Treat & Refer

What is Treat & Refer?

- Treat & Refer is a healthcare event with an individual that has accessed 911 or a similar public emergency dispatch number, but whose illness or injury does not require an ambulance transport to an emergency department based on the clinical information available at the time.

- A Treat & Refer interaction includes:
  - Documentation of an appropriate clinical and/or social evaluation;
  - A treatment/referral plan for social, behavioral, and/or healthcare services (urgent care, primary care/specialists, crisis response);
  - Evidence of efforts to follow-up with the patient within 72 hours; and
  - Documentation of efforts to assess customer satisfaction with the T&R visit.

Background

- Treat & Refer has been recognized and approved by the Center for Medicare & Medicaid Services (CMS) and the Arizona Health Care Cost Containment System (AHCCCS) on October 24th, 2016. The Arizona Department of Health Services implemented a training and recognition program for optimal safety and quality of care.
- Six EMS agencies have been recognized since Treat & Refer launched with one actively billing for services.

Cost

- Recognized EMS agencies have the opportunity to seek cost recovery by billing AHCCCS health plans for Medicaid members' care.
- No person will ever be denied Treat & Refer services due to their health insurance plan or ability to pay. The patient is not billed for this service.

Protocols

- The initial requirement to apply is that the agency must use electronic patient care reporting (ePCR) to submit data to AZ-PIERS (pre-hospital registry dedicated to supporting EMS providers in optimizing the care they provide to patients).
- Treat & Refer includes, but is not limited to: mild allergic reactions, behavioral, heat related illness, diabetic, minor injury, nausea/vomiting, non-emergency transportation evaluation, respiratory distress, non-traumatic seizures, etc.