

October 29, 2024

The Warm Valley Health Care (WVHC) and the Wind River Family and Community Health Care (WRFCHC) has come together to provide this message to the community regarding questions and concerns regarding the Purchase Referred Care Program (PRC).

The recent change of ownership of the former Wind River Service Unit, now Warm Valley Health Care, has resulted in several questions regarding the Purchase Referred Care program for both facilities. Please find below some clarity to help ensure your health care will not be impacted by the recent change.

All patients can be seen at any facility (WRFCHC or WVHC) of their choice regardless of Tribal affiliation.

All referrals will be reviewed for payment regardless of what facility the referral is originated.

For example:

Eastern Shoshone Tribal member's referrals that originate from any of the three Wind River Family and Community Health Care facilities will be reviewed for payment at the Warm Valley Health Care PRC program.

Northern Arapaho Tribal member's referrals that originate from the Warm Valley Health Care facility will be reviewed for payment at the WRFCHC PRC program.

All non-affiliated Tribal members (not enrolled Eastern Shoshone or Northern Arapaho) have the same opportunity to be seen at any facility (WRFCHC or WVHC) of their choice. All referrals will be reviewed for payment at the PRC program in which their primary health care provider is located.

Patients are welcome to call the PRC program in which your referral was established to check the status regarding approval or denial of payment. Both PRC programs would also like to encourage all patients to update their phone numbers and mailing address as referrals/denials are also mailed out daily.

For the Wind River Family and Community Health Care's referrals office, please call 307-856-9281, select the option for referrals, and you will be transferred to the referral's department.

For the Warm Valley Health Care's referrals office, please call 307-335-5930.

Thank you for your continued patience and understanding as we work through these processes.



Catherine Keene, CEO-WVHC



Richard Brannan, CEO-WRFCHC