

Do you have a medical billing concern?

In the event that Ponca Health Services cannot provide the needed specialty care, the PRC program may be available to pay for care administered by private or external healthcare providers. The PRC Program is considered the payer of last resort and Federal Regulations require patients to exhaust all health care resources available to them from private insurance, state health programs (e.g., Medicare, Medicaid) before the PRC program can provide payment. There are several requirements before a patient can be authorized for the program. Please call 402-371-8834 for more information about the PRC program.

Questions to ask yourself when you are referred to an outside doctor:

1. Did your Ponca Health Service provider submit a PRC referral?
2. Did you consult with the PRC Department about your referral?
3. Did you inform the outside doctor's office that you are PRC eligible?
4. Did you provide your insurance card to the doctor's office during your visit?

Steps to take when you receive a medical bill in the mail:

- 1. Call the phone number that is located on your patient bill:**
 - Inform the office that you received a bill in the mail.
 - Provide account number and any other information they request.
 - Inquire if they have your insurance information, if not provide it.
 - Inform them that you are Ponca Health Service PRC eligible.
- 2. Submit your bill to the Ponca Health Service PRC Department:**
 - PRC does not always know that you have an unpaid medical bill.
 - Please contact a PRC Staff member to discuss your bill.
 - Please submit your most current updated insurance card, so our system can be updated accordingly.

Ponca Health Services - Purchased/Referred Care (PRC)

1800 Syracuse Ave | Norfolk NE 68701

Phone: 402.371.8834 or 800.405.0365 | Fax: 402.371.0176

Facts to know about PRC Funds:

1. PRC receives yearly funding. It is used from October 1st to September 30th.
2. All PRC patient referrals must be approved, otherwise PRC funding will not be applied to your patient bill.
3. PRC patients must apply for any alternate resources for which you may be eligible (Medicare, Medicaid, private insurance etc.)
4. PRC funding is a Payer of last resort. It pays only for costs not paid for by your alternate resources.

