

Changes to the UNHCR referral care program

May 2018

Why the need for change?

- Need to reduce overall cost of the referral care program
- Need to improve protection for beneficiaries whose patient shares are very high
- Need to simplify and improve efficiency of processes
- Need of clarifying issues that have been unclear

What remains (roughly) the same?

- Who is eligible for care
- Types of conditions covered
- The overall referral process (hospital network, TPA)
- The ECC
- Special protection cases (SGBV, Torture, SAM, psychiatry)
- Ceilings (10,000 – 15,000 USD)

What is changing?

The ratio between patient-share and UNHCR-share in cost-sharing arrangement

- Dependent only on size of the bill
- No difference between severely vulnerable and the rest
- No difference between deliveries and other types of care

Coverage for deliveries only for pre-registered cases (no fast-track allowed)

Stricter follow-up of NICU-cases

No special rules for ER

Eligibility

Conditions eligible for supported referral care:

- Deliveries
- Urgent potentially life threatening conditions
- Urgent conditions that might lead to severe permanent disability

Non-urgent and chronic conditions are normally not eligible for support, but there are exceptions.

Cost Sharing Scheme

First 100 USD paid by patient

All above 100 USD covered by 75%

Beneficiary never pays more than 800 USD (for covered care - UNHCR does still not cover orthopedic implants and when bill exceeds ceiling)

Ceilings:

- 15,000 USD for NICU and burns
- 5,000 USD for CVA
- 10,000 USD for all other cases

Cost Sharing Scheme

Hospital total bill	What refugees paid before 1 st July 2018 (90% coverage)	What refugees paid before 1 st July 2018 (75% coverage)	What refugees will need to pay as of 1 st July 2018
100 USD	10 USD	25 USD	100 USD
200 USD	20 USD	50 USD	125 USD
500 USD	50 USD	125 USD	200 USD
1500 USD	150 USD	375 USD	450 USD
2900 USD	290 USD	725 USD	800 USD
5000 USD	500 USD	1250 USD	800 USD
10000 USD	1000 USD	2500 USD	800 USD
15000 USD	1500 USD	3750 USD	800 USD

Cost Sharing Scheme

Deliveries:

- NVDs patient share: 150-175 USD (depending on hospital)
- C-sections: 225-250 USD (depending on hospital)

Special protection cases:

- Torture cases covered 100%
- SGBV covered 100%
- Severe Acute Malnutrition covered 100%
- Inpatient Psychiatric care covered 90%

Fast Track

The possibility for a refugee not known to UNHCR to become recorded in absentia while admitted at the hospital

Will no longer be available for deliveries

Pregnant women need to approach UNHCR before delivery

Fast Track

Fast track option will remain for urgent life- or limb threatening conditions

This includes urgent complications during pregnancy

This also includes urgent complications associated with delivery that requires care outside of the normal delivery package

Communication plan

During June the changes will be communicated to the refugee community

- Text messages
- Social media
- Outreach volunteers

Implementation

Changes in cost-sharing will be implemented as of 1st of July

Option of fast track will remain until 1st September in order to give enough time for pregnant women to approach UNHCR

Registration centers will provide prioritized recording to pregnant women – the later the pregnancy the faster the appointment

Monitoring

During implementation UNHCR will follow:

- Number of admissions in different hospitals and for different diagnoses
- Number of patients fast-tracked
- Increase in number of refugees needing to pay deposits
- Refugees seeking help in UNHCR centers to pay hospital bills

Survey during fall to explore how beneficiaries coping with new scheme