

**Passport Advantage
Provider Manual
Section 6.0
Referrals**

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6.0 Referrals

6.1 Referral Process

Passport Advantage's referral requirements are based on the premise that our members are best served with a primary medical home for care and oversight, where the PCP is responsible for coordinating the member's health care.

Members must receive a referral from their PCP when they see most specialists or when they go to an Urgent Care Center. Referrals are required for urgent care centers EXCEPT: Saturday, Sunday, a national holiday, or a weekday after 4 p.m.

A referral is NOT an authorization and is not used interchangeably. The specialist must be participating with Passport Advantage. If a referral is made to a non-participating provider, an authorization is required and the PCP should verify that the specialist accepts Passport Advantage.

The referral form must be complete and all fields marked. Incomplete forms will not be processed. Information that is required on the referral includes:

- Member Demographics; AND
- PCP and Specialist Demographics; AND
- Referral Time Span
 - Referrals for consultation, diagnostic studies and treatment valid for a time span indicated by the referring provider (three, six, nine, or 12 months) with unlimited visits within a specified date range; OR
 - Referrals for consultation, diagnostic studies, and treatment valid for a specific number of visits within a specified date range; OR
- Consultation only allowing for one visit; OR
- Referral for transplant treatment; unlimited visits allowed per referral; OR
- Referral to Urgent Care Center; referral may be issued within 5 business days of the service; AND
- PCP signature and date of referral

Passport Advantage members have the right to a second opinion. If the member requests a second opinion, the PCP should complete a referral to a participating specialist. If there is not a specialist within the network, the PCP can request an authorization to a non-participating specialist by calling Passport Advantage's Utilization Management department.

Occasionally, a referral will be made following a telephone conversation between the member and the PCP who determines the need for specialty care. When a verbal referral is made, it is the PCP's responsibility to follow up with the referral document. Members should not obtain a referral to a specialist when the PCP can perform the services.

Referrals are to be faxed to Passport Advantage at 502-212-6910 OR emailed to:

PADReferrals@passporthealthplan.com. The PCPs should print three copies of the referral and distribute as follows:

- Specialist copy (to be sent with member or mailed to a specialist)
- Member's copy
- PCP's copy (to be placed in member's chart)

6.2 Member Self-Referral (Direct Access)

There are a number of Direct Access provider types covered by Passport Advantage for which members can make appointments to a participating specialist without referrals from their PCP. These include:

- OB / GYN
- Chiropractic care
- Orthopedist
- Oncologist
- Mental health care providers
- Substance abuse providers
- Some vision care services, including diabetic retinal exams and the fitting of eyeglasses provided by ophthalmologists, optometrists, and opticians.
- Routine dental services and oral surgery services and evaluations by orthodontists and prosthodontists
- WINGS Clinic
- Specialist to test for HIV, HIV-related conditions, TB and other communicable diseases

Additional services which do not require referral:

- Flu shots, Hepatitis B vaccinations, and pneumonia vaccinations
- Kidney dialysis services at a Medicare-certified dialysis facility

6.3 Referral for Urgent Care

A PCP referral is required for all urgent care visits except as indicated below:

- Saturday and Sunday
- A national holiday
- Weekday after 4 p.m.

The referral can be submitted prior to or within 5 business days of the service.