



PacifiCare Health Watch

What is a Referral?

Referrals to Specialists

The Primary Care Physician you have selected will coordinate your health care needs:

- If your Primary Care Physician determines you need to see a specialist, he or she will make an appropriate specialist referral.
- Your Primary Care Physician will recommend the number of specialist visits you require and will provide you with any other special instructions.

This referral may also be reviewed by the Primary Medical Group's Utilization Review/Patient Care Committee. For more information regarding the role of the Utilization Review/Patient Care Committee, please refer to the definitions section of your member materials. A Utilization Review/Patient Care Committee meets on a regular basis as determined by membership needs, special requests or issues and the number of authorization or referral requests to be addressed. Decisions may be made outside of a formal committee meeting to assure a timely response to emergency or urgent requests.

Express Referrals^{SM*}

Thanks to PacifiCare's Express ReferralsSM program, you don't have to wait to see a specialist. PacifiCare's Express ReferralsSM program is available through a select network of Participating or Contracting Medical Groups for selected specialties. With Express ReferralsSM, your Primary Care Physician

decides when a specialist should be consulted – no further authorization is required. For a list of Participating or Contracting Medical Groups offering Express ReferralsSM, please contact PacifiCare's Customer Service department, refer to your PacifiCare HMO/MCO *Provider Directory* or visit our Web site at www.pacificare.com.

Referral Notification and Decisions

Your Participating or Contracting Medical Group will notify you of an authorization for referral by telephone or in writing. You will be notified of any denials in writing. The denial notification you receive will also outline your right to appeal the denial. Please refer to your member materials for additional information, including a complete description of the Appeals Process. PacifiCare and your Participating or Contracting Medical Group work together to provide access to the services your Primary Care Physician recommends. The practice of denying requests or keeping you from receiving the care you need to maintain your health is not rewarded or acceptable to PacifiCare or our providers. The decision to authorize or deny a referral is made only by qualified individuals based on the medical appropriateness of the service being requested.

**Available to Arizona, California and San Antonio, Texas members only.*

Questions?

Call the

Customer

Service

department

toll-free at

1-800-531-3341.