



MEMORANDUM

DATE: December 21, 2016

TO: Preferred Care Partners Participating Primary Care & Specialty Providers Palm Beach

FROM: Network Management Services

RE: 2017 Simple Referral Process

Friendly Reminder!! Preferred Care Partners members participating in the **Preferred Choice Palm Beach (H1045 PBP#037 HMO) & Preferred Medicare Assist Palm Beach (H1045 PBP#038 HMO/SNP)** need a referral from their Primary Care Providers to see most participating specialists. Preferred Care Partner's Simple Referral Process is a tool to help Primary Care Providers better coordinate patient care.

Enclosed please find the updated Simple Referral Document that provides more in depth information regarding this enhanced process.

Should you require further clarification or additional training please contact your Provider Representative or Network Management Service at 1-877-670-8432.

Sincerely,

Network Management Services



SIMPLE REFERRAL PROCESS FOR PALM BEACH COUNTY

The Simple Referral Process is a tool to help primary care physicians better coordinate your patient's care.

About the referral program:

- Referrals are necessary for most participating specialists*. Requests for non-participating providers will need prior authorization from the health plan
- You can request a referral for one or multiple visits
- The referral is good for the number of visits approved, valid for 6 months from the date issued
- No supporting documentation is needed for referrals to specialists
- Requests for referrals must be submitted through our online provider portal at UnitedHealthcareOnline.com beginning 1/1/2017
- Online registration is required for access at UnitedHealthcareOnline.com
- Upon submitting a referral request, the system automatically generates the referral number to be printed
- For member convenience, you can also provide members with a copy of the referral confirmation
- Specialist will have the ability to view referral via UHC portal
- For additional questions call us at (877) 670-8432 or email us at NMS@uhcsouthflorida.com

**** The following specialty types require a referral from the Primary Care Physician:***

Allergy & Immunology	Gastroenterology	Orthopedic
Cardiology	General Surgery	Plastic Surgery
Cardiothoracic Surgery	Hematology & Oncology	Pulmonology
Colon Rectal Surgery	Infectious Disease	Rheumatology
Dermatology	Nephrology	Urology
Endocrinology	Neurology	Vascular Surgery
ENT / Otolaryngology	Neuro Surgery	

Any Specialty type not listed above will not require a referral.

Provider Communication - Not for distribution to retirees or beneficiaries