



DENNIS DEVELOPMENTAL CENTER

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Dear Doctor:

The Dennis Developmental Center has recently revised the Referral Request form in an attempt to better serve children and parents. For clarity, we are now calling this form the "Intake Request Form," as we have found that the inclusion of the word "referral" in the title of our previous form was misleading. This new intake Request Form is not an insurance referral form, but rather our way to gather more specific information as part of the intake process. We will also need an insurance/Medicaid referral, as appropriate, before an appointment can be scheduled. Receiving the insurance referral information early in the intake process gives us sufficient time to obtain insurance/Medicaid approval as the pre-authorization process for behavioral health evaluations is frequently extensive.

The Intake Request Form will now consist of two parts: "Part 1: Physician" form (2 pages, completed by your office) and "Part 2: Parent/Guardian" form (2 pages, completed by the parents). The most significant change in our intake process is the addition of the Part 2: Parent form, requesting families to provide information on their child. These important intake forms will assist our clinic in appropriately scheduling services to address your clinical concerns and focus on the family's goals for their child. Once your Intake Request form Part 1 and your insurance referral form are received, we will send Intake Request form Part 2 to your patient's parent(s)/guardians within 24 hours. ***Alternatively, to expedite the appointment scheduling process, you may prefer to have your patient's parents complete the Intake Request Form Part 2 during your office visit. By faxing all required forms (Intake Request Forms Part 1 and Part 2, and your insurance referral) to our office at the same time, our triage team can more quickly review your request and assign an appointment. Our scheduling staff will then notify you and the parents of the appointment date and time.***

Our clinicians believe that this two-pronged approach to the intake process will assist in assigning the most appropriate clinician or team of clinicians for the child's initial appointment at the Center. Briefly, the Intake Request process and the associated timelines are as follows:

- When you fax the **Intake Request – Part 1: Physician** form to our Center, you will receive a return fax that same day (or next business day for late afternoon faxes), acknowledging that we have received the form. If you do not receive this faxed response, please call 501-364-2639.
- To complete a patient intake file for appropriate appointment(s) scheduling of your patient, all 3 components must be received: **Intake Request – Part 1: Physician form, Insurance/Medicaid Referral, and Intake Request – Part 2: Parent form.**
- **The Intake Request – Part 2: Parent form** will be mailed with a return envelope (if not already faxed from your office) within 24 hours of receipt of your office fax of the **Intake Request – Part 1** (Physician form and insurance referral form).
- Parents will have 14 days to return the **Intake Request – Part 2: Parent form**. Our staff will then contact the parents as a reminder to request return of this form within an additional 7 calendar days (by phone or by letter if there is not a phone number available).
- **After 21 days from your initial faxed referral, if we have not received all three Intake components, the intake file will be closed.** We will contact your office via fax to inform you of referrals we consider closed. Should you determine that an assessment by our clinic is still necessary and you are able to contact your patient, we will open a new file with receipt of a new referral with all 3 components: **Intake Request – Part 1: Physician form, Insurance/Medicaid Referral, and Intake Request – Part 2: Parent form** faxed from your office.

We have attached a copy of our new Intake Request – Part 1: Physician form, and a copy of Intake Request – Part 2: Parent form. Please begin using these new forms as soon as you receive this letter.

We look forward to working with you to evaluate the developmental and behavioral needs of your patient. Please do not hesitate to call Melanie Taylor at (501) 364-1852 if you have questions. We sincerely appreciate your continued referrals, and are actively trying to improve our intake and scheduling process to better serve you and your patients.

Sincerely,

Melanie Taylor, Interim Administrator
Dennis Developmental Center
Department of Pediatrics, College of Medicine
University of Arkansas for Medical Sciences
Arkansas Children's Hospital