



Arizona's Treat & Refer Recognition Program

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ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans

Purpose of the Treat & Refer Recognition Program

- To recognize EMS agencies demonstrating optimal patient safety and quality of care by matching treatment, transport, and care destination options to the needs of the patient.
- Treat and Refer recognized EMS agencies will have the opportunity to seek cost recovery in the form of billing AHCCCS plan administrators for treat and refer services.



Bureau of EMS & Trauma System's Role

To manage and host the TRRP in a two-point **supportive role**:

- Provide a framework for EMS agencies to document and demonstrate competent, appropriate and high quality treat and refer services provided to beneficiaries;
- Develop and disseminate reports on the practice of the TRRP to:
 - Assist T&R recognized EMS agencies enhance services;
 - Create public health reports; and
 - Provide insurers with information sufficiently robust to ensure beneficiaries receive high quality, cost-effective care.



Treat & Refer Interaction Defined

“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.”

The interaction must include the following:

- Documentation of an appropriate clinical and/or social evaluation;
- A treatment/referral plan for accessing social behavioral, and/or healthcare services addressing the patient’s immediate needs;
- Evidence of efforts to follow-up with the patient to ascertain adherence with the treatment plan; and
- Documentation of efforts to assess customer satisfaction with the T&R visit.



EMS Agency Treat & Refer Program Defined

A clinical initiative actively managed by and EMS agency's CEO/Fire Chief and Administrative Medical Director (AMD).

The T&R program must have the following [minimum](#) components:

- Demonstration of organizational support evidenced by CEO/Fire Chief and AMD attestation of compliance;
- Documentation of participating EMS personnel having completed specific education requirements and demonstration of competence to locally adopted T&R algorithms;
- Documentation that the AMD has undergone specific supplemental training to provide T&R services oversight;



CEO/Fire Chief Commitments

The CEO/Fire Chief ensures compliance with all Bureau standards for T&R recognized EMS agency status.

- Ensures participant training is a required Bureau level and strives to complete recommended standards;
- Ensures patient care is delivered in consideration of optimal patient outcomes in safe and appropriate settings;
- Ensures that patient follow-up is completed according to the agency's plan specifics;
- Ensured data submission meets Bureau requirements;
- Provides for appropriate resources (personnel & materials) to ensure continued EMS agency's T&R recognition status;
- Incorporates strategies to educate the public and other stakeholders about T&R services;



CEO/Fire Chief Commitments

The CEO/Fire Chief ensures compliance with all Bureau standards for T&R recognized EMS agency status.

- Documents how the agency's T&R program will refer individuals to a network provider when that information is available;
- Participates in quarterly performance improvement meetings and works to actively resolve problems and recognize successes;
- Meets and collaborates with regional peers to continually monitor and enhance local T&R programs;
- Meets collaboratively with the AMD to continually monitor and enhance the agency's T&R program; and
- Notifies the Bureau in a timely manner of inabilities to meet T&R Program standards.



Administrative Medical Director (AMD) Commitments

The AMD of a T&R program is responsible for approving and overseeing the educational and clinical components of patient care, including:

- Developing specific training modules for T&R program providers;
- Training T&R program providers on initial and ongoing required standards and strives for completion of recommended standards;
- Develops standing orders for community specific diseases/disorders;
- Develops documentation standards for care provided, mode of transport, and destination;
- Ensures the agency is either : successfully submitting data to AZ-PIERS or able to successfully submit a selected test record via their ePCR software to AZ-PIERS (using the currently acceptable NEMESIS version 3 standard);



Administrative Medical Director (AMD) Commitments

The AMD of a T&R program is responsible for approving and overseeing the educational and clinical components of patient care, including:

- Demonstrating a Performance Improvement plan and having an active Performance Improvement program;
- Meeting and collaborating with regional peers to continually monitor and enhance local T&R programs;
- Counseling care providers about performance in the T&R program; and
- Providing remedial training and performance expectations when needed.



Application & Follow-Up Documentation Requirements

The CEO/Fire Chief and AMD must ensure that Bureau TRRP application and follow-up documentation provides the following:

- Attestation of core training of all personnel;
- Scope of program purpose definition;
- How each of the program components will be addressed;
- Performance Improvement management;
- Summary of system resources and full time equivalent (FTE) personnel assigned to the T&R program;
- Situational analysis; and
- Community demographics, including information about facilities included in the list of referral choices.



Available Resources on the Bureau's Website

The following resources are available at the Bureau's [Treat & Refer Recognition Program](#) webpage:

How to Apply

- Treat & Refer Recognition Program Manual
- Treat & Refer Recognition Program Application

Contact [Dr. David Harden](#) for Questions

Contact AHCCCS

Regarding eligibility requirements for reimbursement of T&R services provided to Medicaid patients.

Treat & Refer Recognized EMS Agencies (in development)

- Central EMS Region
- Northern EMS Region
- Southeastern EMS Region
- Western EMS Region

