



### Tricare RTC Programs (PRTF) Admissions Process

An admission is typically initiated with a telephonic (or email) referral from a healthcare provider, parent and/or legal guardian. During this initial contact, SpringBrook Admissions staff will request the following information:

- Patient's Name
- Date of Birth
- Age
- Gender
- Name of Legal Guardian
- Tricare Sponsor ID
- Home Address
- Phone number for follow-up
- E-mail address
- Name of the healthcare provider recommending PRTF level of care
- Name and address of agency associated with referring healthcare provider
- Contact phone number, fax number and email address of the referring healthcare provider

Additionally, during this initial contact, SpringBrook Admissions staff will gather preliminary clinical information in order to determine the patient's programming needs within our PRTF's scope of services. This initial contact often serves as an information gathering session for referring healthcare providers, parents and/or legal guardian; as a result, our staff welcome questions which the caller may have regarding our programs. Upon collection of the aforementioned information, our staff will offer the caller our PRTF Application via mail, email, fax or through our website's

(<http://www.springbrookbehavioral.com/CA-PRTF.html>) PRTF application hyperlink (located at the bottom of the webpage) and request that the completed application be faxed (**877.470.1267**), emailed or mailed to our office (**SpringBrook Behavioral Health: Admissions Department/1 Havenwood Lane/Travelers Rest, SC 29690**).

As we strive to ensure that the patient will be helped by our program, our PRTF Medical Director, Dr. William Matthew Fisher and our PRTF Psychologist, William Killion, PhD, will review the information within 24 hours of receipt of the completed application to determine if the patient is appropriate for our scope of services. Once a determination has been made, we will notify the referring healthcare provider, parent and/or legal guardian. When the patient has been determined appropriate for our scope of services, Admissions staff will request that the patient's current treating physician or clinical psychologist complete Tricare's Residential Treatment Center Application and will offer the referring

healthcare provider, parent and/or legal guardian this application via mail, email, fax or through Humana's website (<http://www.humana-military.com/library/pdf/RTCApplication.pdf>). This application recommends submission of various documents to determine medical necessity for psychiatric residential treatment, including:

- Current psychiatric evaluation by a psychiatrist (within 30 days of the request)
- Detailed psychosocial history that includes the most recent psychological tests evaluating illustrating cognitive/intellectual functioning levels.
- If hospitalized, then include the family therapy, individual therapy and doctor's progress notes for the current stay and indication of the outpatient provider's support of the residential level of care.
- Clinical information from previous inpatient psychiatric admissions.
- If outpatient, then include a letter from each outpatient provider summarizing the intensity of treatment over the past six months and why treatment is failing or a copy of the treatment records for the past eight visits.

As failure to complete this application and/or submit substantiating documentation may result in Tricare's denial of residential services, SpringBrook Admissions staff are available to provide assistance throughout each and every step of the process. Oftentimes, the decision to place a patient into a PRTF is made when the child/adolescent is in crisis; nonetheless, protocol must be followed.

In the event that the patient is a non-South Carolina resident, SpringBrook must obtain an Interstate Compact Agreement (Form 100A). This form serves as notification to the patient's state of residence and the state of South Carolina that the patient will be receiving psychiatric residential services at SpringBrook. SpringBrook Admissions staff are available to provide assistance in the completion of the Interstate Compact Agreement.

Once we have received notification that Tricare has authorized PRTF services at SpringBrook, we will coordinate with the referring healthcare provider, parent and/or legal guardian a day and time to admit the patient into our program. Due safety issues, geographic and scheduling constraints, SpringBrook can arrange for our staff to provide assistance with transportation when given prior notice.

At the time of the patient's admission into our PRTF, we will need the following documents in order to ensure continuity of care:

- Emergency contact information
- A legible copy of the Tricare's Residential Treatment Center Application and any related correspondence
- Birth Certificate
- Guardianship papers (as applicable)
- A list of current medications
- Primary Care Doctor and Dentist names
- Prior hospitalization records
- Psychological testing reports
- IEP and school transcripts
- Immunization Records
- A legible copy of the patient's Social Security Card

- A legible copy of the patient's military ID

SpringBrook Admissions staff is available to assist with facilitating a smooth PRTF placement, please contact us at **864.834.8013**.