



DEPARTMENT OF DEFENSE
TRICARE NORTHEAST
6900 Georgia Avenue
WASHINGTON, DC 20307-5001

November 19, 2002

Ms. Karen Berg
Sierra Military Health Services, Inc.
111 Market Place, Suite 410
Baltimore, MD 21202

Re: Appointment Type Clarification

Dear Ms. Berg:

Reference is made to your letter of November 8, 2002 Control number SMHS 02-310-23. The following changes are made to the appointing process to better serve the patients, MTFs and appointing clerks. Standardization of this process includes SMHS central appointing, MTF based appointing cells and all other individuals booking appointment in the region.

Common definitions of ROUT and EST appointment types are essential for correctly booking the appointment. The following definitions are consistent with current TMA guidance and serve to further clarify the appointment types.

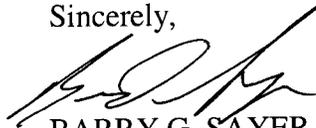
a. ROUT: a new condition or exacerbation of a previous condition that is non-urgent but that a 24 hour to 7 day wait time is deemed appropriate by the patient or triage professional. In the event a ROUT appointment is not available with the patient's PCM, the appointing agent will search for a ROUT appointment with another PCM or extender within the PCM's group.

b. EST: any provider directed follow-up or chronic care request. In addition, the EST appointment type will also be utilized for any request not judged to be urgent (ACUT), routine (ROUT), a preventive service (WELL), an initial Primary Care Manager (PCM) encounter, or a provider directed specialty care (SPEC) visit. In the event an EST appointment is not available with the patient's PCM, the appointing agent will search for an EST appointment with another PCM or extender within the PCM's group.

This change is effective immediately and will be reflected in the Memorandum of Understanding for Option Period 6. All other published and agreed to appointing

requirements and guidance remain unchanged and in effect.

Sincerely,

A handwritten signature in black ink, appearing to read "B. G. Sayer", written in a cursive style.

BARRY G. SAYER

Administrative Contracting Officer

TRICARE Northeast

cc:

Director, TRICARE Northeast

Deputy Director, RA&E, TRICARE Northeast

TMA-Tom Griffin

TMA- Dwight Bonham

TMA-Christine VanCleave

TMA-Carrol McCourt

TMA-CDR Steven Wyrsh



SIERRA MILITARY HEALTH SERVICES, INC.SM

SMHS 02-310-023

November 8, 2002

Mr. Barry Sayer
Administrative Contracting Officer
TRICARE Northeast
6900 Georgia Avenue
Building 1, 2nd Floor, Room C222
Washington, DC 20307-5001

Re: Appointment Type Clarification and Business Rules (OLA 2303-001)

Dear Mr. Sayer:

Sierra Military Health Services, Inc. (SMHS) submits its comments regarding the above-captioned business process for booking routine (ROUT) and follow-up (EST) primary care appointments for TRICARE enrollees within TRICARE Northeast.

Regarding the paragraph that begins “in the event a ROUT or EST appointment is not available...” routine appointments should not be referenced in this sentence, as it lends confusion. The CCAB discussed this issue and proposed that in the event that an EST appointment is not available with the patient’s PCM, the appointing agent will search for an EST (not routine and EST appointment) with another PCM or extender with the PCM’s group.

Expanding the search to include routine appointments as well as EST appointments precludes the ability of clinics to appropriately size how many of each type are available if ROU and EST are used interchangeably.

We do not anticipate that any additional costs will be associated with implementation of this business rule.

Sincerely,

A handwritten signature in black ink that reads "Karen Berg". The signature is written in a cursive, flowing style.

Karen Berg
Vice President
Contract Compliance & Administration

cc: Susan Mechlinski, SMHS
Viola McBride, SMHS

Carol McCourt, TMA
Christine VanCleave, TMA
Keith Vander Kolk, SMHS
Carmel Walz, SMHS



DEPARTMENT OF DEFENSE
TRICARE NORTHEAST
6900 Georgia Avenue
WASHINGTON, DC 20307-5001

October 30, 2002

Ms. Karen Berg
Sierra Military Health Services, Inc.
111 Market Place, Suite 410
Baltimore, MD 21202

Re: Appointment Type Clarification and Business Rules

Dear Ms. Berg:

Currently there is variation in the business process for booking routine (ROUT) and follow-up (EST) primary care appointments for TRICARE enrollees within TRICARE Northeast. The following guidance is presented to assist in the clarification and standardization of the appointing process. This guidance was sent to the Military Treatment Facilities of TRICARE Northeast.

Standardized definitions of ROUT and EST appointment types are essential for correctly booking appointments. The following definitions are consistent with current TMA guidance and serve to further clarify the appointment types.

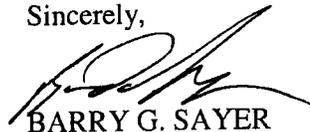
a. ROUT: a new condition or exacerbation of a previous condition that is non-urgent but that a 24 hour to 7 day wait time is deemed appropriate by the patient or triage professional.

b. EST: any provider directed follow-up or chronic care request. In addition, the EST appointment type will also be utilized for any request not judged to be urgent (ACUT), routine (ROUT), a preventive service (WELL), an initial Primary Care Manager (PCM) encounter, or a provider directed specialty care (SPEC) visit.

In the event a ROUT or EST appointment is not available with the patient's PCM, the appointing agent will search for an appointment with another PCM or extender within the PCM's group. If no appointment is available within the access standards, the agent will then proceed to look for an available appointment in accordance with the Regional MOU.

Please review the above clarifications and business rule and provide your concurrence and/or comments to me no later than November 8, 2002. Please include a Rough Order of Magnitude of the cost, if any, to implement this business rule.

Sincerely,



BARRY G. SAYER

Administrative Contracting Officer
TRICARE Northeast

cc:

Director, TRICARE Northeast
Deputy Director, OPS, TRICARE Northeast
TMA-Tom Griffin
TMA- Dwight Bonham
TMA-Christine VanCleave
TMA-Carol McCourt
TMA-CDR Steven Wyrsh



TRICARE NORTHEAST
6825 16TH STREET, NW
WASHINGTON, DC 20307-5001

October 24, 2002

MEMORANDUM FOR

SUBJECT: APPOINTMENT TYPE CLARIFICATION AND BUSINESS RULE

Currently there is variation in the business process for booking routine (ROUT) and follow-up (EST) primary care appointments for TRICARE enrollees within TRICARE Northeast. The following guidance is issued to assist in the clarification and standardization of the appointing process.

Common definitions of ROUT and EST appointment types are essential for correctly booking the appointment. The following definitions are consistent with current TMA guidance and serve to further clarify the appointment types.

a. ROUT: a new condition or exacerbation of a previous condition that is non-urgent but that a 24 hour to 7 day wait time is deemed appropriate by the patient or triage professional. In the event a ROUT appointment is not available with the patient's PCM, the appointing agent will search for a ROUT appointment with another PCM or extender within the PCM's group.

b. EST: any provider directed follow-up or chronic care request. In addition, the EST appointment type will also be utilized for any request not judged to be urgent (ACUT), routine (ROUT), a preventive service (WELL), an initial Primary Care Manager (PCM) encounter, or a provider directed specialty care (SPEC) visit. In the event an EST appointment is not available with the patient's PCM, the appointing agent will search for an EST appointment with another PCM or extender within the PCM's group.

All currently published and agreed to appointing requirements and guidance remain unchanged and in effect.

Signed
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