




OFF-ISLAND REFERRAL GUIDE

The purpose of this guide is to assist members with the off-island referral process. It ensures that members receive the necessary support and guidance from the StayWell Utilization Management (UM) – Informed Choice team. If members need any help or assistance please contact us!

 (671) 477-5091 ext. 1140

 offislandreferral@staywellguam.com

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THINGS MEMBERS SHOULD HANDLE BEFORE DEPARTURE

StayWell members may fax, email, mail or visit StayWell Office (or their authorized representatives) to schedule an appointment. Pertinent information such as travel dates, preferred facilities and particular specialties necessary for the off-island referral are needed. Do this at least 2-3 weeks prior to departure for the Philippines and at least 4 weeks prior to departure elsewhere. Information that should be included:

- Referral or medical summary (optional). All medical records pertinent to illness;
- Ultrasound, X-Ray MRI, CT Scan, other imaging test reports, most recent blood tests/laboratory/pathology and other diagnostic procedure results;
- If recently admitted into a hospital, bring History and Physical, Discharge Summary, Laboratory results, Operative Report(s).

Most specialists require a referral from the on-island Primary Care or Consulting Physician. Even though StayWell does not require one, this is always good to have. Hospital-to-hospital transfers require facility and physician acceptance, including verbal endorsements between physicians involved in the case.

For Hospital-to-hospital transfers only, please communicate with the Hospital's Social Worker or International Patient Services for assistance. They have their own procedures and will coordinate with a StayWell UM Coordinator, as necessary.

Please allow StayWell time to review requests, generate paperwork, confirm acceptance by physician and facility, arrange/confirm appointment(s) and itinerary, prepare off-island packet for pick-up. Requests for appointments are subject to provider and facility availability. In the referral process, there may be a waiting period involved. Most delays in processing are due to appointment unavailability, pending enrollment eligibility, lack of valid passport, late provider feedback, changes in schedule, incomplete records.

If a member wants someone to communicate and coordinate with a StayWell personnel, he/she must sign an Authorized Representative or a Protected Health Information (PHI) form authorizing StayWell to release information to the intended recipient. Verbal authorization is acceptable for initial communication, fully signed form will be required further by StayWell.



SCHEDULE

- A StayWell UM staff will be able to provide members with options.
- If going to the US Mainland, it is advisable not to purchase airline tickets without a confirmed doctor’s appointment.
- If going to the Philippines, members may book his/ her flight and inform StayWell of preferred dates of appointments.
- Members will be notified if the preferred dates are not available for consultation. Cancellation and changes in schedule will be entertained twice. For any more changes in schedule, StayWell will provide the members with the clinic schedule and contact information to coordinate with the clinic.

Please Inform StayWell about the following:



Valid Passport



Tentative
Departure Date



Preferred
Appointment Date



Preferred Facility/
Hospital



TRAVEL ARRANGEMENTS AND AIRFARE

For airport pick up and lodging arrangements in the Philippines going to any **St. Luke's Medical Center (SLMC) in the Philippines**, member must coordinate with PhilMD.

- Telephone Number: (671) 637-5433
- Mobile Number: (671) 489-5433
- Fax Number: (671) 633-5433
- Email Address: info.philmd@teleguam.net

For airport pick up and lodging arrangements in the Philippines going to **The Medical City (TMC)** member must coordinate with TMC Referral Office

- Telephone Number: (671) 645-5645
- Mobile Number: (671) 988-8627/ (671) 687-8624
- Email Address: irnacpil@themedicalcity.com
& umpunongbayan@themedicalcity.com

For inquiries regarding **Hollywood Presbyterian Medical Center**, please inquire:

- Telephone Number: (671) 472-7030
 - Fax Number: (671) 472-7029

 - Bethany Van Boxtel
Mobile Number: (671) 686-6338
Email Address: Bethany.Vanboxtel@HPMedcenter.com

 - Monessa Horton
Mobile Number: (671) 686-2012
Email Address: Monessa.Horton@HPMedcenter.com
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For airport ground transportation services in **Los Angeles (LA)**, you must register and coordinate with the Guam Medical Referral Office (671-473-1153/54/55).

An off-island referral is not a guarantee of airfare reimbursement. Coverage of airfare will be subject to review by StayWell and will depend on the submission of requirements and fulfillment of payment criteria. Tickets purchased through flier miles are not reimbursable. Please refer to the Travel Allowance flyer for more information.

For hospital-to-hospital transfers, an accomplished Fitness for Travel Forms must be obtained from the referring physician within 10 days of departure to the airline immediately for review. The hospitals' case managers or social workers usually coordinate this with the airlines. If oxygen is required on the plane or on the ground during layovers, verify with the attending physician the prescribed requirement. If required, please coordinate with the assigned Case Manager/Social Worker of the hospital provider to make arrangements. It would be prudent to notify StayWell also.

If applicable, members must hand carry the following items to and from your off-island destination:

- Radiology Films (X-ray, MRI, CT scan), biopsy and pathology slides, EKG Tracing, 2D Echo, angiogram/ cardiac catheterization CD, etc.)
- All medical records, including operative reports related to the medical referral
- Insurance cards, Picture ID Card



EXPECTATIONS

It is advisable to bring extra money or credit cards to cover potential financial responsibilities, such as co-pays and non-covered services. Additionally, it is recommended to arrange and secure lodging accommodations both before and after hospital discharge.

Expect waiting times at the doctor's clinic and hospital. In the Philippines, most clinics operate on a "first come, first served" basis. StayWell cannot guarantee the doctor's timely arrival, even for elective surgeries. It is highly recommended to arrive early and register your name with the clinic's medical assistants before clinic hours begin.

If a member has been pre-certified to go to the Philippines, please coordinate with our **StayWell Office located at the St. Luke's Medical Center (SLMC)** facilities for further assistance and authorizations.

- Global City location: Medical Arts Bldg. Room # 1135
Phone: (02) 8789-7700 ext. 7135, (02) 8785-1759
 - Quezon City location: North Cathedral Tower Bldg., Room #1105
Phone: (02) 8723-0101 ext. 5145, (02) 8789-1759
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Bringing a **companion is always a good idea**, especially if surgery is anticipated. They can assist with tasks such as obtaining additional Letters of Authorization from our Manila Office while in the Philippines.

StayWell will not issue Pre-Certifications to Non-Participating Providers. Charges incurred from these providers will be subject to review for benefit coverage and medical necessity before appropriate reimbursement. The difference in health care costs between a non-participating provider and a network provider may be so significant that if you go to a non-par provider, you may end up paying a significantly high amount of money. Whenever possible, use StayWell's participating provider network.

Coverage for certain procedures requires prior authorization.

If you lose your enrollment eligibility during your referral, you will be required to reimburse StayWell or the provider for any charges incurred beyond the insurance eligibility period. Additionally, you will need to reimburse StayWell for any travel expenses it has proactively paid if you do not undergo the planned airfare-qualifying procedure.

The **UM Representative will call you when your packet is ready for pick-up**, which can be as early as a week before your departure. Please be aware that a follow-up call will be made to address any potential concerns regarding the request, such as the unavailability of necessary specialists, lack of available appointment slots, eligibility issues, and more.

If a request is made more than a month in advance of the departure date of the date of service, it is important to note that the precertification or any letters of authorization may not be available for issuance right away.

If precertification is required for approving work leave requests, please notify StayWell as soon as possible. If precertification cannot be issued due to reasons like eligibility, a Confirmation of Appointment (COA) may be provided instead.

When you receive your off-island referral packet, **please take the time to review its accuracy and contents thoroughly.** Feel free to ask any questions or raise any concerns with the UM-Informed Choice Department staff who provided the packet to you or your representative. Ensure that you sign the Off-island Referral Checklist and any other necessary documents.

Questions?

Contact StayWell Utilization Management (UM)
Informed Choice team



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