

NICA'S BEST PRACTICES FOR INFUSION REFERRALS

You have a patient who has been prescribed a provider-administered medication. What do you do next?

1

IDENTIFY AN INFUSION CENTER

You can use NICA's Infusion Center Locator to find the best infusion center for your patient www.locator.infusioncenter.org

Some insurers charge a larger copay for hospital-affiliated infusion centers compared to non-hospital centers. Some manufacturers and infusion centers have resources, like financial navigators, who can assist patients. Take advantage of support programs and make sure your patient selects a convenient and economical infusion center that aligns with your patient's schedule and lifestyle.

2

CONTACT THE INFUSION CENTER

Contact the infusion center to learn about their referral process and request their infusion order form. If the infusion center does not have a form, you can find a sample form here:

www.infusioncenter.org/infusion-order-form

3

SEND DRUG ORDER & UPDATE WITH THE NEW ORDER SET

Send over the patient's medical history, including home medications and allergies, as well as chart notes along with the completed order form. Documentation supporting the patient's diagnosis (including pertinent test results) and previous treatments that have been tried and failed are very helpful and often required by insurance companies.

4

INFORM PATIENT OF TREATMENT REQUIREMENTS

Some medications require pre-treatment screening for contraindications such as pregnancy or latent infections such as TB or Hep B. Review the medication Prescribing Information found online and ensure your patient is informed about any pre-treatment screening requirements.

5

PREPARE YOUR PATIENT

NICA has several resources explaining biologics, infusions, and what to expect on infusion day. These free educational resources can be found on NICA's website. www.infusioncenter.org/education



HOW TO WRITE AN INFUSION Referral



THE 5 R'S OF AN INFUSION REFERRAL

1 Right Patient

ALWAYS include the patient's demographic information (name, DOB, insurance, including copies of the cards, and contact information). This allows the clinic to contact the patient and begin the prior authorization process if needed.

2 Right Drug

3 Right Dose

4 Right Time & Frequency

5 Right Route & Frequency

DIAGNOSIS CODES

Orders require a valid ICD-10 diagnosis code that is evident in the patient's medical records. To ensure a diagnosis code is billable, provide a code that is as specific as possible.

OFFICE NOTES

Typically, the clinic administering the treatment will handle the prior authorization of the medication. Not every prior authorization requires office notes, but that information does assist the clinic and may help prevent delays.

Infusion Clinic Name: Best Infusions Inc.

Phone: 111-111-1100
Fax: 111-111-1122

Sample Order Form

REFERRAL STATUS

New Referral Order Renewal

1

PATIENT INFORMATION

Patient Name: John Doe DOB: 01/01/99 Sex: M F
Weight: 180 lbs/kg Phone #: 555-555-5555

Please check that the following are included:

Patient demographics & Insurance information Clinical progress notes, H&P, labs, test results
 Current medication list

DIAGNOSIS

ICD-10 Code: E##.### Date of last infusion/injectable: 01/01/19

REFERRING PHYSICIAN INFORMATION

Physician Name: Jane Jones, MD Phone number: 123-456-7890
Practice Name: PCP Clinic Fax number: 123-456-7878
Office Contact: Regina George Email: referrals@pcpclinic.com

MEDICATION ORDER

2 Medication: Biologic 3 Dosing: 8mg IVP 4 Frequency: Every 2 weeks Comments: Verify pre-treatment protocol

Ensure order includes all necessary information such as secondary medications (to be given before infusion or as needed) infusion rate titration protocol, and/or patient monitoring orders as applicable.

5

TYPE OF ACCESS

Peripheral PICC Midline Port subcut IM

Physician Signature: Dr. Jane Jones Date (order valid 1 year): 01/01/20

Make an effort to build a professional rapport with the infusion center's Infusion Referral Coordinator or the appropriate staff member in the center who manages new infusion referrals. Creating a relationship with the clinics you refer to most often can help both you and your patient feel comfortable during their infusion journey.

NICA

NATIONAL
INFUSION CENTER
ASSOCIATION

The National Infusion Center Association (NICA) is a nonprofit advocacy organization formed to improve patient access to office-administered intravenous and injectable medications and therapies. For more information about NICA, visit www.infusioncenter.org