



Arizona Chapter of the American Academy of Pediatrics (AzAAP) QUICK GUIDE FOR REFERRAL SOURCES

AzAAP Medical Services Project (MSP) Services

- Pediatric Primary Care
- Dental Services
- Vision Services
- Dermatology Services
- Prescription Medication
- Laboratory Services
- Radiology Services
- Audiology Services

MSP Referral Process

1. **Complete MSP Application and Referral Forms** — After a child in need of medical services is identified, use this online calculator (<https://home.mycoverageplan.com/fpl.html>) to decide whether the child is likely eligible for MSP services based on household income. Ask the parent/guardian to complete the MSP Application and return it to the referral source. Once the referral source has also completed the MSP Referral Form, both the Application and Referral Forms are to be submitted by the referral source to MSP staff at mSP@azaap.org or fax to (602) 532-0139.

New MSP Application Forms are required for every child, every school year

New MSP Referral Forms are required for every visit

2. **MSP Vouchers are Issued** — MSP staff will review application and referral forms to verify the child's eligibility for services based on the program's criteria. If approved, MSP staff will issue an appointment voucher which includes the provider's information.

Eligibility criteria includes verifying the following:

- Access to a provider who can assist with necessary services.
- The family's Federal Poverty Level (FPL) does not surpass 300%.
- The family does not have insurance coverage for the needed service and if so, that there is specified reasoning as to why this coverage cannot be utilized.
- The child has not already reached the \$500 max per child/per school year.
- The child has not missed two MSP appointments without prior notice.

3. **Referral Source Schedules Appointment** — The provider details on the Appointment Voucher are used to schedule an appointment. When calling, inform the provider's office staff that the appointment is for a "MSP referral". Write the date and time of the appointment on the Appointment Voucher and notify both the parent/guardian and MSP staff of the scheduled appointment details.

4. **Parent/Guardian Takes Child to Appointment** — The parent/guardian will take the child to the appointment and provide the voucher to the office staff. The parent/guardian should also be prepared to pay the \$5-\$10 service fee upon arrival.

The parent/guardian is responsible for calling the MSP provider's office as soon as possible if the appointment needs to be canceled or rescheduled. The parent/guardian will let the referral source know if this happens and what the new appointment date and time is, if applicable.

Two “No Shows” (appointments missed without prior notification to the provider) disqualifies the child from participating in MSP services until the following school year.

5. **MSP Provider Sees Child** — The Appointment Voucher and service fee cover the initial exam only. MSP staff try to anticipate the child's need for other MSP services (e.g. prescriptions, radiology, and/or lab work) and provide the necessary vouchers for these services prior to the appointment. These services are billed directly to MSP; **families do not pay out-of-pocket for MSP services outside of the \$5-\$10 service fee.**

If MSP service vouchers are not provided and are needed, the provider's office will contact MSP staff to obtain the required vouchers.

Services offered through MSP depend on availability of funding, providers, and whether the child has reached the \$500 max per child per school year.

If the provider decides that additional testing and/or minor procedures are needed, the provider's office will contact MSP staff to determine if MSP is able to help cover additional costs.

This is determined on a case-by-case basis and depends on funding availability.

6. **Conduct Follow Up** — Check with the child or parent/guardian to determine if additional care is needed and to confirm the appointment was not missed. If another MSP appointment or service is needed, complete a new MSP Referral Form and submit to MSP staff.

If the child did not make the appointment, contact MSP staff with information about whether the parent/guardian canceled, rescheduled, or no-showed (missed the appointment without prior notification to the provider's office). If rescheduled, the referral source will notify MSP staff and a new Appointment Voucher will be issued.

Questions?

**Please contact the AzAAP Medical Services Project
with any questions or concerns at
(602) 532-0137 x421 or mzp@azaap.org**