



## Emergency Services at UNM Hospital

If you have to go to the Emergency Room at UNM Hospital, you must notify IHS or your home Contract Health Services office within 72 hours (3 calendar days) of your Emergency Room visit. This is an important step!

IHS/CHS will determine eligibility based on:

- Your place of residence
- Alternate resources
- Notifying IHS of your ER visit within 72-hours
- If you would like assistance notifying your home service unit or have other questions, please call our UNM Hospitals Native American Health Services (NAHS) Help Line at (505) 272-1612.

**If you have a medical emergency, please call 911.**

The University of New Mexico Hospitals does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy, or to discuss concerns, contact: University of New Mexico Hospitals' Patient Advocate, (505) 272-2121 or TDD/State Relay 1-800-659-1779.

May 2009

NON-PROFIT  
ORGANIZATION  
U.S. POSTAGE  
**PAID**  
ALBUQUERQUE, NM  
PERMIT NO. 608

**UNM HOSPITAL**

Patient Financial Services  
1650 University Blvd., NE  
Albuquerque, NM 87102

## Native American Services



 **UNM HOSPITAL**  
[hospitals.unm.edu](http://hospitals.unm.edu)

## Native American Health Services

UNM Hospital has an obligation to serve all Native Peoples. We strive to meet this obligation with high quality healthcare services.

## Financial Assistance Programs for Native Americans at UNMH

If you have lived in Bernalillo County for at least 90 days, you may apply for the UNM Care Financial Assistance Program. This program is available to patients who meet income, asset and other program guidelines. Please call (505) 248-4069 for an appointment to apply or you may call the **Native American Services Helpline at (505) 272-1612 (toll-free: 1-888-782-1612)** to set up this appointment.

At your appointment you will need to bring:

- Proof of Residency in your name (example: utility bill, rental agreement mortgage statement) or a sworn statement indicating you are living with a relative or family member.
- Proof of Income (example: check stub, income taxes) or a sworn statement that no income tax return was filed and you have no income.
- Identification (example: government issued ID, driver's license, passport)
- Names, dates of birth and social security numbers of applicants in the household
- Bank statement (if any)
- Original or certified birth certificate (if available)\*

\*If you do not have an original or certified copy of your birth certificate, please call New Mexico Vital Records at (505) 841-4185.

In addition, you will need one of the following documents as proof of Native American heritage:

- a. Certificate of Indian Blood
- b. Tribal Enrollment Card
- c. Indian Health Service Referral

## No Co-Payments

Native Americans are not required to make co-payments before services are rendered at UNM Hospitals, except in limited circumstances.

## Live outside of Bernalillo County?

If you live outside of Bernalillo County, you may qualify for other types of financial assistance. Call the NAHS Helpline, (505) 272-1612 (toll-free: 1-888-782-1612), or the Patient Financial Services representative at (505) 248-4069 to schedule an appointment.

## Pharmacy Services

UNMH Pharmacy only fills prescriptions from providers that are connected with UNM Hospitals. If you have commercial insurance or Medicaid, you should fill your prescription at a pharmacy contracted with your health plan.

Qualifying Native Americans are not required to pay co-payments for formulary prescriptions that are obtained at the UNMH Pharmacy. If you are not sure where to go to fill your prescription, please contact the UNM Hospital NAHS Helpline at (505) 272-1612.

### Pharmacy Information:

Monday - Friday: 7:00am - 5:00pm  
Saturday: 9:00am - 5:00pm

Address: 1209 University Blvd. N.E. The Pharmacy is on the West side (back) of the building.  
Phone: (505) 272-2308



Photo: Chip Thomas

## UNM Hospitals Honors our Historic Relationship with Native Americans

As a Native American patient, you have priority access to admission and outpatient clinic appointments at UNM Hospital, taking into consideration the medical necessity of non-Native American patients. A patient representative is available to help you with these services.

UNMH has created a **Native American Health Services Office** located on the first floor of the main hospital. Please contact our Native American Services Office or call our Native American Services Helpline at (505) 272-1612 (toll free: 1-888-782-1612). Our staff will be glad to assist you in any way we can to assure that you have access to healthcare at UNM Hospitals. The Native American Health Services Office is open Monday-Friday from 8:00 am to 5:00 pm.

## Native American Interpreter Services

Interpreter Language Services are available at UNM Hospital for you or your family members. This service is free, and you can call anytime to request an interpreter at (505) 272-5399.