

Treat and Refer Questions and Answers

Q: What is the Treat and Refer (T&R) program?

A: A T&R interaction is defined as a healthcare event with an individual that has accessed 9-1-1 or a similar public emergency dispatch number, but whose illness or injury does not require ambulance transport to an emergency department based on the clinical information available at that time.

Q: Does the T&R program replace existing emergency services?

A: No. Individuals who have an emergency and need transport to an emergency department will continue to receive those critical services. The T&R program is intended to give providers an opportunity to address non-emergent health needs through an assessment and referral to a more appropriate level of care (e.g. primary care doctor, urgent care or behavioral health office). The T&R program will provide better quality care and more opportunity for individuals to engage in their own health.

Criteria required to operate as a recognized T&R provider include close medical supervision and a clinical triage to ensure that individuals continue to receive emergency services when appropriate.

Q: Who is eligible to become a T&R agency?

A: EMS agencies that have demonstrated optimal patient safety and quality of care by matching treatment, transport, and care destination to the needs of the patient and who have been formally recognized by the Arizona Department of Health Services as a Treat and Refer agency.

Q: What is the process for becoming recognized as a T&R agency?

A: Becoming a recognized T&R agency includes the following:

1. Submission and approval of the [Treat & Refer Recognition Program Application](#) to the ADHS
2. Demonstrate the ability to abide by all of the T&R requirements as outlined in the [Arizona Treat and Refer Recognition Program Manual](#)
3. Continued recognition is contingent on the ability to provide proof of compliance with requirements specified in the [Arizona Treat and Refer Recognition Program](#) annually

Q: Are recognized T&R agencies automatically eligible to receive AHCCCS (Medicaid) reimbursement for AHCCCS members?

A: No. In addition to becoming a recognized T&R agency, as outlined above, additional steps to receive Medicaid reimbursement include the following:

1. Registration as a Medicaid provider in AZ; click [here](#) for more information
2. Contracted with health plans in AZ and in health plan networks

Q: When will AHCCCS begin reimbursing qualified T&R providers?

A: October 1, 2016 or upon approval by the Centers for Medicare and Medicaid Services (CMS); whichever is later

Q: Where can I locate additional information about the T&R program?

A: Visit:

1. Arizona Department of Health Services: <http://www.azdhs.gov/preparedness/emergency-medical-services-trauma-system/index.php#community-paramedicine-treat-refer-ems-agency>
2. Arizona Health Care Cost Containment Services: <https://www.azahcccs.gov/PlansProviders/NewProviders/treatandrefer.html>