



# IMPORTANT CHANGE IN PROVIDER PROTOCOLS EFFECTIVE JANUARY 1, 2011

## For Participating Primary Care Physicians and Office Staff

**Medical Home.** PUP is committed to improving the health and well-being of our Members. PUP Members select a PCP whose practice serves as the Member's Medical Home. You, as the PCP, have comprehensive knowledge of the patient's medical condition and should provide information to and facilitate referrals to specialty physicians that need to be involved in your patient's health care.

**Mandatory PCP Referral Requirement.** Before seeking care from a specialty physician, a PUP Member must obtain a referral from his or her PCP. If additional services from a specialty physician are needed, the PCP will coordinate a referral to the appropriate specialist. This leads to better access to care and improved health, and ensures all providers participating in the Member's health care are informed and working together in a coordinated way to meet the Member's needs.

**Easy Referral Submission Options.** PCPs may submit referrals to PUP either online via Availity or via facsimile. When using Availity, PCPs can easily submit referrals to PUP and view those referrals online. Specialists can then access Availity directly for referral confirmation. **Referrals will be issued to participating in-network specialists only.**

<b>Online Submission at <a href="http://www.availity.com">www.availity.com</a></b>
•Referral Number provided immediately.

or

<b>Fax Referral Form to 1-866-440-4628</b>
•Referral Number provided within three (3) business days.

### FAQs

**Who can submit a referral?** PCPs only. Specialists cannot submit referrals.

**Can I obtain an urgent or stat referral if I do not have internet access?** Yes, by calling 1-866-773-1072.

**Do all services require a referral?** No, there are some exceptions, such as emergency care, urgent care center services, hospital-based physician services, podiatric care, chiropractic\* care, optometry/ophthalmology\* care, etc. For detailed information, refer to the Provider page of [www.UaskPUP.com](http://www.UaskPUP.com).

**What does a referral cover?** All services rendered by a participating specialist in their office (POS 11) **except services requiring prior authorization.** For detailed information, refer to the Provider page of [www.UaskPUP.com](http://www.UaskPUP.com).

**How many visits are covered by the referral and for what time period?** The referral covers up to 3 visits and is valid for 90 days from the date of request. Members must return to the PCP to determine the need for additional visits.

**How do I submit a referral?** A PCP submits a referral using one of the options above. You must include the specialist's NPI or Provider ID number. Once a referral number is generated by

Availity or PUP, this referral number is communicated by the PCP to the specialist. Specialty claims submitted without a proper referral number will be denied.

**Can a PUP Member be seen by a specialist without a referral?** No, a referral is required for payment of services rendered by the specialist. A referral must be issued prior to seeking care with a specialist.

**When do I submit a Prior Authorization Request (PAR) instead of a Referral?** A Prior Authorization Request is used for:

- specialty services requiring more than 3 visits
- retrospective referral requests
- referring a Member to a non-participating specialist or
- services / procedures on the Prior Authorization List.

**Can a specialist submit PAR?** Yes; however, the specialist must ensure that you, as the PCP, are aware of specialist's requested services.

**How can a PCP track PARs?** PUP offers secure online access to view PARs through EZNET.

**Where can I obtain additional information or training?** Call PUP Provider Relations at 866-427-9152, option 4.

\*Chiropractor, optometrist, ophthalmologist and psychiatric processes still apply through applicable networks.