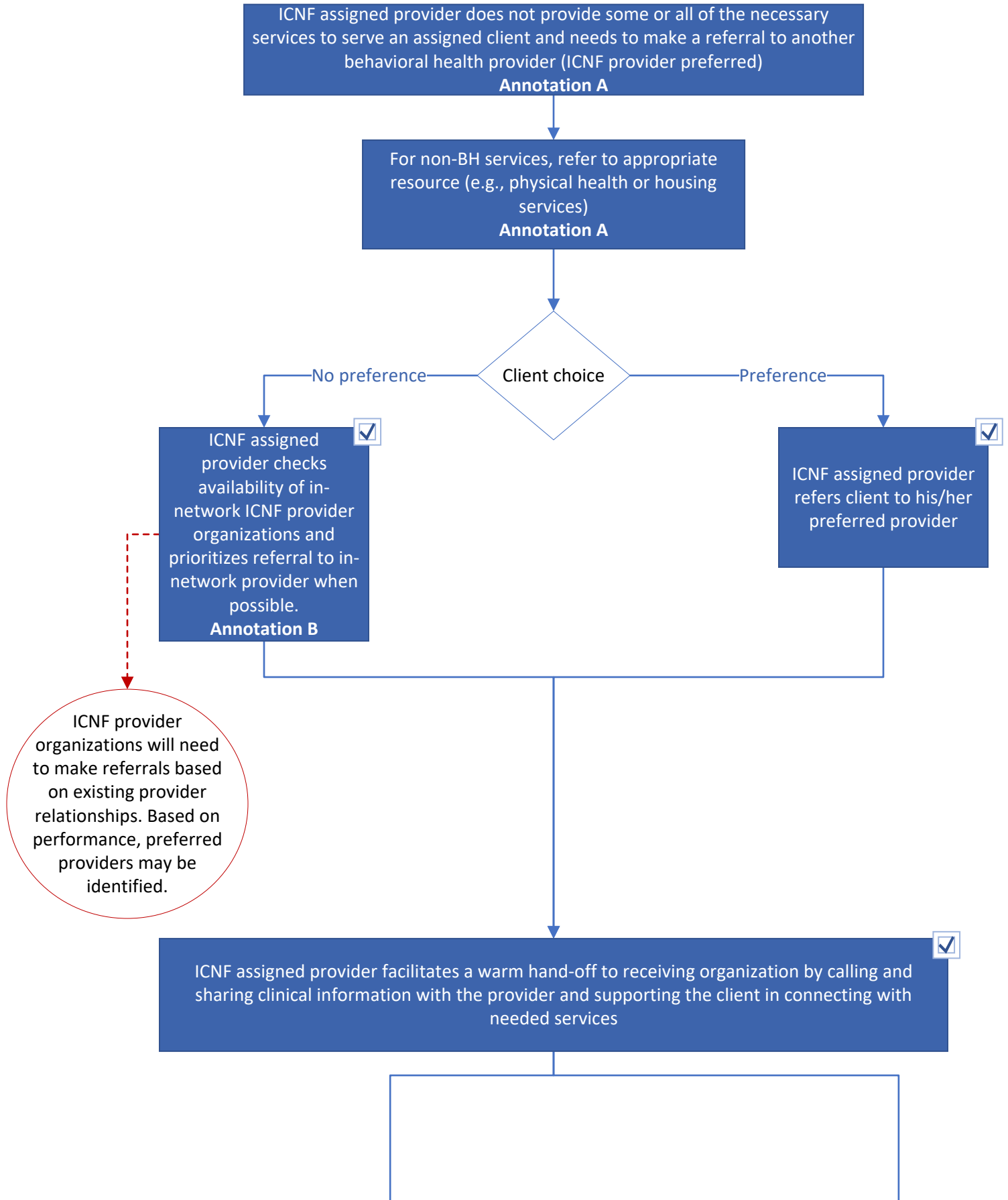


There will be circumstances when an ICNF provider organization will need to refer an ICNF assigned client to another provider. This workflow describes the processes that ICNF provider organizations must follow and outlines which responsibilities/tasks will stay with the referring ICNF provider organization versus the receiving ICNF provider organization, how referring to an out-of-network provider will affect these responsibilities/tasks, and how reassignment is triggered.



If referring to an ICNF provider, referring organization responsible for:

- Serving as the point of contact for referred clients and their families for questions or concerns related to referral
- Reviewing details and expectations about the referral with the client and/or caregivers
- Ensuring all clinically relevant records are shared with the receiving organization (if applicable)
- Assisting clients in problem-solving potential barriers to attending scheduled appointment(s) (e.g. transportation assistance, telehealth, or community resource assistance)
- Monitoring referral activity and providing additional assistance to clients who have not completed referrals within specified timeframes (due to cancellations, missed appointments, etc.)
- Documenting referral in HealthEC
- Determining whether an alternative referral is needed if initial referring organization is unable to meet client needs

Annotation C

If referring to an out-of-network provider, ICNF referring organization responsible:

- Updating HealthEC as indicated with:
 - Recommended services
 - Follow up with out-of-network provider to determine if client has engaged in recommended services within 10 business days
 - Confirming referral service performed by non-ICNF provider within 90 calendar days
- Determining whether an alternative referral is needed

Receiving ICNF provider organization responsible for:

- Ensuring referrals are addressed in a timely manner (in accordance with ICNF access standards)
- Reaching out to the newly referred client within 2 business days to engage him/her in clinically appropriate care
- Updating HealthEC with information related to client services and updating the referring provider as needed

Note that the assigned ICNF provider retains responsibility for the care of the ICNF member and coordinating as needed with other organizations providing services to that assigned member.

- If more than one ICNF providers are providing services to an ICNF member, HealthEC should be utilized to coordinate care, facilitating updates as clinically indicated between the two provider organizations (if not over HealthEC via phone contact)
 - Regular updates regarding continued services should be noted (e.g., identifying additional services needed, termination of specific service)
- If an out-of-network provider is providing care to an ICNF member, the assigned ICNF provider is responsible for contacting the receiving organization(s) and documenting updates in HealthEC regarding services (e.g., identifying additional services needed, termination of specific service) to ensure care is appropriately coordinated.

Member Assignment will change when the services a member receives trigger the assignment protocol. If a referral for all services received is made to another ICNF provider organization, contact ICNF to reassign member.

See Member Assignment Workflow and ICNF Provider-Initiated Termination of Services

Annotations

Annotation A

Contact Sunshine for any prior authorizations required in advance of referral if indicated.

Annotation B

In the future, ICNF will identify preferred providers based on quality, cost and performance data.

Annotation C

See Care Management Workflows

- Assigned provider is responsible for Care Management activities
- Responsible for clients having continual input into the treatment planning process
- Ensure client is receiving the right level of service
- Coordinate with Sunshine CM as necessary