A SALUTE TO...

NAVY HOSPITAL BEAUFORT REFERRAL MANAGEMENT CENTER

The Referral Management (RM) Center at Naval Hospital, Beaufort (NHB) has honed the referral process down to a fine art. The staff takes each step of the process seriously and each member performs their assigned task as if it were the ONLY step in the process.

The RM office processes over 1000 referrals a month and has developed a system of checks and balances to help ensure errors are kept to a minimum, if at all. Because of this, NHB is on record for having processed more referrals than other MTFs while spending fewer purchased/ supplemental dollars. In addition, each quarter the RM center has fewer referrals returned for correction than any other MTF of its size in the region. The average turn-around time for authorizations from the managed care support contractor (MCSC) is less than 48 hours. Each request is reviewed by one of two Utilization Management nurses to ensure the provider has clearly stated what the patient needs, clinical reasoning is provided and other criteria necessary to process the referral are in order. The referral is booked in AHLTA, eligibility and demographic information verified and if necessary, corrected and then logged in to an ACCESS program. Requests for diagnostic services not requiring authorizations are appointed by the RM Center so the referring providers receive the results within the required time-frame. The day after booking an AD Hoc report is run. The Ad Hoc report is reviewed by the RM coordinator to ensure that the contract required data elements are reflected. Once all required information is confirmed to be correct, the Ad Hoc is faxed to the MCSC. Upon receipt of the Auto Fax from the MCSC, the information is then compared to the original request to ensure the specialty or service authorized corresponds with what was ordered and the authorized place of care is correct. Any errors are taken to the Head, TRICARE Operations for correction. Once satisfied that the information on the Auto Fax is correct, the authorized place of care and Auto Fax date is placed in the ACCESS system. Every day a report is run from the ACCESS system to show any request that has not completed processing.

The end result is that each and every referral and authorization is handled with the utmost of care in the most timely and efficient manner. This dedication to accuracy results in faster healthcare delivery and fewer claims issues. It's safe to say the RM Center at NHB goes out of their way to ensure the highest levels of customer service