RHRP FAQ for General Medicine
Frequently Asked Question

About Reserve Health Readiness Program (RHRP):

Leidos QTC Health Services (LQTC) is contracted with the Reserve component of the Department of Defense (DoD) to conduct medical readiness exams. This is a referral-based program with all appointment requests made through LQTC. A Service Member will not be calling your office to self-schedule their appointments.

Who is Leidos QTC Health Services?

LQTC is contracted with the Department of Defense (DoD). Our goal is to provide specific information required by the service component to address medical readiness.

What is the purpose of the exams?

Assess the overall health and medical readiness of a Service Member (SM) for deployment and initiate preventative services as warranted. Once the exam is completed, all forms are submitted electronically to LQTC via LQTC Provider Portal

How are the appointments scheduled?

An LQTC Provider Utilization Coordinator (PUC) will either email you or call your office to establish either a "Call to Schedule" or "Blocked scheduling". Reach out to your PUC if you already have one assigned. If you need to reach a PUC, send email to RHRPPUCs@qtcm.com. Appointments can be self-scheduled through our Portals, therefore it is imperative to check our Provider Portal for your most up-to-date schedule.

Who do I contact if I have any questions?

- For most case-related questions contact the Provider Support Hotline at 844-782-7783 and select option 2 for RHRP inquiries.

- Questions regarding training can be addressed to QTCProviderSupport@qtcm.com. Include your Name, LQTC Provider ID and Specialty. Do not include Service Member names, only DOD ID, if applicable.

When will I receive the paperwork for the scheduled appointments what will be included?

The LQTC RHRP-3 program is paperless. All requested forms are available and submitted through our Provider Portal (https://provider.qtcm.com). In our Provider Portal you will have access to:

- 201 Service Bill (Authorization of Services)

- Access to training resources (Click on Virtual Assistant button within Provider Portal)

- Lab Order (Under diagnostics column)

- Medical Evaluation Protocol forms

  Click on the link to the form under "*Appointment Status*" column to open the appointment and its required form(s).

Vouchers will not be available and are not required. The chain of command can verify if SM attended via their Service Component Portal.

When will I receive lab and vaccine kits?

LQTC Logistics team will ship out necessary lab and vaccination kits each Monday for the following week. An email confirmation will be sent to you. If you encounter a delay or issue with supplies contact zz_rhrp_clinic_support@qtcm.com or call 210-516-1420. For lab ordering process see job aid.

Lab Ordering Process

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QTC HEALTH SERVICES

How do I know what services should be performed for the examination?

Refer to the "201 Bill" column in your Provider Portal. ONLY perform the services requested within the 201 Service Bill. LQTC will ONLY schedule the services requested, approved and reimbursable by DoD. No additional services nor treatment are authorized.

What do I do when the Service Member checks in for their appointment?

Confirm DOD ID number. For exams requiring 3024, ensure both Part A (Service Member) and Part B (Record Review) are available for your review.

For any "call to schedule" appointments, you can confirm the services requested with the scheduler. Be sure to ONLY perform the services requested within the **Medical Screening form** (see "Immunizations" "Laboratory Services" and "Misc. Medical Services") unless there is a medical contraindication. No additional tests are authorized. If you are unsure, you may call 844-782-7783 option 2 to request this information.

What needs to be submitted to LQTC once the appointment is completed?

Once the form(s) have been fully answered and is ready to submit to LQTC, complete the sign & submit process within our Provider Portal. RHRP forms must be submitted to LQTC electronically via Provider Portal; handwritten copies are not accepted.

What do I do if a Service Member no shows or cancels their appointment?

For no shows, you may track the appointment once the date/time of the appointment has passed. Refresh your Provider Portal and click on the "*No Show*" button under "*Appt Check in*" column in Provider Portal. Follow the prompts to report a No Show.

What Quality checks are in place?

LQTC will conduct a quality check for completeness before submitting forms to DoD.

How do we get reimbursed?

LQTC IS THE SOLE PAYOR. PLEASE <u>DO NOT</u> BILL THE SERVICE MEMBER UNDER ANY CIRCUMSTANCES.

You do not need to bill LQTC separately. Payment will be processed through our payment process based on reports submitted through the Provider Portal. Payment processing **starts immediately after Quality Assurance has been completed.** For payment issues contact our Provider Support at 844-782-7783 and select option 2 for RHRP.

What do I do in the event of an emergency or critical finding?

For **emergencies:** 1) stabilize the Service Member, 2) call 911 and follow your state guidelines,3) contact us immediately and 4) complete the **Unusual Incidents Report** form found under the Contact section at the top of Provider Portal homepage.

What do we do if someone shows up that is not in my Provider Portal?

Please DO NOT turn them away. First, obtain the Service Member name and DOD ID number. Contact LQTC at 844-782-7783, option 2 for guidance.

What do we do if we encounter an error in the system?

Please DO NOT turn them away. First, obtain the service name and DOD ID number and then contact us at 844-782-7783, option 2 for guidance.

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What do we do if we experience a problem within a form?

Common form issues are:

- "Not authorized" - first try closing exam form and opening again. If not resolved contact us at 844-782-7783, option 2 for guidance.
- For cases checked out to another user - If email is provided, contact the person directly or scroll to bottom of form and click on "*Force Check-in*" button. Alternatively, call us and request for admin override.

### How can I get scribe access to one of my staff members?

- The request must be submitted by the provider to verify authorization of access.
- Click on Support Desk link at Portal log in or go to https://servicedesk.qtcm.com and complete all fields.

Document issue summary as "*I,(provider name + QTC Provider ID), request access for my staff member for* https://provideradmin.qtcm.com . [List staff member's full and their unique email address.]"

*NOTE: Scribes will not be able to sign & submit a case. Only a provider has the ability to 'complete' a case

Where can I find additional guidance or training for RHRP?

On-demand guidance for Provider Portal and within our form are accessible 24/7 via Virtual Assistant buttons:
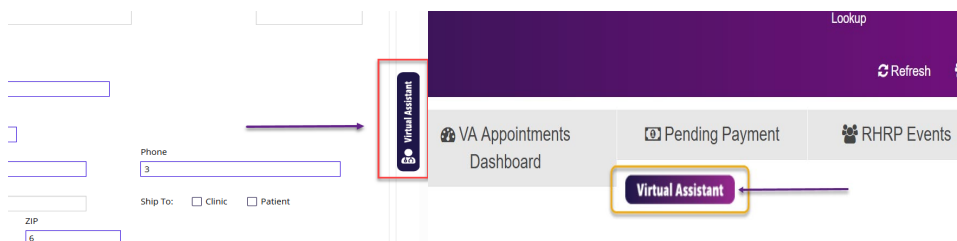
Use the suggested menu for common topics, or type the keyword **"RHRP"** for relevant resources. To speak with a representative, you must call the Provider Support Line at 844-782-7783.

Can a Service Member pay out of pocket for services not requested/approved?

Do not perform any additional services other than those approved. If a SM requests for you to become their provider; all treatment performed will be out of the scope of RHRP-3 program and should not occur during an LQTC driven appointment. In this case, SM may use their private insurance if accepted by your office.

Is there a list of all RHRP forms and general exam requirements?

Always refer to the 201 Service Bill prior to starting an appointment.

- Medical Screening: Vitals and services (Vaccinations, Labs, and other miscellaneous services) = can be completed by admin/MAs
- Vision Screening: Visual acuity using Snellen charts along with verification of optical devices = can be completed by admin/MAs
- DD2216 Hearing Conservation: Pure tone testing along with SM demographics = can be completed by techs
- DD3024 Periodic Health Assessment – Screening tool used by the armed forces to evaluate the individual medical readiness of their SM
  - o Part A is completed by SM
  - o Part B is completed by QTC record reviewer for in clinic exams (completed by provider for Events)
  - o Part C MHA/PHA is completed by the examiner/provider
- 2173: Triggered form from Part C PHA from the Referrals section

- 3349: Triggered form from Part C PHA when 'Not Ready' is selected
- DD2807 Report of Medical History: 'A' code appointments; SM portion that accompanies DD2808
- DD2808 Report of Medical Examination: 'A' code appointments; A medical examination report used to evaluate the physical fitness of individuals.