Elizabeth MB Leon Guerrero <elizabeth.leonguerrero@guam.gov>

Quarterly Report for FY 2019 from Medical Referral Assistance Office (MRAO)

1 message

Elizabeth MB Leon Guerrero <elizabeth.leonguerrero@guam.gov> Mon, Apr 29, 2019 at 4:52 PM
To: speaker@guamlegislature.org, "Gov. Lourdes A. Leon Guerrero" <governor@guam.gov>, Joshua F Tenorio <joshua.tenorio@guam.gov>, Tony Tony Babauta <tony.babauta@guam.gov>, Jon Junior Calvo <jon.calvo@guam.gov>, "Lynette O. Muna" <lynette.muna@guam.gov>, Haig Huynh <haig.huynh@guam.gov>, Sophia Diaz <sophia.diaz@guam.gov>, Claudia Acfalle <claudia.acfalle@gsa.guam.gov>, Elizabeth MB Leon Guerrero <elizabeth.leonguerrero@guam.gov>
Cc: Darlean SN Salas <darlean.salas@guam.gov>, "Evelyn C. Fejeran" <evelyn.fejeran@guam.gov>

Hafa Adai and good afternoon Speaker Tina Muna Barnes,

Pursuant to section 20 of Chapter 13 of Public Law 33-66, attached are Medical Referral Assistance Office's (MRAO) 2nd Quarter Report for FY 2019.

Should there be any questions regarding the attachments, please feel free to contact me.

Thank you and have a great day.

Respectfully,

Elizabeth M.B. Leon Guerrero
Director
Medical Referral Assistance Office (MRAO)
Office of the Governor of Guam
Telephone No. (671) 475-9353/63

2019 MAY 16 PM 12:12

Elizabeth M.B. Leon Guerrero
Director
Medical Referral Assistance Office
Ufisinan I Maga'hågan Guahan
Office of the Governor of Guam
Email: elizabeth.leonguerrero@guam.gov
Phone: (671) 475-9353/63

Medical Referral Assistance Office (MRAO) 2nd Quarter Report - FY 2019.pdf
262K

35GL-19-0526
Speaker Tina Rose Muña Barnes

MAY 16 2019
Time 11:02 (AM) ( )PM
Received By:

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Elizabeth MB Leon Guerrero <elizabeth.leonguerrero@guam.gov>

Quarterly Report for FY 2019 from Medical Referral Assistance Office (MRAO)

Elizabeth MB Leon Guerrero <elizabeth.leonguerrero@guam.gov> Mon, Apr 29, 2019 at 3:59 PM
Draft To: speaker@guamlegislature.org, "Gov. Lourdes A. Leon Guerrero" <governor@guam.gov>, Joshua F Tenorio <joshua.tenorio@guam.gov>, Tony Tony Babauta <tony.babauta@guam.gov>, Jon Junior Calvo <jon.calvo@guam.gov>, "Lynette O. Muna" <lynette.muna@guam.gov>, Haig Huynh <haig.huynh@guam.gov>, Sophia Diaz <sophia.diaz@guam.gov>, Claudia Acfalle <claudia.acfalle@gsa.guam.gov>, Elizabeth MB Leon Guerrero <elizabeth.leonguerrero@guam.gov>
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Pursuant to section 20 of Chapter 13 of Public Law 33-66, attached are Medical Referral Assistance Office's (MRAO) 2nd Quarter Report for FY 2019.

Should there be any questions regarding the attachments, please feel free to contact me.

Thank you and have a great day.

Respectfully,

Elizabeth M.B. Leon Guerrero
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Office of the Governor of Guam
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Elizabeth M.B. Leon Guerrero
Director
Medical Referral Assistance Office
Ufisinan I Maga'hågan Guahan
Office of the Governor of Guam
Email: elizabeth.leonguerrero@guam.gov
Phone: (671) 475-9353/63

Doc. No. 35GL-19-0526.

OFFICE OF THE GOVERNOR OF GUAM
Medical Referral Assistance Office

April 29, 2019

The Honorable Tina Muna Barnes
Speaker
The 35th Guam Legislature
163 Chalan Santo Papa
Hagatna, Guam 96910

Dear Speaker Muna Barnes:

Pursuant to Section 20 of Chapter 13 of Public Law 33-66, attached are the reports for the second quarter of Fiscal Year 2019.

For (a), number of referred patients served, data is attached.

For (b), number of patient escorts of accompanying family members served, data is attached.

For (c), average cost per patient referral incurred during that quarter, data is attached.

For (d), actual office expenditures for the quarter, including fuel costs, there is no data available. The professional services contract for the operation of the medical referral offices did not require this information to be reported. In the future, however, it shall be made a requirement of any medical referral office IFB and contract that vendor office expenditures and fuel costs be tracked, collected and reported as required by P.L. 33-66.

For (e), the data and information are attached.

Should you have any questions, please feel free to contact our office.

Si Yu'os Ma'ase.

Elizabeth M.B. Leon Guerrero

Elizabeth M.B. Leon Guerrero
Director
Medical Referral Assistance Office

Cc: Honorable Governor Lourdes A. Leon Guerrero
Anthony Babauta, Chief of Staff
Jon Jr. Calvo, Deputy Chief of Staff

OFFICE OF THE GOVERNOR OF GUAM
Medical Referral Assistance Office

Guam Medical Referral Assistance Office
Office of the Governor

Quarterly Report
2nd Quarter – FY 2019

Section 20 of Chapter 13 of Public Law No. 33-66

(a) Number of referred patients served;

(b) Number of patients escorts or accompanying family members served;

Location	January	February	March	Total
(a) PI Patients	27	16	18	61
(b) PI Escorts	12	9	14	47
(a) CA - Patients	26	31	31	88
(b) CA - Escorts	33	42	114	189
(a) HI - Patients	16	29	27	72
(b) HI - Escorts	12	26	23	61
Tot. Patients & Escort/Mo.	126	153	227	518

RICARDO J. BORDALLO GOVERNOR'S COMPLEX | HAGÅTÑA, GUAM 96910
671.475.9353/9363

OFFICE OF THE GOVERNOR OF GUAM
Medical Referral Assistance Office

Guam Medical Assistance Office
Office of the Governor

Quarterly Report
2nd Quarter – FY 2019

Section 20 of Chapter 13 of Public Law No. 33-66

(c) Average cost per patient referral incurred this quarter

Location	January	February	March
PI – Monthly Expenses (Ave. Cost per Patient	$775.92	$1309.37	$1163.88
CA -Monthly Expenses (Ave Cost per Patient	$889.42	$745.96	$745.96
HI- Monthly Expenses (Ave cost per Patient	$982.81	$542.24	$582.40

The average cost per patient is determined by the monthly cost per region that is charged divided by the number of patients service for each month.

RICARDO J. BORDALLO GOVERNOR'S COMPLEX | HAGÅTÑA, GUAM 96910
671.475.9353/9363

SECTION I
SCOPE OF SERVICES

HONOLULU AREA

I. SCOPE OF WORK

The Guam Medical Referral Office, a division of the Office of the Governor of Guam, requires the professional services of a firm / individual to provide a Medical Referral Office in Honolulu.

1. Provider shall maintain an office within the Honolulu area consistent with the following requirements:

   a. Establish a central location where the Medical Referral Office will be located.

   b. Install and maintain necessary instruments to be used in communicating with patients, physicians, hospitals, HMO's, lodging, and other facilities and entities necessary to perform the services.

   c. Obtain necessary office equipment, supplies, materials and furniture for office operations.

   d. Maintain record of patients and patient related activities and administrative matters.

   e. Obtain mobile communications equipment needed for efficient office operations.

   f. Office facility must be in compliance with all applicable laws, rules and regulations including but not limited to the ADA and HIPAA.

   g. All discarded medical records must be properly disposed of in accordance with HIPAA.

   h. Staff should communicate at least every three (3) days with the patient/ families and each visit should be documented with copies transmitted to the Office.

2. Provider must ensure the strict compliance of the Governor's Customer Service Policy in each office.

3. Provider shall have available appropriate vehicles for transportation of patients and escorts between the airport lodging facilities and/or medical facilities keeping aware of the mobility and requirements of each particular patient and their escorts. Transportation services shall include:

   a. Transportation upon arrival at the respective airport, to lodging and/or medical facilities.

   b. Transportation to fill medical prescriptions at pharmacists and drugstores.

   c. Transportation to the airport for the return trip to Guam.

4. Secure accommodations nearest to the destination hospital.

5. Liaise with referring doctor/doctor's office/hospital or Public Health, as needed.

6. Liaise with a foreign consulate, if necessary.

7. Coordinate with Naval Hospital, if necessary, for medical evacuation of retirees, veterans and their families.

8. Assist with emergency issuance of passports, if necessary.

9. Process required paperwork for travel to a foreign medical institute, if undocumented.

10. Assist in the facilitation and scheduling of appointments for referred patients with the appropriate physicians, hospitals, or other medical facilities.

11. Coordinate reservations for patients and escorts at various affordable lodging and facilities.

12. Assist in reconfirming the patient's appointments and reservations prior to departure from Guam and must give GMRO further advice, should there be any changes.

13. Provide briefing package to patients upon arriving in Honolulu explaining the type of services offered by the Guam Medical Referral Office.

14. Ensure that patients and escorts are provided the utmost courtesies and are met at the Airport's arrival section on time.

15. Schedule complimentary Recreational/Morale/Physical Fitness activities at least once a week for patients and escorts including the transportation and guidance to and from all sponsored activities.

16. Provide monthly report to the Guam Medical Referral Office – Office of the Governor on or before the tenth (10^{th}) day of the preceding month, with information as follows:

a. Name of Patient
b. Gender and Age
c. Date of Referral
d. Date Assisted
e. Name of Accepting Medical Center
f. Insurance Provider
g. Number of Escorts
h. Departure Date

17. Provide a brochure of service deliverables and contact information.

18. Provide an information package of the destination hospital and surrounding area.

19. Provider must maintain training and compliance with HIPAA.

20. In the event a patient should expire while under the care of the Provider, the Provider shall assist the deceased family in coordinating the transport of the deceased to Guam.

LOS ANGELES AREA

I. SCOPE OF WORK

The Guam Medical Referral Office, a division of the Office of the Governor of Guam, requires the professional services of a firm / individual to provide a Medical Referral Office in Los Angeles.

1. Provider shall maintain an office within the Los Angeles area consistent with the following requirements:

a. Establish a central location where the Medical Referral Office will be located.

b. Install and maintain necessary instruments to be used in communicating with patients, physicians, hospitals, HMO's, lodging, and other facilities and entities necessary to perform the services.

c. Obtain necessary office equipment, supplies, materials and furniture for office operations.

d. Maintain record of patients and patient related activities and administrative matters.

e. Obtain mobile communications equipment needed for efficient office operations.

f. Office facility must be in compliance with all applicable laws rules and regulations including but not limited to the ADA and HIPAA.

g. All discarded medical records must be properly disposed of in accordance with HIPAA.

h. Staff should communicate at least every three (3) days with the patient/ families and each visit should be documented with copies transmitted to the Office.

2. Provider must ensure the strict compliance of the Governor's Customer Service Policy in each office.

3. Provider shall have available appropriate vehicles for transportation of patients and escorts between the airport lodging facilities and/or medical facilities keeping aware of the mobility and requirements of each particular patient and their escorts. Transportation services shall include:

a. Transportation upon arrival at the respective airport, to lodging and/or medical facilities.

b. Transportation to fill medical prescriptions at pharmacists and drugstores.

c. Transportation to the airport for the return trip to Guam.

4. Secure accommodations nearest to the destination hospital.

5. Liaise with referring doctor/doctor's office/hospital or Public Health, as needed.

6. Liaise with a foreign consulate, if necessary.

7. Coordinate with Naval Hospital, if necessary, for medical evacuation of retirees, veterans and their families.

8. Assist with emergency issuance of passports, if necessary.

9. Process required paperwork for travel to a foreign medical institute, if undocumented.

10. Assist in the facilitation and scheduling of appointments for referred patients with the appropriate physicians, hospitals, or other medical facilities.

11. Coordinate reservations for patients and escorts at various affordable lodging and facilities.

12. Assist in reconfirming the patient's appointments and reservations prior to departure from Guam and must give GMRO further advice, should there be any changes.

13. Provide briefing package to patients upon arriving in Los Angeles explaining the type of services offered by the Guam Medical Referral Office.

14. Ensure that patients and escorts are provided the utmost courtesies and are met at the Airport's arrival section on time.

15. Schedule complimentary Recreational/Morale/Physical Fitness activities at least once a week for patients and escorts including the transportation and guidance to and from all sponsored activities.

16. Provide monthly report to the Guam Medical Referral Office – Office of the Governor on or before the tenth (10^{th}) day of the preceding month, with information as follows:

    a. Name of Patient
    b. Gender and Age
    c. Date of Referral
    d. Date Assisted
    e. Name of Accepting Medical Center
    f. Insurance Provider
    g. Number of Escorts
    h. Departure Date

17. Provide a brochure of service deliverables and contact information.

18. Provide an information package of the destination hospital and surrounding area.

19. Provider must maintain training and compliance with HIPAA.

20. In the event a patient should expire while under the care of the Provider, the Provider shall assist the deceased family in coordinating the transport of the deceased to Guam.

MANILA AREA

I. SCOPE OF WORK

The Guam Medical Referral Office, a division of the Office of the Governor of Guam, requires the professional services of a firm / individual to provide a Medical Referral Office in Manila.

1. Provider shall maintain an office within the Manila area consistent with the following requirements:

   a. Establish a central location where the Medical Referral Office will be located.

   b. Install and maintain necessary instruments to be used in communicating with patients, physicians, hospitals, HMO's, lodging, and other facilities and entities necessary to perform the services.

   c. Obtain necessary office equipment, supplies, materials and furniture for office operations.

   d. Maintain record of patients and patient related activities and administrative matters.

   e. Obtain mobile communications equipment needed for efficient office operations.

   f. Office facility must be in compliance with all applicable laws, rules and regulations including but not limited to the ADA and HIPAA.

   g. All discarded medical records must be properly disposed of in accordance with HIPAA.

   h. Staff should communicate at least every three (3) days with the patient/ families and each visit should be documented with copies transmitted to the Office.

2. Provider must ensure the strict compliance of the Governor's Customer Service Policy in each office.

3. Provider shall have available appropriate vehicles for transportation of patients and escorts between the airport lodging facilities and/or medical facilities keeping aware of the mobility and requirements of each particular patient and their escorts. Transportation services shall include:

a. Transportation upon arrival at the respective airport, to lodging and/or medical facilities.

b. Transportation to fill medical prescriptions at pharmacists and drugstores.

c. Transportation to the airport for the return trip to Guam.

4. Secure accommodations nearest to the destination hospital.

5. Liaise with referring doctor/doctor's office/hospital or Public Health, as needed.

6. Liaise with a foreign consulate, if necessary.

7. Coordinate with Naval Hospital, if necessary, for medical evacuation of retirees, veterans and their families.

8. Assist with emergency issuance of passports, if necessary.

9. Process required paperwork for travel to a foreign medical institute, if undocumented.

10. Assist in the facilitation and scheduling of appointments for referred patients with the appropriate physicians, hospitals, or other medical facilities.

11. Coordinate reservations for patients and escorts at various affordable lodging and facilities.

12. Assist in reconfirming the patient's appointments and reservations prior to departure from Guam and must give GMRO further advice, should there be any changes.

13. Provide briefing package to patients upon arriving in Manila explaining the type of services offered by the Guam Medical Referral Office.

14. Ensure that patients and escorts are provided the utmost courtesies and are met at the Airport's arrival section on time.

15. Schedule complimentary Recreational/Morale/Physical Fitness activities at least once a week for patients and escorts including the transportation and guidance to and from all sponsored activities.

16. Provide monthly report to the Guam Medical Referral Office – Office of the Governor on or before the tenth (10^{th}) day of the preceding month, with information as follows:

a. Name of Patient
b. Gender and Age
c. Date of Referral
d. Date Assisted
e. Name of Accepting Medical Center
f. Insurance Provider
g. Number of Escorts
h. Departure Date

17. Provide a brochure of service deliverables and contact information.

18. Provide an information package of the destination hospital and surrounding area.

19. Provider must maintain training and compliance with HIPAA.

20. In the event a patient should expire while under the care of the Provider, the Provider shall assist the deceased family in coordinating the transport of the deceased to Guam.