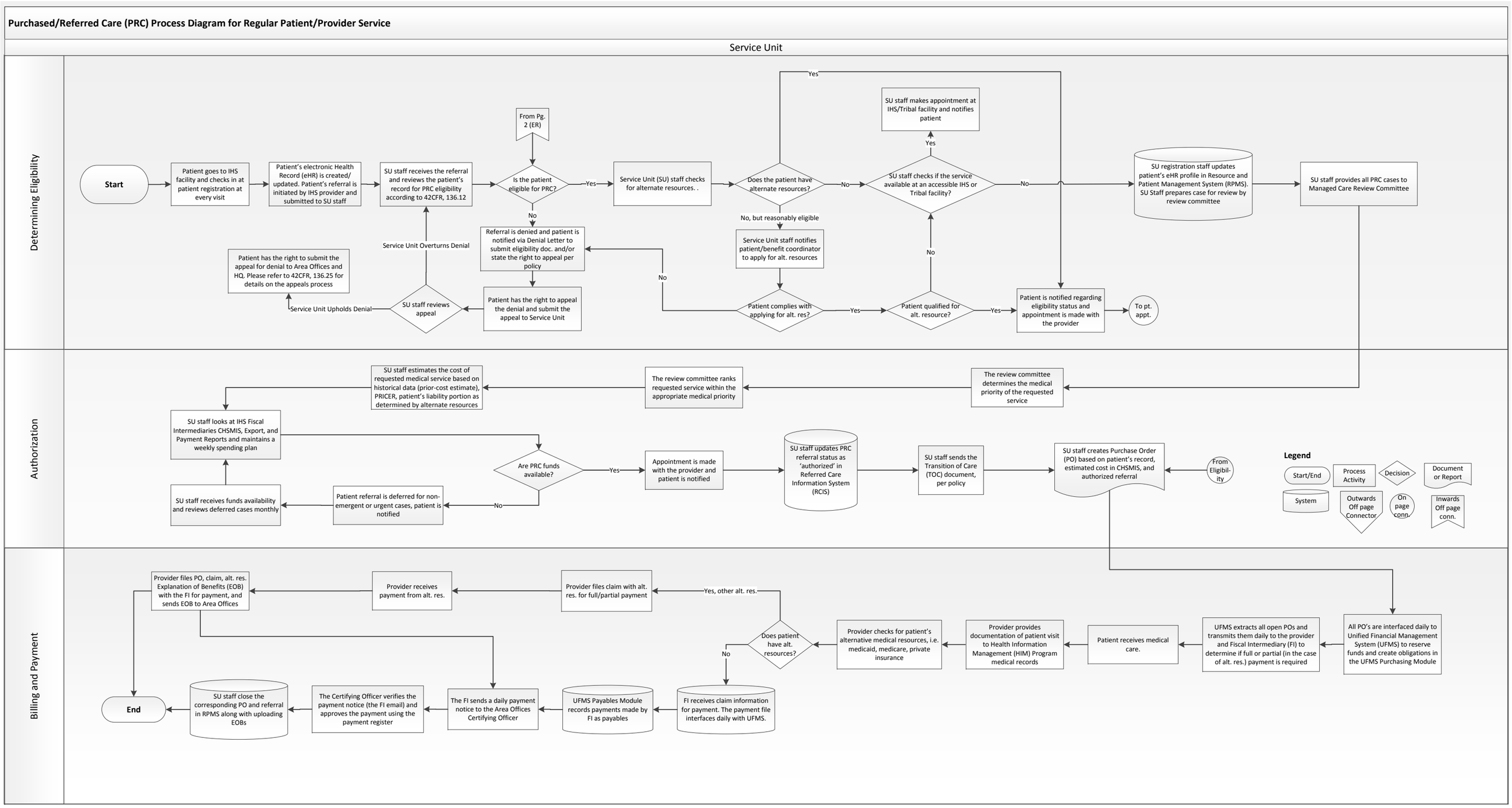
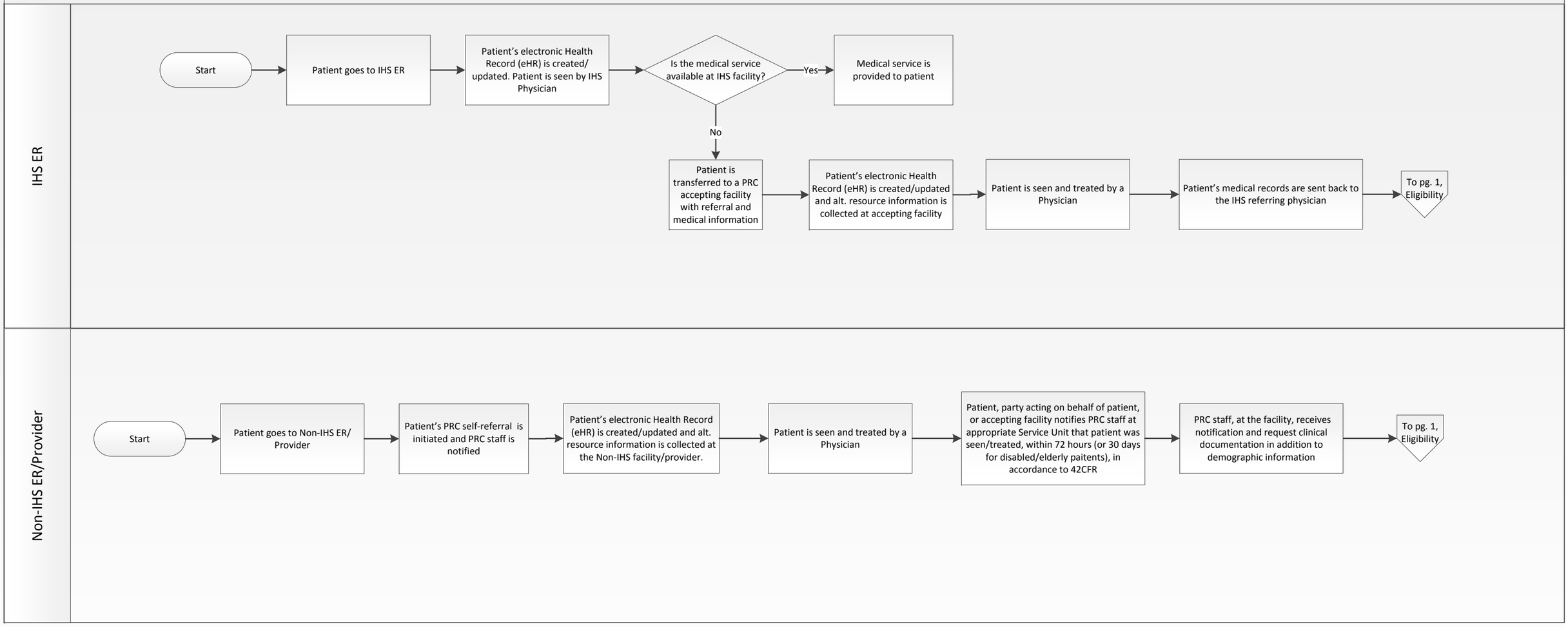

Purchased/Referred Care (PRC) Process Diagram for Regular Patient/Provider Service
Service Unit
Determining Eligibility
Start
Patient goes to IHS facility and checks in at patient registration at every visit
Patient's electronic Health Record (eHR) is created/ updated. Patient's referral is initiated by IHS provider and submitted to SU staff
SU staff receives the referral and reviews the patient's record for PRC eligibility according to 42CFR, 136.12
From Pg. 2 (ER)
Is the patient eligible for PRC?
Yes
No
Service Unit (SU) staff checks for alternate resources. .
Does the patient have alternate resources?
Yes
No
SU staff makes appointment at IHS/Tribal facility and notifies patient
Yes
SU staff checks if the service available at an accessible IHS or Tribal facility?
No
No, but reasonably eligible
Service Unit staff notifies patient/benefit coordinator to apply for alt. resources
Referral is denied and patient is notified via Denial Letter to submit eligibility doc. and/or state the right to appeal per policy
Patient has the right to appeal the denial and submit the appeal to Service Unit
SU staff reviews appeal
Service Unit Upholds Denial
Patient has the right to submit the appeal for denial to Area Offices and HQ. Please refer to 42CFR, 136.25 for details on the appeals process
Service Unit Overturns Denial
No
Patient complies with applying for alt. res?
Yes
Patient qualified for alt. resource?
No
Yes
Patient is notified regarding eligibility status and appointment is made with the provider
To pt. appt.
SU registration staff updates patient's eHR profile in Resource and Patient Management System (RPMS). SU Staff prepares case for review by review committee
SU staff provides all PRC cases to Managed Care Review Committee
Authorization
The review committee determines the medical priority of the requested service
The review committee ranks requested service within the appropriate medical priority
SU staff estimates the cost of requested medical service based on historical data (prior-cost estimate), PRICER, patient's liability portion as determined by alternate resources
SU staff looks at IHS Fiscal Intermediaries CHSMIS, Export, and Payment Reports and maintains a weekly spending plan
Are PRC funds available?
Yes
No
Appointment is made with the provider and patient is notified
Patient referral is deferred for non-emergent or urgent cases, patient is notified
SU staff receives funds availability and reviews deferred cases monthly
SU staff updates PRC referral status as 'authorized' in Referred Care Information System (RCIS)
SU staff sends the Transition of Care (TOC) document, per policy
SU staff creates Purchase Order (PO) based on patient's record, estimated cost in CHSMIS, and authorized referral
From Eligibil-ity
Legend
Start/End
Process Activity
Decision
Document or Report
System
Outwards Off page Connector
On page conn.
Inwards Off page conn.
Billing and Payment
All PO's are interfaced daily to Unified Financial Management System (UFMS) to reserve funds and create obligations in the UFMS Purchasing Module
UFMS extracts all open POs and transmits them daily to the provider and Fiscal Intermediary (FI) to determine if full or partial (in the case of alt. res.) payment is required
Patient receives medical care.
Provider provides documentation of patient visit to Health Information Management (HIM) Program medical records
Provider checks for patient's alternative medical resources, i.e. medicaid, medicare, private insurance
Does patient have alt. resources?
No
Yes, other alt. res.
Provider files claim with alt. res. for full/partial payment
Provider receives payment from alt. res.
Provider files PO, claim, alt. res. Explanation of Benefits (EOB) with the FI for payment, and sends EOB to Area Offices
FI receives claim information for payment. The payment file interfaces daily with UFMS.
UFMS Payables Module records payments made by FI as payables
The FI sends a daily payment notice to the Area Offices Certifying Officer
The Certifying Officer verifies the payment notice (the FI email) and approves the payment using the payment register
SU staff close the corresponding PO and referral in RPMS along with uploading EOBs
End

Purchased/Referred Care (PRC) Process Diagram for Emergency and Urgent Service

Service Unit