



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: PCPs and Urgent Care Centers (Low Desert)
From: William Henning, D.O. Chief Medical Officer, IEHP
Date: April 16, 2015
Subject: **Total Fracture Referral Protocols**

As a reminder, the following protocols are recommended for the orthopedic program with Desert Orthopedics Center in an effort to assist in prompt handling of acute fractures.

1. When an ER physician encounters an IEHP patient with an acute fracture, the ER physician is encouraged to determine whether the fracture is best treated by an orthopedist or the patient's Primary Care Physician. If the ER physician determines it is an orthopedic level injury, the ER physician would choose from the following protocols:
 - a. If immediate care is deemed necessary, refer directly to the Trauma/Ortho Panel doctor on call at the facility.
 - b. Refer directly to a participating orthopedist at the time of the visit or within 24 hours. This would best be achieved by calling the respective orthopedist office and making an appointment, or by giving the patient a prescription or referral form with the orthopedist's contact information.
 - c. Refer immediately to the patient's PCP with recommendation to refer to a participating orthopedist within 24-48 hours.
2. Participating orthopedics group shall schedule referred acute fracture patients within 2-3 business days.
3. During the first visit to a participating Orthopedics office, staff shall verify eligibility and identify payer.
4. The Orthopedist shall treat the patient and request authorization from the IPA to ensure claims are handled correctly.
5. The IPA should authorize the treatment and payment for global fracture care including payment for all supplies. i.e. casting material, x-rays and surgery where necessary.
6. The Orthopedist communicates the diagnosis and care plan to the PCP.

We believe this program will continue to have better quality outcomes and patient satisfaction. If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054.