

Transfer Center FAQ:

The only parties that can refer a patient are the following:

- Case managers
- Insurances
- Third-party or hospital representatives
- Physicians and medical directors

What to expect after submitting the packet:

- Once we receive the packet, our Transfer Center Coordinators will review.
- We will refer and collaborate with the appropriate accepting physician and may conference with the referring physician to discuss the case.
- If insurance requires a Letter of Agreement (LOA) and/or Return Agreement (RA), we will notify the referring party to work with the appropriate contact to execute an LOA/RA.
- Once we have cleared the request with our accepting physician, received financial authorization and LOA/RA, we will secure an inpatient hospital bed with the required and most appropriate level of care.
- We will communicate with the referring party as soon as possible so they can arrange transportation for transfer.
- If a case is declined, we will communicate with the referring party as soon as possible with the reason for clinical or financial denial.