

# # 11

Associates In Internal Medicine, P.C.

## How Patient/Specialist Should Obtain Referral Information

Dear Patients/Specialist,

As you are aware, Managed Care Patients must obtain a referral number before scheduling an appointment with a specialist. Insurance companies do not allow PCP's to backdate referrals and it has always been our office policy that referrals must be obtained before you see a specialist. Often, your PCP will want to exam you before authorizing a referral. If your referral request is approved by your PCP, our referral coordinators have 24 to 72 business hours to process an authorization. The 24 to 72 business hours start upon receipt of your PCP's approval written instructions to process a referral. If your request is denied, you will be contacted the same day we receive your request. The Insurance companies have now made it very easy for both the patient and specialist to obtain the authorization information once the PCP has processed the authorization. The following are the methods of which you should obtain the information.

### Oxford PATIENTS:

1. Patients can and should be obtaining the referral information by either calling 800-444-6222 or by logging on to [www.oxfordhealth.com](http://www.oxfordhealth.com). Using the website is the better option.

#### INSTRUCTIONS FOR CALLING FOR PATIENTS:

- Dial 800-444-6222
  - Press 1
  - Press 4
  - **DO NOT SELECT ANY OF THE OPTIONS OFFERED AFTER PRESSING 4. Hold for the Oxford Representative. Ask for referral information processed within the last week. The operator can give you the referral#, amount of visits authorized, name/telephone#/address of the specialist you were authorized to see.**
2. Oxford Specialists should be either calling 800-666-1353 or logging on to the Oxford web-address [www.oxfordhealth.com](http://www.oxfordhealth.com). Oxford also offers the specialist the option to have all authorization faxed to them. In order to have the authorization faxed to them, they need to contact their Oxford Representative and provide their fax number and authorization to have this done on a daily basis. Please do not call our office for referral information unless you have tried these methods and it's more than 72 business hours.
  3. Blue Cross/Blue Shield - Our referral coordinator will call Blue Cross/Blue Shield patients' with an authorization number. There are NO PAPER REFERRALS issued from this office. HIPAA Regulation required medical facilities to be completely electronic, paperless. Therefore an electronic authorization number is generated and communicated to the patient.