

Title: Physician Referral Service Participation Requirements	*Applicable to: Beaumont Health	Effective Date: 06/05/2019
		Last Periodic Review Date: 06/05/2019
Policy Owner: EVP Chief Operating Officer, Executive VP and CMO	Document Type: Policy	Functional Area: Administration

***For This Document, Beaumont Health Includes:**

Beaumont Corporate Shared Services
 Beaumont Hospital, Dearborn
 Beaumont Hospital, Farmington Hills
 Beaumont Hospital, Grosse Pointe
 Beaumont Hospital, Royal Oak
 Beaumont Hospital, Taylor
 Beaumont Hospital, Trenton
 Beaumont Hospital, Troy
 Beaumont Hospital, Wayne
 Beaumont Medical Group
 Beaumont Pharmacy Solutions
 Post-Acute Care

I. PURPOSE AND OBJECTIVE

The Provider Referral Service and Provider Directory are two complimentary services that Beaumont Health provides to consumers and providers to assist in locating providers who provide primary and specialty care services in the communities we serve.

II. POLICY STATEMENT

The Provider Referral Service is available by phone as well as on Beaumont Health's consumer website. The Provider Directory is available on the consumer website.

The Provider Referral Service matches consumers with providers based on their specific needs. Search criteria may include medical conditions treated, insurance plans accepted, the provider's gender and office locations.

III. PROCEDURE

A. If a provider does not meet the criteria listed below, he or she will not be included in the Provider Referral Service, but can be listed on the consumer website.

1. The provider must be active in one of the following medical staff categories at least one of the Hospitals:

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- a. Founding Beaumont
 - i. Ambulatory
 - ii. Associate
 - iii. Attending
 - iv. Institutional
 - b. Founding Botsford
 - i. Active
 - ii. Affiliate
 - c. Founding Oakwood
 - i. Active
 - ii. Ambulatory
 - iii. Emeritus
2. The provider cannot be employed by a non-Beaumont Health hospital, or serve in an administrative or leadership role at a non-Beaumont Health hospital. In addition, the provider's practice cannot be owned, leased or operated by a non-Beaumont Health hospital.
3. The provider must be listed in the specialty in which the provider is credentialed or the provider's listing must be approved by the Credentialing Department.
4. The provider (or the provider's designee) must review and update the provider's profile annually or as otherwise requested by Beaumont Health, or as significant changes occur (*e.g.*, insurance participation, office locations, office phone numbers).
5. It is in the best interest of patients to ensure (and patients expect) that, when they request a Beaumont Health provider, they are not sent to the building of another health system. Accordingly, the Referral Service will not list or refer to any office of a provider that is located in another health system's medical building or on the campus of another health system. In addition, any provider's office listed in the Referral Service must not contain in telephone greetings the name or other branding of any healthcare provider other than the name of the provider's practice or Beaumont Health.
6. The provider must include Beaumont Health among the provider's hospital affiliations if such affiliations are listed on the provider's website or in other collateral materials.
7. The provider must agree to schedule the appointment through a three-way conference call with the patient, the Referral Service representative and the provider's office staff, or offer appointments through online scheduling.
8. The provider must be a member in good standing of the medical staff.
9. The provider must participate in Beaumont Care Partners, LLC (BCP).

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10. If the provider participates in the Physician Payment Adjuster Program (PPAP), he/she has agreed to provide equal access to Medicaid patients. As a result, Medicaid insurances will be added to the provider's profile.
 11. Providers will appear in a randomized order. Providers will be filtered dependent upon patient preference, including distance, insurance, appointment availability, etc. If the patient requests the soonest available appointment, providers will be filtered based on those who participate in online scheduling and offer the next available appointment.
 12. If a provider does not meet the criteria listed above, resulting in the removal from the Provider Referral Service, the Provider Referral Service Department will notify the system Chief Operating Officer and Chief Medical Officer, and relevant Campus Presidents and Chief Medical Officers.
 13. An exception will be granted to permit inclusion of a provider who does not satisfy all of the criteria stated above in any instance in which there is a geographical gap for the provider's specialty, as identified by the system-developed provider needs assessment. To request such an exception, the provider should submit a written request to the Provider Referral Service Department, which will then seek approval from relevant Campus Presidents and Chief Medical Officers and the system Chief Operating Officer and Chief Medical Officer. In no instance will an exception be granted due to consideration of patient referral volumes or factors other than the geographical gap described above.
- B. The Provider Directory lists all providers who may provide direct care to a patient and includes providers who may not actually see a patient (i.e., a radiologist whose name may appear on a patient record, an emergency medicine provider that may have provided care to a patient). The purpose of the directory is to provide education, training and location information for all of these patients.
1. The Provider Directory includes providers active in the following medical staff categories at the Founding Hospitals:
 - a. Founding Beaumont
 - v. Adjunct
 - vi. Ambulatory
 - vii. Associate
 - viii. Attending
 - ix. Institutional
 - b. Founding Botsford

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- iii. Active
- iv. Affiliate
- c. Founding Oakwood
 - iv. Active
 - v. Ambulatory
 - vi. Consulting
 - vii. Courtesy
 - viii. Emeritus
 - ix. Visiting