



Direct-to-Member Outpatient Referrals and Telehealth Service FAQs

How do you refer a patient through Direct to Member (DTM)?

UC Davis Health's direct-to-patient telehealth services are incorporated in the in-person clinics and primary referral pathway. All specialties and services at UC Davis Health offer direct-to-patient telehealth (video visits) and in-person visits as needed or appropriate. Upon referral, the referring provider or clinic can indicate that the patient or family prefers a video visit.

UC Davis Health Physician Referral Center:

- You can request phone referrals or submit the Electronic Referral Form online.
 - **Phone:** 1-800-4-UCDAVIS or **(800) 482-3284, select option 3**
 - **Website:** <https://health.ucdavis.edu/referrals/services/outpatient-referrals.html>
- Patients and families will receive a call to schedule an appointment once the referral is processed. They can also indicate at that time if they prefer to complete the visit via a video visit.
- For questions or assistance completing a referral: Contact 1-800-4-UCDAVIS or **(800) 482-3284** Monday – Friday, 8 a.m.- 5 p.m.

How much primary care provider staff time is required to refer a patient to DTM?

- Once you have obtained authorization from the insurance plan, you can complete the electronic form and necessary attachments within a few minutes.
- If the referring site uses Epic EMR, they can use Epic's "Care Everywhere Referral Management" system, and we can directly pull the patient's medical information and history.

Is an eRaf (electronic referral authorization form) required for access to this service?

- Yes, an electronic referral authorization form is required to process a referral request.

What should a referral packet for Direct-To-Member patients include?

- **Before submitting a referral, please complete the following:**
 - Obtain an eRaf
 - Confirm patient name and name on insurance card(s)
 - Obtain copy of most up-to-date insurance card(s)
- **Please submit the following with your referral request:**
 - Completed UC Davis Health electronic referral form
 - Recent and relevant typed clinical notes and test results (e.g., health history, physical, MRI/CT/X-ray results, etc.)
 - Proof of insurance
 - Authorization information with CPT code details and approved visits
- **Please fax all of documents to the Physician Referral Center at (916) 703-6048.**

How does UC Davis Health keep referring providers informed on the ongoing progress of the patient?

- After submitting the referral, the UC Davis Health Physician Referral Center will notify the PCP or referring site that they have processed the referral (via fax).
- To check the referral status, referring providers can contact the specialty care service directly.
- Contact information for specialty care services can be found at <https://health.ucdavis.edu/medicalcenter/cliniclocations/specialtycare/index.html>
- Referring providers registered with UC Davis Health in PhysicianConnect can search the system to check if the patient has a scheduled visit.

How many times will you attempt to contact a patient to schedule them for an appointment?

- The specialty care service line attempts to contact the patient three times via phone call or text (preferred contact method indicated in the referral) before removing the referral from the pool.
- If the referral order is still valid, the referring provider or family can contact the specialty care service line to reopen the referral for scheduling. If the referral order becomes invalid, they must submit a new referral.
- The referring provider can contact the UC Davis Health Physician Referral Center at 1-800-4-UCDAVIS or the specialty care service line to check on the status of the referral.

If a patient is unable to connect during their scheduled DTM visit due to technical difficulties, what are the next steps and communication for the referring PCP?

- For access support, patients can call (916) 703-HELP, or (916) 703-4357.
- If video connection issues persist, the UC Davis Health specialist will attempt to call the patient over the phone and complete the visit over the phone.
- If the specialty care team has not established a connection via video or phone, they will classify the visit as a “No-Show.” Throughout the day, the team will attempt to contact the patient via telephone for rescheduling. If the team cannot establish a connection by the end of the day, they will mark the appointment as a “No-Show” and mail a “No-Show” letter to the patient.

How can providers find updates on scheduled visits and visits for patients who self-refer?

- If referring providers have registered with UC Davis Health in PhysicianConnect, they can actively search the system to determine if the patient has a scheduled visit.
- The referring provider can contact the UC Davis Health Physician Referral Center at 1-800-4-UCDAVIS or the specialty care service line to check on the status of the referral.

Do UC Davis specialists prescribe controlled substances or benzodiazepines?

- Depending on the medication, it may or may not be prescribed over video and/or phone.
- The video visit will act similarly to an in-person visit and medications will be prescribed as needed.

How long does it take to get chart notes?

- Depending on the specialty, chart notes are faxed or made available in PhysicianConnect within two weeks (or sooner).

What happens when a patient receives a referral to a DTM specialty, and the specialist determines that the patient needs surgery or care beyond what video can provide?

- UC Davis Health triage nurses review the referral to determine if the candidate is appropriate for a video visit or requires an in-person visit. If the patient requires an in-person visit, they will process the referral accordingly.
- If a video visit has already been scheduled, patients would complete the video visit with our specialists as a preliminary visit. UC Davis specialists will then suggest next level care as needed.

What specialties are currently available to our members? Are there any specialties UC Davis Health is planning to add in the future?

- All specialties and services at UC Davis Health are doing direct-to-patient telehealth (we call them video visits) in addition to in-person visits as needed or appropriate.
 - List of all UC Davis Health specialties:
<https://health.ucdavis.edu/medicalcenter/cliniclocations/specialtycare/index.html>

For sites that are hesitant to adopt DTM, is there anything you can share with them regarding the ease of the program?

- The program enables providers to ease the burden on families of travel times, costs, time off work, etc.
- Available for all UC Davis Health specialties, therefore allowing improved multidisciplinary care.
- Embedded in UC Davis Health's in-person outpatient clinics. Therefore, patients are able to complete visits with the same providers as they would with an in-person visit.
- Video visits can be completed over computer or on a mobile device via the MyUCDavisHealth app.
- UC Davis Health specialists are able to easily add on interpreting services, dietitians and other support services to a visit as needed.

Additional Resources

- Patient-facing information on video visits:
<https://health.ucdavis.edu/medicalcenter/myucdavishealth/video-visits.html>
- List of available specialties:
<https://health.ucdavis.edu/medicalcenter/cliniclocations/specialtycare/index.html>
- Outpatient referral website: <https://health.ucdavis.edu/referrals/services/outpatient-referrals.html>