



# Joint Task Force National Capital Region Medical **DIRECTIVE**

NUMBER 8180.01  
AUG 06 2011

J-3B

**SUBJECT:** Referral Management Operations Within the Joint Operations Area (JOA)

**REFERENCES:** (a) JTF CAPMED-D 5103.02 "JTF CapMed Clinical Decision Making Committee Charter Change," July 21, 2010  
(b) Military Health System's Guide To Access Success, January 22, 2008<sup>1</sup>

1. **PURPOSE.** This Directive, in accordance with the authority in Reference (a), establishes policy and guidance for referral management procedures within the JOA.
  
2. **APPLICABILITY.** This Directive applies to the Joint Task Force National Capital Region Medical (JTF CapMed) and all Joint Medical Treatment Facilities (MTFs) and Centers in the National Capital Region (i.e., Fort Belvoir Community Hospital, Walter Reed National Military Medical Center, and the Joint Pathology Center).
  
3. **POLICY.** It is JTF CapMed policy that:
  - a. Joint MTFs and Centers will ensure ordering providers are trained on information required and procedures for inputting referrals into Armed Forces Health Longitudinal Technology Application (AHLTA).
  
  - b. Joint MTFs and Centers will ensure that only eligible beneficiaries are referred for specialty and tertiary care within the direct care system.
  
  - c. Referrals written to direct care services will be booked and documented in accordance with timelines outlined in Reference (b).
  
  - d. Specialty care clinics will review all referrals and where feasible will book referrals within 2 business days.
  
  - e. All patients who have referrals to direct care services will be contacted within 48 hours from the time the consult was written in order to schedule an appointment for them.

<sup>1</sup> See <http://www.tricare.mil/tma/tai/downloads/03-28-2008/MHSGuidetoAccessSuccess>

f. Joint MTFs and Centers will establish procedures for reviewing and processing durable medical equipment (DME)-related referrals.

g. Referrals written by network providers Right Of First Refusal (ROFR) will be processed in accordance with Reference (b).

#### 4. RESPONSIBILITIES

a. JOA, Integrated Referral Management and Appointing Center (IRMAC). The JOA IRMAC shall:

(1) Serve as the J-3, JTF's point of contact on referral management policies and procedures in the JOA.

(2) Process all non-DME referrals written within the direct care system (excluding those appointed directly by the referring clinic or the clinic reviewing the referral).

(3) Act as the central agency within the JOA for processing ROFR referrals to include establishing procedures for receiving referrals received from HealthNet and inserting accepted referrals into AHLTA.

(4) Act as the final reviewing authority for JOA direct care referrals deferred to network.

b. Joint MTF Commanders and Center Directors. The Joint MTF Commanders and Center Directors shall:

(1) Establish procedures and guidelines for the conduct of clinical reviews by reviewing clinics.

(2) Establish procedures and guidelines for appointing of referrals written within Medical Home Primary Care clinics.

#### 5. INFORMATION REQUIREMENTS

a. Referral Management Goals

(1) Director, IRMAC is responsible for implementing Referral Management Goals.

(2) Director, IRMAC shall report on a quarterly basis or as directed on meeting or exceeding referral management goals.

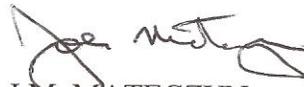
b. Appointing Goals

(1) The Call Center shall establish and periodically report on Service level, Abandonment, and wait time.

(2) Agents shall have established average talk times; ratio of appointments to calls; and monitoring scores.

6. RELEASABILITY. UNLIMITED. This Directive is approved for public release and is available on the Internet from the JTF CapMed Web Site at: [www.capmed.mil](http://www.capmed.mil).

7. EFFECTIVE DATE. This Directive is effective immediately.



J.M. MATECZUN  
Vice Admiral, MC, U.S. Navy  
Commander