

SECTION	Approval date:	
Office Management	Approved by:	
POLICY AND PROCEDURE	Effective date:	
Referrals Process / Prior Authorizations	Revision date:	

POLICY:

Referrals for specialty care and medical procedures shall be processed in a timely manner.

PROCEDURE:

I. REFERRAL FORMS

- A. Appropriate referral forms shall be available at the primary care physician site. The practitioner shall complete the referral form and attach all relevant medical information to obtain prior authorization from the entity responsible for payment as necessary. Refer to the Health Plan specific referral forms.
- B. Primary care Physician offices are required to maintain a "Referral Tracking Log" or an appropriate tickler system. Refer to the referral tracking log attached.
- C. The following elements should be included within the referral system:
 - Patient Name
 - Date of Referral
 - Referral Type
 - Authorization Status
 - Appointment Date
 - Appointment Kept or Failed
 - Date Report Received
 - Physician Follow-up/Documentation
- D. The PCP must ensure timely receipt of the specialist's report or medical procedure report. Reports must be filed in the patient's medical record within 30 days of the scheduled procedure or appointment. If the PCP site has not received the report within 30 days, the PCP should contact the specialist/procedure site to request a copy of the report.
- E. Site staff shall be able to demonstrate (e.g., "walk-through") the office referral process from beginning to end.