



IMPORTANT CHANGE IN PROVIDER PROTOCOLS EFFECTIVE JANUARY 1, 2011

For Participating Specialists 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. The PCP has comprehensive knowledge of the Member's medical condition and provides information to and facilitates referrals to specialty physicians that need to be involved in the Member's health care. As a specialty physician, you should work closely with and provide information to the Member's PCP in a coordinated manner.

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. If during that referred visit you identify a need for a service that appears on the PUP Prior Authorization List, you can submit a Prior Authorization Request to PUP; however, you must coordinate this request with the Member's PCP. This approach leads to better access to care and improved health, and ensures all providers participating in the Member's healthcare are informed and working together in a coordinated way to meet Member's needs. **NOTE: Claims submitted without a proper referral number will be denied.**

Easy Referral Confirmation Process. As a specialist, you can obtain referral confirmation via:

- **On-line functionality** – use Availity to view referrals online and obtain the referral number for claim submission. You can register with Availity at www.availity.com/providers or call 1-800-282-4548.
- **Facsimile** - faxed PCP referral submissions will be communicated to both PCP and Specialist via fax from PUP. We are working with Availity to include these referrals online in the future.

FAQs

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

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. The Member's PCP will issue a referral for either consultation only or evaluation and treatment, with a maximum of 3 visits per referral.

When is a Prior Authorization Request used instead of a Referral? A Prior Authorization Request is used for:

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

How long is the referral valid?

The referral is valid for up to 90 days from the date of request. Members must return to the PCP for additional visits.

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

Can a PUP Member be seen by a specialist without a referral? No. A referral is required for payment of services. PUP Members must obtain a referral **before** seeking care from a specialist.

What if the Member requires the services of another specialist? The Member must return to his or her PCP for further coordination of needed care. **specialist to specialist referrals are not permitted.**

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* services, etc. For detailed information, refer to the Provider page of www.UaskPUP.com

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