

Helpful Reminders for the Referral Process

Our primary care providers (PCP) and specialists are essential to the coordination and continuity of care for our members. This Medical Office Notes offers helpful reminders regarding the referral process for Passport Health Plan (Medicaid). **NOTE: Referral forms are not required for Passport Advantage (Medicare) members.**

If You're a PHP PCP ...

All Passport Health Plan (PHP) PCPs are responsible for managing the care of their assigned panel members. This includes directing them to necessary specialty care services as follows:

- **Select network specialty providers** by using the PHP Real-Time Provider Directory on the Plan's web site, www.passporthealthplan.com/providercenter.
- **Complete and issue a referral*** using one of the following methods:
 1. **Online Referrals.** Simply log onto our Secured Services and click "Referral Request."
Note: Although electronic referrals are automatically transmitted to the Plan, we recommend you continue to provide printed copies to members and encourage them to take it to their specialist visit.
 2. **Paper Referrals.** A sample form and submission instructions may be found in the PHP Provider Manual, which is also available on our web site.
Note: Paper referrals must be promptly mailed to the Plan and mailed or faxed to the specialist's office.
- **Call the Plan's Utilization Management Department at 1-800-578-0636 if the necessary service is not available from a participating provider.** All requests for nonparticipating specialists' service must be authorized by the Plan.

*Some services are available for PHP members by self-referral. For a complete list of self-referral services, please see Section 7.1 of the PHP Provider Manual, available at www.passporthealthplan.com.

Please see **page 2** of the *Medical Office Notes* for instructions for specialists.

If You're a PHP Specialist ...

When you receive a PHP member referred for services, remember to:

- **Review the referral form to validate and determine which services have been referred.** Validate the referral by:
 - Logging onto the Secured Services portion of our web site, www.passporthealthplan.com/providercenter, and clicking "Referral Inquiry," or
 - Contacting the PCP's office to verify the referral's completion.
- **Communicate with the PCP regarding the consultation and treatment.** Report to the referring PCP any results from the services you provide, including copies of test results. Please contact the PCP if you intend to provide services in excess of those initially requested, or if the member needs a referral to another specialist.

For Questions ...

If you have questions regarding this communication, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.