

Community Brain Injury Services (CBIS)

July 23, 2010

Referral Process- Reminder

#2010 - 44

This communication is to provide a reminder on the referral process, specifically, confirming the initial appointment with the worker.

Contractor Responsibilities to Provider Referrals:

As per page 4 of the reference manual:

When scheduling a Worker for the Initial Visit, the Contractor must:

- Attempt to contact the Injured Worker within one (1) business day of the referral date;
- Schedule the Worker for an Initial Visit as soon as possible and no later than ten (10) calendar days from the referral date;
- Confirm the appointment date/time with Provider Referrals within two (2) business days of the referral date;
- Call Provider Referrals, if unable to contact the Worker within seven (7) calendar days;

Unlike the Community Occupational Therapy referral process, no, fax back written confirmation is required (e.g. form 83D27) to confirm the client appointment. Using this form is confusing and will delay payment for services. As per the reference manual, please call the registration representative with the appointment information within 2 days of the referral date.

Contract Update:

Please watch for a revised contract and fee schedule that will be sent to you via Corporate and Health Care Purchasing (CHCP). This revision will require the contractors' signature to ensure that your payee number is active and ready to receive referrals so please return it to CHCP as soon as possible.

Please review the Community Brain Injury Reference Manual (August 2009) for more information.

Thank you for your attention to this matter. Please feel free to contact us with any questions.