



PURCHASED & REFERRED CARE (PRC) INFORMATION SHEET

What is a PRC referral?

Purchased & Referred Care (PRC), formerly called Contract Health, helps eligible patients receive care by funding referrals outside of Cherokee Nation Health Services (CNHS) or Indian Health Service (IHS) affiliates when those services are not available within our health system.

Important: If you receive a referral from a CNHS provider, PRC funding is not guaranteed. Approved referrals are good for one visit, and each additional referral must meet eligibility requirements and funding guidelines.

Who is eligible?

- Registered tribal members may be eligible for funding if you live within the Cherokee Nation PRC service area.
- You may still qualify if you are a full-time college student temporarily living away from an eligible residence.
- Exceptions can also be made for individuals temporarily away from home for work or individuals within 180 days of moving outside the Cherokee Nation PRC service area.
- If you do not have insurance, you must apply for any programs for which you may qualify, such as Medicaid. A CNHS Patient Benefit Coordinator (PBC) will reach out to help you explore available coverage options.
- If you have questions regarding your eligibility, please reach out to PRC using the contact information below.

How does the PRC referral process work?

After your provider enters a referral, you will be notified once a decision has been made to approve or deny funding:

- If approved: You can access your referral and other documents to bring to your appointment via the Patient Portal or in-person pickup. You will be contacted by the outside facility to schedule your appointment.
- If denied: You will receive information explaining why your referral was denied via Patient Portal and mail. Instructions and deadlines for filing an appeal will be included. Up to three appeals are permitted per referral. You can bypass the appeal process and proceed with your appointment as self-pay, if desired.
- If assigned to another PRC service area: Your referral will be sent to the Tribe whose PRC service area you reside in. You can reach out utilizing the contact information below to determine your service area.

What do I bring to my appointment?

- A copy of the referral from Purchased Referred Care
- Copies of any third-party insurance cards such as Medicare, Medicaid, Private Insurance, etc.
- Copies of labs, x-rays, CT scans, and/or MRI.

What if I need emergency care?

If you are experiencing a medical emergency, call 911 or go to the nearest emergency room. After receiving emergency care, eligible patients or their representative should notify PRC within 72 hours. Eligible patients aged 65 and older or with disabilities have up to 30 days to notify PRC. You will receive follow-up paperwork to complete.

What if I receive a bill?

If you receive a bill for care associated with an approved PRC referral, please reach out to PRC utilizing the contact information below.

For more information, please contact us or visit our website by scanning the QR code below:



1-877-CNHS-PRC
cnhs-prc@cherokeemnationhealth.org