

# How to Submit a Request For Additional Treatment (RFAT)

## What is an RFAT?

A Request For Additional Treatment (RFAT) is a report which is submitted by the treating Physiotherapist to request authorisation treatment sessions to reach the required clinical outcome. As the Initial Assessment Report this is reviewed by the Nuffield Clinical Governance Team. It is encouraged that an RFAT should be submitted on the penultimate authorised treatment session to ensure there is no delay in authorisation and the patient’s treatment.

## How to submit an RFAT?

1. From your ‘Work List’ select the patient, checking the status says ‘Awaiting RFAT/Discharge’ and click on View Case
2. On the ‘Status History’ screen verify you have selected the correct patient name by checking the details in the shaded column on your left hand side of the screen
3. On the ‘Status History’ screen select the RFAT report option
4. Complete the RFAT report
5. Select ‘Print’ for a copy of your notes
6. You will then be taken through to the invoicing page (please see ‘How to Submit and Initial Report guide’ for further details)
7. Add all dates treated since the Initial Assessment
8. An automatic invoice reference will be generated which we recommend you make a note of this or ‘Print Invoice’ for your records
9. Once you are satisfied that everything you have entered is correct, select ‘Submit’ to send the RFAT Report to the clinical team
10. Once the RFAT Report is submitted the ‘Confirmation of Actions’ screen will display. You will need to verify that the RFAT Report has been submitted and select ‘Return to Work List’

### Points to note on report submission:

- When completing the RFAT report please keep in mind that this will go directly to our clinical team for their approval or rejection so don’t think that you cannot use clinical terms
- All text fields have a minimum of 5 character input
- The ‘Notes’ section at the end of the report is a field for any additional notes you may wish to relay to the clinical team at Nuffield Health
- The ‘Save (Hold)’ option saves your work for times when you have to leave the screen
- The Fusion Work List Portal will time-out after 20 minutes of inactivity and if you have not saved your work all entered details will be lost (typing does not count as activity)
- If you click on the cancel button – all your notes will be lost and you will have to start again

Document Title: How to Submit a Request For Additional Treatment (RFAT)			
Document classification: Restricted to Nuffield Health Fusion Network Clinics			
Document Authors: Chris Drinkall – Quality Manager Physiotherapy; Kerrie Popham – Fusion Network Lead			
Approved by: Physiotherapy EAG			
Issue date: May 2019	Review date: April 2021	Version: 0.1	Page 1 of 3

## Next Steps

1. When the RFAT report has been submitted an e-mail will be sent to you confirming the report has been sent to the clinical team
2. Once the report has been checked by the clinical team, it will either be Approved, or Rejected and returned to your Work List with a request for further information. If the report is Approved the patient will not be returned to your work list again, as treatment has now finished
3. If your Report is rejected, note the comments and resubmit
4. You will receive an auto e-mail each time something happens with your report, however the reasoning will not be included. To view this you will need to check the patient's file on your Work List
5. While Nuffield Health are awaiting authorisation on a report, the patient will not appear on your Work List
6. **You must not treat for any more sessions than communicated to you by Nuffield.** Please be aware that some insurers can take up to 48 days to respond to treatment requests. Your clinic will not be paid for any unauthorised treatment

## Completing requests for 2<sup>nd</sup> or 3<sup>rd</sup> RFAT

If the sessions from the initial RFAT report have been used you are able to create requests for 2<sup>nd</sup> and 3<sup>rd</sup> reports.

The option to 'Create New RFAT Report' link will only work if any previous RFATs have been approved.

1. Select 'View Case' under the patient you are treating and then select 'RFAT Reports' from the top of the page
2. You will then see the option to 'Create New RFAT Report' as shown below:



Worklist | Change Password | Logout

Logged in as: Prof Fusion Support(Login)

Status History | Case Assignment | Appointment Dates | Initial Report | RFAT Reports | Discharge Report

TM2 Case Reference Number

Admission Date:

Patient:

### RFAT Reports

Submitted	Requested Rx	Approved Rx	Status	
04/05/2019 14:24	6	5	Approved	<a href="#">View</a>

[Create New RFAT Report](#)

Document Title: How to Submit a Request For Additional Treatment (RFAT)			
Document classification: Restricted to Nuffield Health Fusion Network Clinics			
Document Authors: Chris Drinkall – Quality Manager Physiotherapy; Kerrie Popham – Fusion Network Lead			
Approved by: Physiotherapy EAG			
Issue date: May 2019	Review date: April 2021	Version: 0.1	Page 2 of 3

3. Once 'Create New RFAT Report' option has been selected, please follow the process for submitting the initial RFAT

## IMPORTANT

If an RFAT is rejected and the patient is to be discharged the appointments will need to be manually removed from the rejected RFAT and added to the discharge report. An error message will appear if this process is not followed when you create the discharge report.

Treatment will not be paid by Nuffield Health unless it has been authorised by an RFAT.

Document Title: How to Submit a Request For Additional Treatment (RFAT)			
Document classification: Restricted to Nuffield Health Fusion Network Clinics			
Document Authors: Chris Drinkall – Quality Manager Physiotherapy; Kerrie Popham – Fusion Network Lead			
Approved by: Physiotherapy EAG			
Issue date: May 2019	Review date: April 2021	Version: 0.1	Page 3 of 3