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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, the site will have a process for the timely processing of internal and external referrals, consultant reports and diagnostic test results.

PROCEDURE:

I. REFERRAL FORMS

- A. The staff has an organized, timely referral system clearly evident for making and tracking referrals, physician review of reports, and providing and/or scheduling follow-up care.
 - 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.
 - The PCP must ensure timely receipt of the specialist's report or medical procedure report.
 - **Reports must be in the patient's medical record within thirty (30) days from the date of the procedure or appointment. If the PCP site has not received the report within 30 days, the PCP/staff will contact the specialist or procedure site to request a copy of the report.**
 - Document results of follow up actions

- C. The PCP shall ensure that referral informational resources, i.e. Health Plan Specialty and Network Directory, are readily available for use by site personnel.

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

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- D. Site staff should be able to demonstrate (e.g., “walk through”) the office referral process from beginning to end.