

**Yagheli Shesh Qenq'a
Anchorage Native Primary Care Center**



Your Guide to Primary Care

907-729-3300 | 4320 Diplomacy Drive, Anchorage, AK 99508

Updated Aug. 2026

Table of Contents

Your Primary Care Team	1
Cama’i! Welcome!	2
Shared Responsibility.....	3
Family Wellness	4
Getting Started	5
Additional Partners in Primary Care.....	6
Third-Party Insurance Eligibility	9
Commitment to Quality	10
Learning Circles.....	11
Your Partners in Wellness	12
Campus Map	15
Notes	17

Your Primary Care Team

_____, your primary care provider is the physician, physician assistant, or nurse practitioner who diagnoses conditions and prescribes treatment plans. A team coverage provider is available if your primary care provider is out of clinic.

_____, your case manager is a registered nurse (RN) who assists with care coordination, referrals, medication refills, test results, and much more. If you have any clinical questions regarding your health care, you can contact your case manager at any time. Contact your RN case manager at 907-729- _____.

_____, your medical assistant (MA) brings you to the exam room, checks your blood pressure, weight and height, and, if needed, draws blood and/or provides immunizations or screenings.

_____, your case management support (CMS) assists your case manager with scheduling appointments, following up on phone calls, and other administrative support duties. Contact your CMS at 907-729- _____.

To make an appointment, please contact your case management support. If you have an emergency, please call 911.

Cama'i! Welcome!



This booklet was developed to provide you with an orientation to Southcentral Foundation's Nuka System of Care.

This is your health care system. When Alaska Native people assumed responsibility for primary care services in 1997, the system was built from the ground up based on feedback from customer-owners. Your wants, needs, and values remain a priority today.

The Nuka System of Care is designed to focus on what is most important to you, and will work in partnership with you to address physical health – injuries, illnesses, etc., and mental, emotional, and spiritual wellness.

The Nuka System of Care:

- Focuses on keeping the entire household and extended family with the same primary care provider team.
- Integrates partners in wellness such as pediatricians, behavioral health consultants, dietitians, and more.

At the Yagheli Shesh Qenq'a Anchorage Native Primary Care Center, you will be offered guidance on health care, nutrition, exercise, health screening, access to health education programs, and an integrated care team that will support you and your family in your pursuit of wellness.

We hope this booklet will answer your questions about services and the relationship-based system of care. For additional information, we encourage you to visit southcentralfoundation.com.

Shared Responsibility



Your primary care team is committed to getting to know you and understanding your goals for physical, mental, emotional, and spiritual wellness. Your team will work in partnership with you – and in partnership with each other – to ensure you are getting the tools, support, and resources you need to make decisions, and that all your health needs are addressed. It is encouraged to ask your team questions and share your concerns. Your team is there to listen to you and partner with you to set goals that make the most sense for you.

Shared responsibility also means taking responsibility for keeping and cancelling appointments. If you are unable to keep your appointment, we ask that you contact your case management support so the team can offer that time to another customer-owner.

Shared Responsibility



Your team will

- Partner with you
- Seek to understand
- Give options
- Provide resources
- Make it simple

As a customer-owner

- Be active, not passive
- Take responsibility
- Be informed
- Ask questions
- Ask for options

Family Wellness



We encourage physical, mental, emotional, and spiritual wellness in the individual, family, and community.

Caring for the whole family

Many customer-owners choose to see the same primary care team as other family members in their household, including their parents, siblings, or children. The advantages include coordinated care for the entire family. While your care is based on your needs and values, family health history can be helpful in coordinating your care.

Preventive care

Your primary care team's goal is not just to resolve current health issues, but also to prevent future ones. Your team will remind you about annual check-ups, immunizations, and preventive screenings that can find and address potential health problems early on.

Throughout this booklet, you will see example scenarios from a fictional family, designed to illustrate how a family might experience health care as customer-owners.

Meet Sophie and family

Sophie, age 29, is a single parent of 3-year-old toddler, Gavin, and 1-year-old, David.

"My name is Sophie. I just moved my family back to Alaska. We are living with grandpa, who has agreed to watch my kids — he is a huge support!

We are new to Anchorage and Southcentral Foundation's Nuka System of Care. My kids and I are empaneled to the same primary care provider as grandpa. I like that our primary care team knows our family and I feel they really care."

Getting Started

A good first step toward reaching your overall health and wellness goals is to contact your primary care team to discuss the best ways to meet your needs. Often, your needs can be met over the phone. Examples of services that can be provided over the phone include:

- Referrals to a support clinic to get lab draws or blood pressure checks.
- Referrals to specialty services such as Traditional Healing, Complementary Medicine, Behavioral Services, or others.
- Medication refills
- Home self-care

Another resource is MyHealth, a free online health management tool for customer-owners. Your primary care team can assist with registration. Once you have registered, MyHealth can be accessed anywhere with internet. Through MyHealth, you can send secure messages to your primary care team, request appointments, and view labs, and health records. Talk to your primary care team to sign up for MyHealth.



Access MyHealth on your smartphone by downloading the HealtheLife app.

If you need to schedule a visit with your primary care team, here are some helpful hints:

- Contacting your case management support's direct phone number is the fastest way to schedule an appointment. This can be found on page one.
- Mornings tend to be less busy than afternoons.
- Clinic hours are 8 a.m.-6:30 p.m., Monday through Friday.
- Limited Saturday appointments are available 8 a.m.-5 p.m.
- Arriving 15 minutes early for appointments allows for important screenings.
- Remember to bring your insurance information.

Additional Partners in Primary Care



Your primary care provider, registered nurse case manager, medical assistant, and case management support are your primary care team, but you also have access to many other health professionals who make up your wider integrated care team.

A pediatric support team is available for families during routine visits and other scheduled appointments. With integrated pediatricians, children stay empaneled to their primary care provider and have access to pediatric experts alongside their primary care teams.

A certified nurse midwife is available to provide a range of women's health services including gynecologic and family planning services, preconception care, and care during pregnancy, childbirth, and the postpartum period. Talk to your primary care provider about a referral.

A behavioral health consultant partners with you to address stress, depression, anxiety, child development, grief, addictions, and many other everyday issues. You will have access to a behavioral Health consultant during routine visits to primary care and also have the option of scheduling separate appointments.

A registered dietitian is a nutrition professional who partners with you to address food-related issues. You will have access to a registered dietitian during routine visits to primary care and also have the option of scheduling separate appointments.



Additional Partners in Primary Care

“Gavin just turned 3 and I am taking him to ANPCC for his well-child checkup. I am concerned about some of his fine motor skills, so I’ll talk to our primary care provider.”

“UPDATE: At my son’s scheduled primary care appointment, my provider suggested including our integrated pediatrician to address the concerns I had about my son. I was so pleased to have access to a pediatrician so quickly during the same appointment. I learned my son is right on track for his age!” ~ Sophie

More members can be added to your team as your health needs change. For example, your integrated care team can refer you to:

- Physical therapy
- Occupational therapy
- Certified nurse midwives
- Home visit team
- Behavioral services
- Complementary medicine
- Tobacco treatment specialist
- Traditional Healing

Needs referrals

You can make appointments with registered dietitians, exercise specialists, and behavioral health consultants without referrals. Please contact your primary care team for details.

- | | | |
|---------------------------------|-------------------------------------|--|
| • Registered dietitians | • Pharmacists | • Complex adult care |
| • Health educators | • Lactation consultants | • Physical medicine and rehabilitation |
| • Behavioral health consultants | • Integrated pediatric support team | • Pain psychology |
| • Exercise specialists | • Community resource specialist | • Integrated physical therapist |

No referral needed

Additional Partners in Primary Care



"I am so thankful for the care and support we received from our primary care team and integrated pediatric support team at ANPCC. I have been able to see both our primary care provider and pediatric support team during the same visit for both kids. It is wonderful to have a specialized team who connects with my kids and makes them feel comfortable during their vitals, immunizations, and exams. The visit is not any longer than normal and I love having more expertise caring for my children." ~ Sophie

Third-Party Insurance Eligibility



Family Health Resources

SCF provides world-class health care, but government funding alone isn't enough to stay the best. When you use your personal insurance, Medicaid, Medicare, or Denali KidCare, you provide important resources and strengthen the Alaska Native health care system for everyone.

SCF's Family Health Resources representatives check your eligibility for other insurance coverage during a quick screening. In addition to private insurance, there are other resources you may qualify for, such as Medicaid, Denali KidCare, Prenatal Denali KidCare, Social Security, Medicare, T-SHIP, and Disability.

If you are eligible, they will provide assistance with the enrollment application. There is no cost to you. FHR representatives are also available to assist in the re-enrollment or renewal process.



Commitment to Quality



Customer Service

Employees at SCF want to make sure they are providing care for you and your family. All employees are committed to providing care and attention while listening to and addressing your important feedback. Feel free to leave feedback, concerns, or compliments with any employee. SCF uses a feedback tool that collects data and responds to feedback you have about your experience.

If your care experience can be improved, you can talk to your primary care team directly, or, if you would like to discuss opportunities for improvement with someone outside of your team, please ask to speak to the manager in the clinic or customer service.

**The customer-owner
feedback hotline can be
reached by calling
877-837-4251**

“Good news! Grandpa has wanted to quit smoking since we moved in with him. He knows about Gavin’s asthma and really wanted to quit for his sake. So he joined the ANPCC Quit Tobacco Program and has been tobacco free for two weeks.

He wanted to leave feedback on how helpful the tobacco team has been so he asked to leave a compliment at the front desk. The administrative team member assured us the compliment would be input into their feedback program and directed to the appropriate employees.”

~ Sophie

Learning Circles



What are learning circles? Learning circles are opportunities for people to connect and build relationships through a variety of wellness activities. There are many learning circles offered at the ANPCC and some are held virtually. For more information, please visit SCF's website southcentralfoundation.com.



"Grandpa appreciates having access to virtual learning circles when winter road conditions might otherwise prevent him from attending. He is able to still feel connected to the community while keeping safe at home."

~ Sophie

Your Partners in Wellness



Audiology 907-729-8844

Audiology provides comprehensive hearing evaluations and counseling for hearing loss and prevention, special diagnostic procedures, newborn hearing screening and follow-up, hearing aid evaluations, and fittings using state-of-the-art technology.

Behavioral Services 907-729-2500

Comprehensive behavioral services are available at ANPCC. Unlike behavioral health consultants who are available at any primary care appointments, behavioral services appointments require referrals and offer a wide range of services including screenings, assessments, medication management, and outpatient individual, group, family and play therapy.

Customer-owners interested in behavioral services must first receive a referral from their primary care team.

Complementary Medicine 907-729-4320

Complementary Medicine provides care for acute illness or injury as a complement to the primary care model of wellness by offering acupuncture, chiropractic therapy, and clinical massage therapy.

Customer-owners interested ANPCC Complementary Medicine must first receive a referral from their primary care team.

Your Partners in Wellness



Dental **907-729-2000**

SCF Dental is open Monday - Friday, 8 a.m.-6 p.m. Services include examinations, cleanings, and fillings at the Family Dental Clinics and the SCF Dental Clinic on Ambassador Dental Clinic, located in Anchorage and the Benteh Nuutah VNPCC Dental Clinic, located in Wasilla. Specialty services are available at the Fireweed Dental Clinic, located in Anchorage. Dental provides care for customer-owners of all ages.

Health Education **907-729-2689**

Health Education consists of health educators, program coordinators, and a management team. The team partners with customer-owners, family members, primary health care providers, and community organizations to support customer-owners in making healthy choices in daily life through education and outreach. Services include group learning circles, support group gatherings, educational workshops (including online offerings), health events, individualized health coaching, cooking classes, educational events, and much more.

Obstetrics and Gynecology **907-729-3100**

Specialists in the OB-GYN clinic offer labor and delivery services for pregnant women who have risky or complicated pregnancies. OB-GYN provides a full spectrum of women's health services for customer-owners including breast and cervical health, treatment of sexually transmitted diseases, and family planning.

Customer-owners interested in OB-GYN services must first receive a referral from their primary care team.

Optometry **907-729-8500**

Optometry provides eye care services that include comprehensive examinations, contact lens fittings, eye disease management, special testing, surgical referrals and a full-service optical shop that provides eyeglasses, eyeglass repairs, and contact lenses.

Your Partners in Wellness



Pharmacy.....	907-729-4172
Refill Hotline.....	907-729-2117
Pickup.....	907-729-4172

Pharmacy is located by the main lobby of the ANPCC. For your convenience, you can choose to have your medications mailed directly to your home. Pickup can be scheduled at 907-729-4172.

Rehabilitation Therapies and Exercise 907-729-6683

Southcentral Foundation Rehabilitation Therapies and Exercise department provides comprehensive care for a variety of conditions. Team members include physical therapists and physical therapist assistants, occupational therapists, and exercise physiologists.

Customer-owners interested in physical therapy must first receive a referral from their primary care provider.

Traditional Healing.....907-729-4958

The Traditional Healing Clinic provides traditional Alaska Native approaches to health in an outpatient setting, in conjunction with other services offered at SCF. Tribal doctors assist customer-owners of all ages with practices such as traditional physical, traditional counseling, and women's talking circle.

Customer-owners interested in traditional healing must first receive a referral from their primary care provider.

Campus Map



- 1. Education and Development Center**
4115 Ambassador Drive
- 2. Inuit Building**
4141 Ambassador Drive
- 3. Patient Housing at ANMC and ANTHC Parking Garage**
4001 Tudor Centre Drive
- 4. Centers for Disease Control and Prevention**
4055 Tudor Centre Drive
- 5. Nuqali**
4085 Tudor Centre Drive
Formerly: Nuka Learning and Wellness Center
Education and Training Spaces
- 6. Gguya Ada**
4145 Tudor Centre Drive
Formerly: Bird Ridge Building
Employee Daycare Center
- 7. Dekenagh Plaza**
4155 Tudor Centre Drive
Formerly: Heritage Plaza
Administrative Offices
- 8. Shesh T'qelani**
4175 Tudor Centre Drive
Formerly: Mt. Yukla Building
Administrative Offices
- 9. Nateya**
4201 Tudor Centre Drive
Formerly: Mt. Marathon Building
Rehabilitation Therapies and Exercise, Health Education, Complementary Medicine
- 10. Nildghuligi**
4341 Tudor Centre Drive
Formerly: Fireweed Mountain Building
Dental, Behavioral Health, and Optometry Services
- 11. Alaska Native Tribal Health Consortium Diplomacy Building**
4500 Diplomacy Drive
- 12. Yagheli Car T'uh**
4450 Diplomacy Drive
Formerly: Flattop Mountain Parking Garage
- 13. Yagheli Shesh Qenq'a Anchorage Native Primary Care Center**
4320 Diplomacy Drive
Formerly: Anchorage Native Primary Care Center
Primary Care Services
- 14. Healthy Communities Building**
3900 Ambassador Drive
- 15. Alaska Native Tribal Health Consortium Corporate Office Building**
4000 Ambassador Drive
- 16. Alaska Native Medical Center Hospital**
4315 Diplomacy Drive
- 17. Sheshq'a**
4160 Tudor Centre Drive
Formerly: Mt. Natashat Building
Information Technology Services, Home Based Services
- 18. Nu ch'ghednu**
4501 Diplomacy Drive
Formerly: Mt. Ahklun Building
Administrative Offices
- 19. University Lake Medical Building**
3801 University Lake Drive, 2nd Floor
- 20. K'kuyaqa Niltu**
4441 Diplomacy Drive
Formerly: Dr. Katherine and Dr. Kevin Gottlieb Building
Family Dental, Child and Family Developmental Services, and Alaska's Cleft Lip and Palate Program
- 21. Kish't'a Car T'uh**
4441 Diplomacy Drive
Formerly: Denali Parking Garage
- 22. ANMC Pulmonology Clinic, Pulmonary Function Lab and Sleep Center**
3976 University Lake Drive, Suite 100

Notes

This image shows a single page of white paper with horizontal blue lines. The lines are evenly spaced and run across the width of the page, typical of notebook or ledger paper. There are no margins, text, or other markings on the page.

Notes

[illegible]

Notes

[illegible]

Your Guide to Primary Care

Vision

A Native Community that enjoys physical, mental, emotional and spiritual wellness.

Mission

Working together with the Native Community to achieve wellness through health and related services.



ALASKA NATIVE
MEDICAL CENTER



The Alaska Native Tribal Health Consortium and Southcentral Foundation jointly own and manage the Alaska Native Medical Center under the terms of Public Law 105-83. These parent organizations have established a joint Operating Board to ensure unified operation of health services provided by the Medical Center.

Yagheli Shesh Qenq'a

Anchorage Native Primary Care Center

4320 Diplomacy Drive

Anchorage, Alaska 99508

907-729-3300

southcentralfoundation.com