

Snyder Hopkins Family Medicine Center
HMO referral information

As you likely already know, you have an HMO insurance policy. This type of policy requires that your PCP send referrals to all specialists.

1. **We must have a recent visit within 6months for ALL HMO referrals.** This visit must include all medical issues for each specialty referral. Sometimes your insurance requests medical records in order to approve the referral. If you develop a new problem AFTER a visit and this new problem requires a referral, you will need another visit to document why we need to make this new referral in your chart.
2. **Referrals take 2-3 days to complete.** Please make sure you give us plenty of notice to make sure all the paperwork is completed so your visits are covered. IF YOU SEE A SPECIALIST WITHOUT THE PROPER REFERRAL YOU MAY BE CHARGED FOR THE VISIT. We cannot guarantee urgent referrals as we have no control over how long it takes to get one approved and process the paperwork. If you do not give us proper notice to complete a referral, you may have to reschedule with the specialist to avoid the visit not being covered.
3. **Please understand that these referrals can be very time consuming.** Once a referral has been made for one diagnosis, we cannot easily change to a different doctor or provider, even in the same office. EACH provider requires a SEPARATE referral. It is not uncommon for staff to spend 3-4 hours on the phone per referral. ***Because of this, we cannot change specialists after the referral has been completed. If you desire to be referred to a different provider in the same specialty, you must schedule an appointment at our office to discuss.*** For your convenience, these follow up visits can usually be done by video if you have coverage for telehealth on your plan.
4. We always do our best to verify that the specialist's office is in your network. BUT, **It is also important for you to verify with the specialty office that they are in your HMO insurance network and that you are scheduled with the provider ON THE REFERRAL** otherwise your appointment may not be covered. Sometimes offices will change you to a different provider at the last minute. These visits MAY NOT be covered.
5. We do our best to find a doctor in your network for you; however, for difficult to locate specialists we may ask your assistance in contacting your plan and identifying an in-network provider. If you have already identified a specialist, we will need their name, location and NPI number to do a referral.
6. Please contact the office if you have any questions or concerns.

Name: _____ Date: _____

I have received the policy on HMO referrals. I understand I must have a current appointment for each complaint requiring a referral. I understand that referrals take at least 2-3 days to complete and that emergent referrals may not be completed in time for the visit to be properly authorized. I understand that if I change to a new provider after the original referral has been done, I may be asked to complete a visit to document reasons for the change in providers. I also understand that it is ultimately my responsibility to make sure a specialist is in the network and that a referral is completed with the correct specialist so that visits will be covered.

Signature: _____