



GETTING A PATIENT THE TREATMENT THEY NEED

THE REFERRAL PROCESS MADE FAST & SIMPLE

We recognize that people who require treatment for an eating disorder have typically reached a point of significant instability, and their commitment to recovery can waiver – literally from hour to hour. For this reason, The Renfrew Center has developed a referral and admissions protocol focused on getting your patient the treatment they need with a minimum of obstacles and “red tape.”

To ensure the patient receives the most appropriate care – with consideration to medical and psychological safety – and to make the referral process efficient, you will want to be aware of these steps:

BEGINNING THE PROCESS

As soon as you think treatment may be indicated – and your patient is amenable – call The Renfrew Center so we can begin a preliminary insurance benefits check. The insurance policy information is required at this time. We will then contact the patient’s health plan to determine coverage and benefit information.

Once their health plan has verified coverage, we will need to speak to the patient or their family to explain benefits and any out-of-pocket costs. If benefits are limited, we can explore other options.

MOVING AHEAD: THE ASSESSMENT

After benefits and financial responsibilities have been explained, a Renfrew Center team member will conduct an assessment to determine 1) the appropriate level of care, 2) the projected length of stay, and 3) the location of treatment. The assessment can be done in person or via telephone, and for those involving adolescents, family members are included in this process. After the assessment, you will be contacted to provide additional clinical information and to assist in determining treatment goals for your client.

We require pre-admission laboratory testing for residential and partial levels of care. If necessary, we have established relationships with physicians in your area who can provide laboratory services quickly. Upon medical and psychiatric clearance, we will schedule your

patient’s admission and begin the pre-certification process.

GETTING THE PATIENT IN THE DOOR: PRE-CERTIFICATION & ADMISSION

On the day of or day prior to admission, a Renfrew Center team member will pre-certify the patient’s stay with the insurance company. Depending upon the insurer, final authorization may not occur until the patient is already in treatment. We also speak with the insurance case managers to discuss treatment planning and provide answers to their questions regarding the various levels of care, our treatment approach and why seeking treatment in a specialized setting is beneficial.

Prior to arrival, your patient will have received a schedule of the first day’s activities and a list of items necessary for their stay. An Admission Day Coordinator will serve as a guide throughout the first day of treatment.

WE’RE HERE TO HELP

The Renfrew Center has several team members throughout the country to serve professionals in your region. If you need any assistance during the referral, assessment, or pre-certification process, please contact us, and one of our local representatives will be available to help.

Our goal is to make the referral process fast and easy. We do our best to admit patients as soon as possible; however, the time it takes to admit a patient can vary due to individual circumstances such as insurance issues and/or the medical and psychiatric complexity of a patient. We understand this can be a time of anxiety for your patient, so the sooner we begin the process, the sooner they can enter treatment.

CONTINUING RECOVERY

We believe it’s important that all patients continue recovery with their referring therapist upon discharge.

You will be contacted regarding follow-up care and included in discharge planning.

**For more information, call
1-800-RENFREW or visit
www.renfrewcenter.com.**