



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

AzAAP operates Medical Services Project (MSP) Services

- Pediatric Primary Care
 - Specialty Care
 - Dental Services
 - Vision Services
 - Prescription Medication
 - Laboratory Services
 - Radiology Services
 - Audiology Services
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AzAAP MSP Referral Process

1. **Complete AzAAP 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 AzAAP MSP services based on household income. Ask the parent/guardian to complete the AzAAP MSP *Application* and return it to the referral source (application may be filled out over the phone in situations where technology and/or physical distancing measures do not allow for the parents to have a physical copy). The referral source completes the AzAAP MSP *Referral Form*. Both forms can be filled out on the computer or by hand. Submit both the Application and Referral Forms to AzAAP MSP staff at MSP@AzAAP.org or fax to (602) 532-0139. For questions, call (602) 532-0137 x421.

New AzAAP MSP Applications are required for every child, every school year.

New AzAAP MSP Referral Forms are required for every visit

2. **If Eligible, AzAAP MSP Vouchers are Issued** — AzAAP MSP staff reviews application and referral forms to verify the child's eligibility for services based on the program's eligibility criteria, including whether the child has reached the \$500 max per child per school year, and/or whether the child has missed two AzAAP MSP appointments without prior notification. Program funding considerations may also determine if approval can be granted.

If eligible, AzAAP MSP staff issues an Appointment Voucher including an Authorization Number and Provider Information. The Appointment voucher is faxed to the Provider's office and then emailed to the referral source. Vouchers are valid for telehealth appointments with participating providers.

3. **Referral Source Schedules Appointment** — Use the information on the Appointment Voucher to make an appointment for the child. 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. Email the Appointment Voucher and any other MSP service vouchers to the parent/guardian. *Also inform AzAAP MSP staff of the appointment date and time.*
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4. **Parent/Guardian Takes Child to Appointment** — The parent/guardian takes the child, all vouchers provided, and the service fee amount to the appointment. 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 needs to let the referral source know if this happens and what the new appointment date and time is, if applicable. This information needs to be communicated to MSP staff for tracking purposes.

Two "No Shows" (appointments missed without prior notification to the provider) disqualifies the child from participating in MSP.

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

If MSP service vouchers are not provided and are needed, the provider's office contacts AzAAP MSP staff to obtain the required vouchers. Services offered through AzAAP 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 other testing and/or minor procedures are needed, the provider's office contacts AzAAP MSP staff to determine if AzAAP MSP is able to help cover any 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 find out if the child went to the appointment and if further care is needed.

If another AzAAP MSP appointment or service is needed, complete a new AzAAP MSP Referral Form and submit it to staff.

If the child did not go, contact AzAAP 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, a new AzAAP MSP Referral Form needs to be submitted and a new Appointment Voucher issued.

Questions?

Contact the AzAAP Medical Services Project at

(602) 532-0317 x421

MSP@azaap.org