification, accreditation and other achievement opportunities.

CARF International has accredited our integrated Behavioral Health and Primary Care services; our outpatient Behavioral Health services programs for adults, children and adolescents, which includes substance use disorder treatment for adults; and the services provided through the joint-jurisdictional therapeutic Henu Community Wellness Court.



The Centers for Medicare and Medicaid Services Clinical Laboratory Improvement Amendments Program has accredited and certified our lab.

ELIGIBILITY

If you are unable to provide the appropriate documentation, we may be able to serve you on a one-time basis if it is deemed an emergency by a health care professional. Any subsequent visits may be denied. Please let us know if you have questions or concerns about documentation. We are happy to assist you.

We look forward to partnering with you on your path to wellness. Our Behavioral Health Program and some Wellness services, including arts and crafts, tobacco cessation and wellness coaching, are open to all members of the community. The rest of our programs and services are available to those meeting any of the following criteria:

- Members of a federally recognized tribe who are Alaska Native or American Indian, plus descendants.
- Non-Alaska Native or American Indian women pregnant with an eligible person's child are eligible for care through six weeks post-partum.
- Children of eligible Alaska Native and American Indian people, including foster children, adopted children, stepchildren, legal wards and orphans, until age 19.

To establish your eligibility to receive services, please be prepared to provide one of the following documents, in addition to your photo ID:

- Certificate of Indian Blood (CIB).
- Tribal enrollment card or an enrollment certificate from your tribal office.
- Marriage Certificate or Affidavit of Paternity from your child's biological father if you are a non-Alaska Native or American Indian woman pregnant with their child.
- If you are seeking services for your child, you will need:
 - CIB or tribal enrollment card in your child's name OR an original or certified copy of the child's birth certificate that includes the name(s) of the eligible parent(s) and the parent's CIB or tribal enrollment card.
 - If your child is adopted, an adoption certificate.
 - For a stepchild, a marriage certificate with the name of the eligible stepparent, in addition to the child's birth certificate.
- Copy of marriage certificate if your spouse is not Alaska Native or American Indian, as they may be eligible for some services.

REGISTRATION

Each time you arrive for an appointment, we will collect your demographic information during check-in. It's important to keep your phone number, mailing and physical addresses current so we can communicate with you in a timely manner.

In addition to updating your address, we also will review your insurance information. Routinely, we will screen you for eligibility for Medicare, Medicaid, Denali KidCare, Veterans Health Administration or private insurance.



It is best to schedule an appointment in advance. If you are unable to keep an appointment, please let us know and we'll reschedule at your convenience.

APPOINTMENT SCHEDULING



Call 907-335-7500 to make an appointment at the Dena'ina Wellness Center. It is best to schedule an appointment in advance. If you are unable to keep an appointment, please let us know and we'll reschedule at your convenience.

You may also schedule appointments on a same-day basis with your provider. If you are new to the Dena'ina Wellness Center, you will be assigned a provider. You may change your Primary Care providers by completing a form available at the front desk.

Same-day appointments are available to treat chronic and urgent issues, though we cannot guarantee availability.

OUR SERVICES

The Dena'ina Wellness Center is an integrated medical facility that offers a holistic approach to care. We call our patients, clients and customers "un'ina," meaning "those who come to us."

As an un'ina, you receive access to a wide range of services on one campus. This includes medical, dental, behavioral health, optometry, chemical dependency, wellness, physical therapy, and pharmacy support.

We also offer a gym, classroom and activity space.

Alaska Native and American Indian people have access to all our services. Programs that receive state funding – primarily behavioral health – are open to the entire community.

PRIMARY CARE

OUTPATIENT MEDICAL SERVICES

Primary care services are delivered by teams of physicians, advanced nurse practitioners, certified physician assistants, medical assistants and case managers. You receive your own care team. Our primary care services are accessible to all Alaska Native and American Indian people.

- Adult and pediatric
- Lifestyle coaching/risk factors
- Disease prevention
- Disease management
- Screening for early detection of disease
- Immunization
- Acute illness/injury care (non-emergent)
- Chronic disease management, including:
 - Diabetes; hypertension and asthma;
 - hyperlipidemia; COPD; and chronic pain
- Telemedicine
- Minor procedures, including:
 - Fracture care
 - Wound care
 - Skin excisions and biopsies
 - Joint injections
 - Nail removal
 - Sutures
- Women's health
- Behavioral health consultation
- Physical Therapy
- Complementary medicine (massage therapy, Rolfing)
- Medical nutrition therapy
- Some specialty care on a referral basis as needed



DIAGNOSTIC CARE

- Laboratory
- Digital radiology

PHARMACY SERVICES

- Pharmacist consultation
- Medication packing

WELLNESS

Our Wellness Department works in conjunction with programs across the Dena'ina Wellness Center. Our goal is to help you achieve good habits and a healthy lifestyle.

Diabetes prevention and management, nutrition, tobacco cessation and fitness are just a few of our services. All wellness services are open to Alaska Native and American Indian people. Some are open to the entire community.

- Arts and crafts
- Health and wellness coaching – diabetes prevention, nutrition and fitness counseling
- Diabetes self-management education
- Chronic disease prevention
- Activity area (gym) – fitness classes and personal training
- Health promotions – resources, demonstrations, workshops and harvesting
- Tobacco cessation
- Traditional healing

DENTAL

With an emphasis on education and prevention, our Dental Department offers services to promote oral health. We provide routine, emergency and specialty treatments. We also make referrals to the Alaska Native Medical Center.

Dental services are open to all Alaska Native and American Indian people.

- Preventive and restorative services
- Comprehensive exams
- Recall exams
- Emergency exams
- Digital radiography
- Cleanings
- Periodontal scaling and root planning
- Periodontal maintenance
- Endodontics (root canals)
- Extractions
- Biopsies – soft and hard tissue
- Prosthetics – for a fee

Crowns

Bridges

Fixed, removable and partial dentures

Fixed and removable space maintenance for mixed dentition



DENTAL Continued

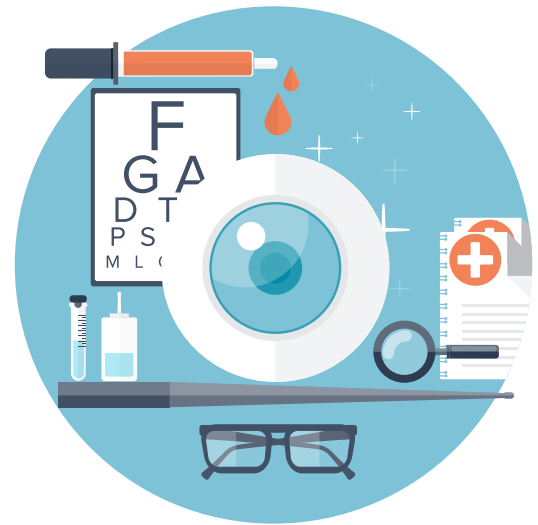
- Kenaitze Head Start annual exams/biannual fluoride
- Education and outreach
- Orthodontics – for a fee

OPTOMETRY

Our Optometry Program provides eye health services. Whether you need a routine check-up or help managing diseases such as diabetes or glaucoma, we can help. In addition to in-house care, we also make referrals for emergency and specialty treatment.

Optometry services are available to Alaska Native and American Indian people.

- Comprehensive exams
- Contact lens fitting
- Eyeglasses
- Eye disease management
- Special testing
- Surgical referrals
- Diabetic exams
- Wide range of eye wear available, including Michael Kors and Oakley.



BEHAVIORAL HEALTH

Many behavioral health services are available at Chuq'eya Qenq'a (Birch Tree House), adjacent to the Dena'ina Wellness Center. We work with adults, adolescents and children of all backgrounds.

Our behavioral health services are open to Alaska Native and American Indian people and the community. Referrals to other Tribal programs and local agencies also can be included in your treatment plan.

- Screening/referral for behavioral health or substance use services
- Crisis intervention
- Integrated assessments
- Case management, counseling and consultation
- Individual, group and family psychotherapy/counseling
- Psychiatric assessment and medication management
- Sobriety support and recovery activities
- Interactive play therapy
- Individual Skill Providers for youth in local schools
- Youth Services summer program
- Transition/discharge planning
- Suicide prevention and awareness

ADDITIONAL SERVICES

The Kenaitze Indian Tribe delivers a wide range of programs and services that promote the wellness of our people and the community. These services include Elders support, social and family services, education and career development, early childhood education, and more.

Early Learning

Our early learning programs enhance academic achievement through culturally-based curriculum for pregnant mothers and children from birth until they go to kindergarten, placing an emphasis on family and nutrition, including:

- Early Head Start
- Head Start program
- After-school program

Contact: 907-335-7260

Yaghanen Youth Language & Culture Programs

A prevention and early intervention program, Yaghanen is a safe place where youth come to develop life skills, learn culture, make friends and stay on track academically. It offers:

- After-school activities
- Summer learning
- Study hall
- Traditional activities

Contact: 907-335-7290

College and Career Training

- Scholarships
- Internships
- Job training and placement
- Tutoring

Contact: 907-335-7606

Tyotkas Elder Services

The Tyotkas program is dedicated to ensuring the health and wellness of our Elders, offering:

- Transportation assistance
- Daily lunch service
- Crafts and activities
- Caregiver support
- Home visits
- Abuse and neglect prevention
- Advocacy

Contact: 907-335-7280

Tribal Member Services

Tribal Member Services staff assist Tribal Members with Tribal enrollment and records, the Tribal Member Enrichment Program, burial assistance, and funeral assistance. Snow plowing and sanding, and urgent minor home repair and maintenance services also are available to Tribal Elders and disabled Tribal Members. Tribal Member Services staff assist Tribal Members with the educational fishery.

Contact: 907-335-7200

Na'ini Social Services

Na'ini provides help for individuals who have immediate needs, along with individual planning to help people meet longer-term goals for self-sufficiency, including:

- Energy assistance
- Child protection
- Childcare assistance
- Welfare assistance

Contact: 907-335-7600

Na'ini Family Services

- Domestic violence and sexual assault
- Child protection
- Adult protection
- Indian Child Welfare Act (ICWA)
- Foster care
- Family preservation

Contact: 907-335-7600

Housing

The Housing program ensures qualified Alaska Native and American Indian people receive safe, sanitary and affordable housing, offering:

- Snow-plowing and sanding
- Student housing
- Emergency assistance
- Transitional housing

Contact: 907-335-7200

ADDITIONAL SERVICES Continued

Qiz'unch' Tribal Court

The Qiz'unch' Tribal Court honors our traditional customs, preserving, strengthening and ensuring justice on behalf of our families, offering:

- Adjudication of cases
- Ts'itq'u Circle
- Henu Community Wellness Court

Contact: 907-335-7219



UN'INA STANDARDS OF CARE

YOUR RIGHTS

As our un'ina, you have many rights that we will uphold and also some responsibilities that we hope you will uphold. It is important to us that you feel fairly treated and that you understand your rights and responsibilities.

- To be treated with respect, consideration and dignity.
- To be provided appropriate privacy.
- To be free from all forms of abuse, harassment and discrimination.
- To be provided, to the degree known, complete information concerning your diagnosis, evaluation, treatment and prognosis. If it is medically inadvisable to share this information with you, we will provide it to a legally authorized representative or a designated person of your choice.
- To have your protected health information disclosures and records treated confidentially.
- To receive a copy of your personal health information. You may request an addendum to your record to correct errors in your records or to add information if any has been omitted. You may also request a list of individuals who have accessed your personal health information.
- To participate in decisions regarding your health care, except when participation is not advisable for medical reasons.
- To have your rights posted in a visible location and made available upon request. This posting will include the name, address and telephone number of a state agency to whom you can report complaints, as well as the website for the Office of Medicare Beneficiary Ombudsman.
- To request to change your care team by completing a form available at the front desk.
- To place a suggestion, complaint or grievance by requesting that a staff person take verbal feedback or by filling out a comment card and returning it to one of the drop boxes located throughout the Tribe's facilities. You will be free from any form of retaliation from making a complaint.

YOUR RESPONSIBILITIES

- To provide complete and accurate information about your health, including the use of any medications, over-the-counter products and dietary supplements, as well as any allergies.
- To participate in developing and then following your treatment plan.
- To arrange reliable transportation to and from the Dena'ina Wellness Center if it is required under your treatment plan.
- To inform us of any living wills, medical power of attorneys and other directives that could affect your care.
- To inform us of any changes to your registration information, including your address, phone number, legal name and eligibility of health insurance coverage.
- To provide private insurance information or an alternate resource enrollment (Medicare, Medicaid, Denali KidCare, Veterans Administration or private insurance); and to use those resources when receiving treatment at the Dena'ina Wellness Center.
- To understand your insurance plan and coverage. We are happy to help if you have any questions about your plan.
- To understand our financial policy and accept financial responsibility for any and all portions of your treatment not covered by your insurance or the Indian Health Service, to include, but not limited to, co-pays, deductibles and co-insurance.

ALTERNATE HEALTH RESOURCES

We encourage you to enroll in alternate resources such as Medicare, Medicaid, Denali KidCare and private insurance. These alternate resources are important because they can assist with costs associated with your care that are not covered by the Indian Health Service, which provides a significant portion of our funding.

Our Un'ina Navigator can screen you for eligibility, help with the application process and answer any questions. The Un'ina Navigator is located on the first floor near the reception area. The Un'ina Navigator also can be reached by calling 907-335-7500.



PURCHASED AND REFERRED CARE

There may be instances when we refer you to another medical provider. When this happens, the treatment you receive can sometimes be covered by “purchased and referred care.” Purchased and referred care is available to Alaska Native and American Indian people and their children who meet specific eligibility requirements. It also is available to non-Alaska Native or American Indian women pregnant with an eligible person’s child.

Additional eligibility requirements include:

- You must reside in the Kenaitze Indian Tribe’s service area for at least 180 days, with intent to stay.
- The Dena’ina Wellness Center must be your primary care provider.
- Screening for alternate resources must have been completed within 12 months of the referral date. Alternate resources include Medicare, Medicaid, private insurance, and more.

Services not covered under purchased and referred care include, among others:

- Acupuncture
- Chiropractic care
- Routine dental services
- Behavioral health and psychiatric services
- Any non-emergent medical care

Any emergency services where the Tribe reasonably believes that drugs and/or alcohol may have contributed to the emergency room visit may result in a denial of PRC payments.

To learn more about purchased and referred care, please ask a staff member or call 907-335-7500.

ALASKA NATIVE MEDICAL CENTER REFERRALS

We will refer you to the Alaska Native Medical Center in Anchorage, or another appropriate health care provider, if you require a service not available at our facility. Your care team processes these referrals and will help coordinate your care. We also will call you directly about referrals.



EMERGENCY SERVICES



If you are experiencing a medical emergency, dial 911 or go directly to the local emergency department. If you are unsure if your symptoms represent an emergency, you can call us at 907-335-7500 during regular business hours. We will help you find the appropriate care.

We define an emergency as any medical condition for which immediate medical attention is necessary to prevent the death or serious impairment of an individual's health.

If the Dena'ina Wellness Center is open and available to provide the care you need, Purchased and Referred Care will not pay for services rendered elsewhere. This includes the Central Peninsula Hospital emergency department. When you receive emergency care at a non-IHS facility without prior authorization, you must notify us within 72 hours to be eligible for Purchased and Referred Care. The conditions/symptoms must also qualify as emergency care. This notification can be made by you or a representative. Notification within 30 days is acceptable if you are older than 65.

NON-EMERGENCY SERVICES



Non-emergency services include, but are not limited to:

- Prescription drug refills
- Upper respiratory infections
- Minor cuts and bruises
- Urinary tract infections
- Colds
- Ear infections
- Sinus infections
- Minor rashes
- Fever
- Some diagnostic testing



DENA'INA WELLNESS CENTER POLICIES

COLLECTION POLICY

To help keep you on track with payments, our billing provider will send you a monthly statement showing your account balance. We also can create a payment plan if you are unable to pay the full amount, or prefer to pay it over time. As a last resort, your account will be sent to an outside collections agency if we do not hear from you after sending four billing statements followed by a Final Notice Collection letter. If your account is referred to an outside collections agency, we can continue to care for you only if you pay upfront for services. A billing representative will be happy to assist you if you have any questions. Call 509-537-3829 for assistance.

RECORDS and PRIVACY

It is important to us that your care and treatment remain a personal and private matter. We will protect your right to privacy. In addition to keeping your medical and non-medical information confidential, here is what you can expect from us:

- We will not release your information to any person or entity outside the Dena'ina Wellness Center without your authorization, unless it is a medical emergency.
- We will exercise confidentiality whenever your care is discussed.
- Care team members actively involved in your treatment may access your records. Staff members who are not involved in your care may not access these records.

Although health records are considered property of the Dena'ina Wellness Center, the information contained in them is privileged between you, your provider and other health professionals participating in your treatment. If you would like to request a copy of your medical records, please complete a "Request for Information" form at the front desk. Requests may take up to 30 days to process. Records can be picked up at the Dena'ina Wellness Center or mailed to you. We cannot email medical records.

Please don't hesitate to ask a staff member if you have questions or concerns about privacy.



DENA'INA WELLNESS CENTER POLICIES

DISRUPTIVE UN'INA POLICY

Our top priority is to ensure the safety of you and our staff. We expect everyone at all of the Tribe's facilities to avoid threatening and intimidating behavior. If a situation becomes unsafe or we think you or a staff member are in danger, we will take immediate action. Although our policy is not to use seclusion or restraint, we will explore all opportunities to provide a safe environment for staff and un'ina. We will contact law enforcement if our assessment of the situation determines this to be the best option to maintain safety.

UNAUTHORIZED WEAPONS

Do not bring unauthorized weapons, including firearms, explosives, stunners, pepper spray, and large knives, into the facility. If you are found in possession of these items, we will ask you to return them to your vehicle. As a last resort, we will contact our safety and security officer or the police department.

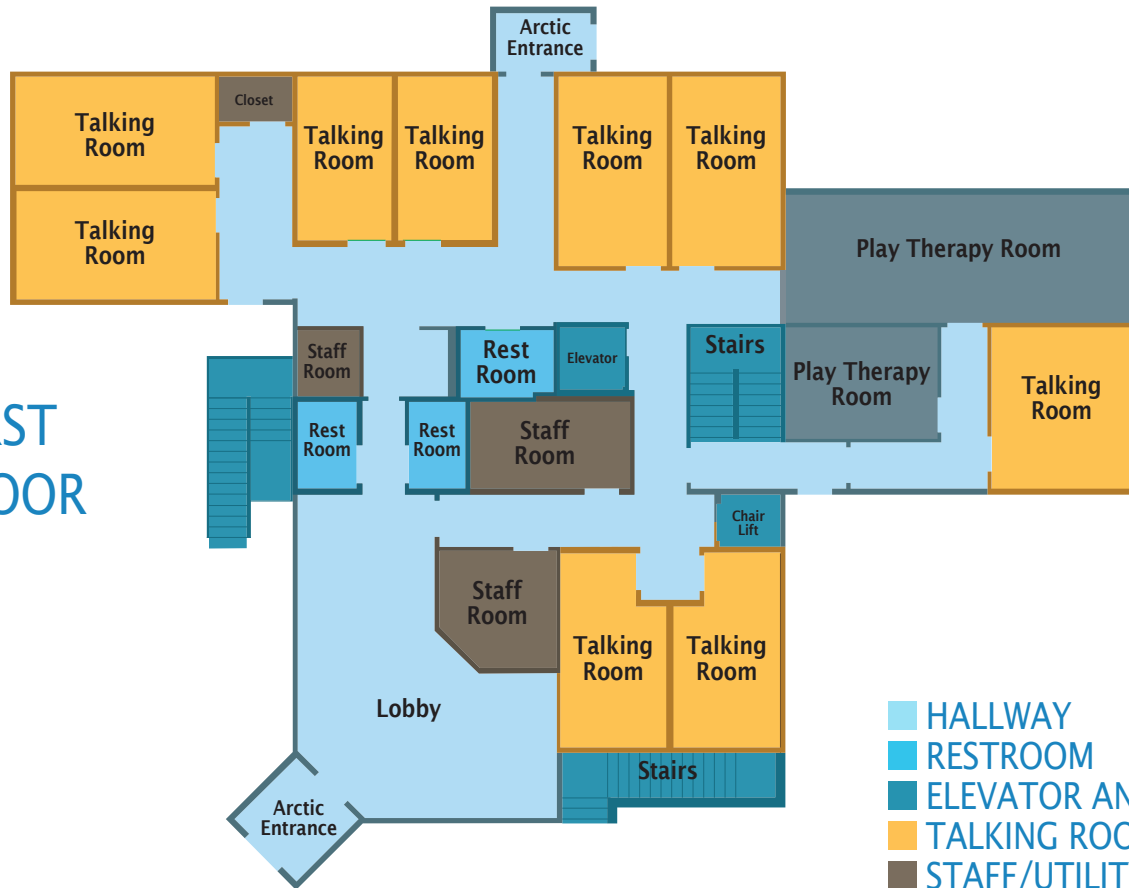
TOBACCO-FREE CAMPUS

The Dena'ina Wellness Center is part of a tobacco-free campus. Use of tobacco products, including, but not limited to, cigarettes, chew, cigars, pipes, electronic cigarettes and vapes, is prohibited inside our facilities or near any outside entrances or walkways.



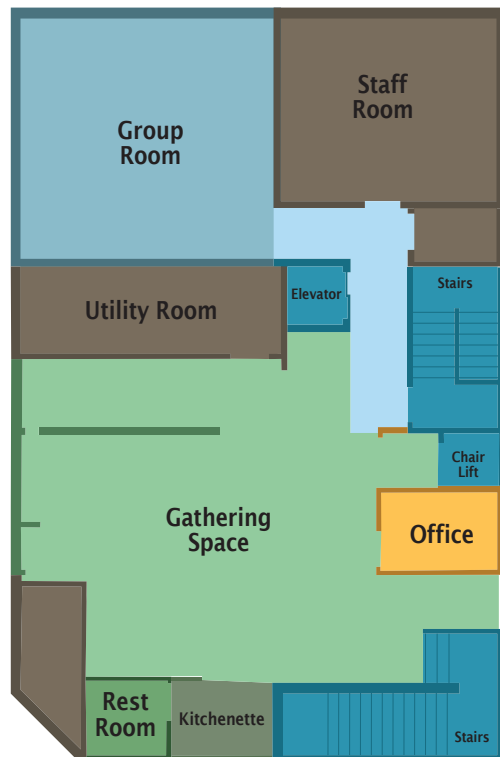
CHUQ'EYA QENQ'A BIRCH TREE HOUSE

FIRST FLOOR



- HALLWAY
- RESTROOM
- ELEVATOR AND STAIRS
- TALKING ROOM
- STAFF/UTILITY ROOM
- GATHERING SPACE
- GROUP ROOM
- PLAY THERAPY ROOM

BASEMENT



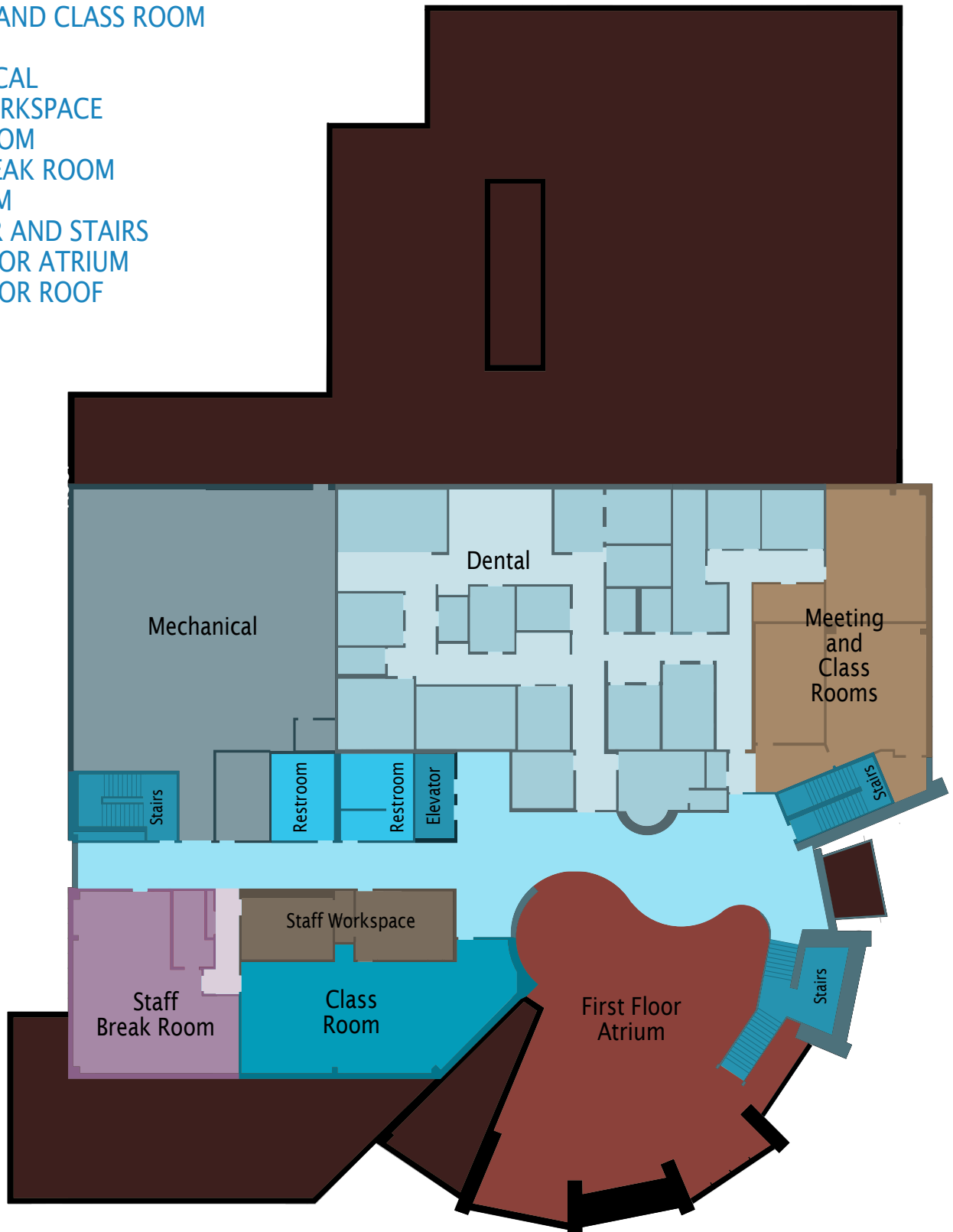
DENA'INA WELLNESS CENTER • FIRST FLOOR

- HALLWAYS AND GATHERING SPACE
- OPTOMETRY
- ACTIVITY AREA
- STAFF WORKSPACE
- EXAM AND TALKING ROOM
- MECHANICAL
- PHLEBOTOMY LAB
- PHARMACY
- PHYSICAL THERAPY
- LABORATORY
- IMAGING
- RESTROOM
- ELEVATOR AND STAIRS
- RECEPTION



DENA'INA WELLNESS CENTER • SECOND FLOOR

- HALLWAYS AND GATHERING SPACE
- MEETING AND CLASS ROOM
- DENTAL
- MECHANICAL
- STAFF WORKSPACE
- CLASS ROOM
- STAFF BREAK ROOM
- RESTROOM
- ELEVATOR AND STAIRS
- FIRST FLOOR ATRIUM
- FIRST FLOOR ROOF



KENAITZE TRADITIONAL VALUES

