

Patient Services Department

Morongo

800-732-8805

Ext 1301/1302

Soboba

800-851-5816

Ext 4242/4243

San Manuel

888-268-0008

Ext 4774

RSBCIHI Mission Statement

The mission of RSBCIHI is to provide culturally sensitive healthcare, respect and abide by the traditional customs of our Indian communities, and promote wellness and provide early intervention to achieve healthy lifestyles. The board of Directors and Staff are working hand-in hand with the Indian communities to create an environment that will achieve our vision.

Patient Services Goal

The **Goal** of the Patient Services Program is to provide quality and culturally appropriate information regarding health care benefits to all Indian patients and their families being served by Riverside– San Bernardino County Indian Health, Inc.

The overall purpose of this program is to help Indian individuals and their families explore and sign up for any health care benefits that they may be eligible for and to assist needy families in dire financial circumstances that may affect the well being of the Indian household.

The Patient Services program will act as a liaison between the patient and the programs within or outside the organization.

Riverside– San Bernardino County Indian Health, Inc.

Patient Services Department



County, State or Federal Programs

Medi-Cal

- Applications
- Redeterminations Packets
- Signing up and changing managed care plans (IEHP/Molina)
- Medi-Cal exemptions

Covered California (CCA)

- Certified Enrollment Counselors who specialize in the Special Benefits for Eligible American Indian and Alaskan Natives.
- Applications
- Assistance with choosing a health plan to fit your needs.
- Renewals
- Exemptions

Referrals

Refer to TANF, WIC, General Assistance, CalWorks, and Calfresh.

Patient Services

It is RSBCIHI's goal to have all

Uninsured patients screened for alternate health care coverage through our Patient Services Department every four months. Having an alternate health care screening is beneficial for both our program and the uninsured patient.

When an Uninsured patient has an alternate health care screening it helps determine if a person is potentially eligible for a county, state or federal program that will assist with payment of outside medical services.

However, this does not mean you can't be seen at our facilities.

To complete the screening you can either telephone the staff; walk-in or schedule an appointment to have a screening performed.

Screening can take about 5-10 minutes.

In an event that a patient is eligible for a program such as Medi-cal, Covered California or Medicare, the Patient Services staff can help assist in completing the application by working with the county, state, or federal office in getting the uninsured patient signed up and approved for benefits.

PRC Programs

LIHEAP

The Low- Income Home Energy Assistance Program (LIHEAP) is a federally-funded program that helps low-income households pay their home heating and cooling bills.

Who is Eligible: Consortium tribes who participate in the LIHEAP grant along with their descendants who reside in Riverside or San Bernardino County and meet income guidelines.



Emergency Funds

The emergency fund program that is offered through RSBCIHI, is designated monies available only in dire or special financial circumstances. It is to be used for a needy Indian person or family only for an Indian person or family who has a dire or a special financial need that may affect the well being of the Indian household.

This fund is provided through the generosity of the consortium tribes and the employees of RSBCIHI.