

Dear SNAHC Patient,

At the Sacramento Native American Health Center, we are always trying to give you the best care. We know it's important for your referrals to be processed quickly and easily, and we understand that our referral process has recently been a source of frustration. In an effort to continuously improve. We have some exciting updates to help us serve you better.

Here's what we've done to improve our referral process:

- **Experienced Referral Manager:** We hired a new Referral Manager who knows a lot about processing referrals. This will help us avoid delays and make sure your referral is handled the right way.
- **Bigger Referral Team:** Starting January 1st, we've made our Referral Team 50% bigger. This means we can handle more referrals at the same time and get them done faster.
- **Better Internal Processes:** We've improved how we do things inside the center to make sure your referral is handled quickly and smoothly.
- **Working with Insurance Groups:** We've been working with insurance companies to speed up the process of getting your referral approved. This will help cut down on waiting time.
- **E-Consults:** We now use E-consults so doctors can talk to specialists without needing to send you to another provider. This will help save time and make the process faster.
- **Legal Services of Northern California (LSNC):** If you've had problems with delays, transportation, language issues, or getting your referral approved, LSNC can help. They will work with your health plan to make sure everything is handled the right way.

We're sure these changes will make things easier and faster for you. We want your healthcare experience to be smooth and worry-free, and we thank you for your patience while we continue to improve our services.

Thank you for being an important part of our community. If you have any questions or need help with a referral, feel free to contact us by phone at (916) 341-0575. We are here to help!