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SECTION: Personnel	
POLICY AND PROCEDURE: Personnel Training: Prior Authorization/Referrals	Approved date: _____ Approved by: _____ Effective date: _____ Revised date: _____ Revised date: _____

POLICY:

To ensure that referrals for specialty care and medical procedures are 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. Refer to the attached 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
 - 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 of 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 should be able to demonstrate (e.g., "walk through") the office referral process from beginning to end.

REFERRAL, CONSULTS, DIAGNOSTIC TESTING TICKLER LOG

Date	Patient Name	Refer To	Appointment Date	Report Received	Calls to Specialist/Lab, X-Ray, Etc.	Results of Follow-Up Action

Instructions: When the physician orders a procedure, test or consultation, enter the date, patient's name, the referred to office and the date of the appointment. When the report of the ordered services is received, enter the date received. If the report is not received within 2 weeks of the scheduled date of the ordered service, call the provider of the service to inquire about the results report and document the call(s). Record results of actions taken to obtain reports.