

SUMMARY OF REFERRAL PROVIDER DUTIES

Primary Care Physicians (PCPs) act as case managers by providing all basic medical services and coordinating other medically necessary care for their assigned members. If the services of a Referral Provider are required, the PCP will initiate the referral by utilizing a Referral Authorization Form (RAF). In general, a Referral Provider must have an approved RAF and the dates of service for that member must fall within the referral's designated date spans. A prescription may be used in lieu of a RAF for physical, occupational, and speech therapists, DME providers, and pharmacies. Referral Providers can find a list of services that are exempt from the referral requirement in the provider manual titled "When RAFs Are Not Required".

As eligibility may change monthly, prior to rendering services the Referral Provider must verify the member's eligibility. An approved RAF does not guarantee eligibility. If the member is eligible, but the Referral Provider has not yet received a RAF, the Referral Provider should contact the PCP for referral authorization prior to rendering any service, except in cases when referrals are not necessary or are of an emergent or urgent matter. If the Referral Provider has received a RAF from the member's PCP, but has not received notification from CenCal Health indicating the status of the RAF, the Referral Provider should contact CenCal Health's Provider Services Department at 805.562.1676 to ensure that CenCal Health has received the RAF. If the Referral Provider has received a RAF that has been deferred, the Referral Provider should wait to render services until an approval is received. CenCal Health will not reimburse the Referral Provider if he/she renders service to a non-eligible Member or does not have an approved RAF.

The Referral Provider may render all medically necessary services within their scope of care, unless otherwise restricted by the RAF. If treatment is required beyond the timeframe or level of care indicated on the current approved RAF, the PCP will need to complete another RAF for treatment outside of the designated date span. RAFs may be issued over an extended period and PCPs may issue a standing referral to a specialist, depending upon the circumstances. For coordination of care, the Referral Provider should keep the PCP advised of the course, likely duration, and prognosis of the condition.