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Chesterfield, MO 63017

January 22, 2018

Dear Provider:

Effective **April 1, 2018**, Allwell from Home State Health will require an active referral from the **Primary Care Physician (PCP)** for members prior to seeing an in-network specialist in one of the following specialty areas:

- Cardiology
- Gastroenterology
- Orthopedic Surgery
- Dermatology
- Rheumatology

Referrals can be submitted via the Provider Portal, Fax or Phone. Any member seeking care from an out-of-network primary or specialty care provider will continue to require Prior Authorization, which is subject to Medical Necessity review.

As a participating PCP and/or Specialist in the Allwell from Home State Health Network, it is important you understand the requirements for both the Referral and Prior Authorization processes to ensure your patients do not experience any disruption in care, and claims are paid in a timely and accurate manner. Please see the Referral Process outlined below for more detail.

Allwell from Home State Health will be hosting several educational Webinars in March 2018 to review this process for all interested providers and office staff.

Allwell from Home State Health's Referral Process

Allwell from Home State Health utilizes both Referrals and Prior Authorizations to help manage member care delivery.

Prior Authorization - or pre-certification is required prior to a member receiving a service or procedure.

- All services and procedures provided by an out-of-network provider require Prior Authorization.
- Some covered services and procedures require a Prior Authorization and are required even if the service is provided by an in network provider. Providers can access the Prior Authorization Tool at www.Allwell.HomeStateHealth.com to check which services require a Prior Authorization.

Referral –approval required prior to a member seeing a specific in-network specialty provider.

- Referrals are required for any in-network specialist associated with Cardiology, Gastroenterology, Orthopedic Surgery, Dermatology, Rheumatology.

Referral Submission:

- Referrals can only be submitted by a PCP.
- Referrals can be submitted via phone, fax or web portal.
- Referrals will cover the member’s office visits to the specialist indicated on the referral. If additional services or procedures are required following the office visit, providers should utilize the Prior Authorization Tool located on Allwell from Home State Health’s Provider website to determine whether the needed procedure is covered or requires Prior Authorization before proceeding.
 - If a procedure does require Prior Authorization, providers may submit the authorization request via the Provider Portal, phone, or fax.
 - If a covered procedure does not require Prior Authorization, no additional documentation is needed before providing care.
- Referral will cover unlimited visits for one calendar year from the date of submission.
- Payment will be denied for any claims submitted by one of the above listed specialty types if there is not an active referral in place during the date of service.
- A referral cannot be submitted for an out-of-network specialist.

If you are a Participating Specialist

- You can check the status of a patient’s referral by logging onto the Provider Web Portal before you provide a service to a member.
- Claims from any of the above listed specialty types will be denied without an active referral in place.
- If a member does not have a referral in place, you must contact the member’s PCP to submit the referral.
- You cannot make or submit a referral to another specialist regardless of specialty type.

If you are a Participating PCP

- You are responsible for managing the care for your patients, including the care provided by other clinicians.
- You are responsible for submitting referrals for your patients if care from one of the five specialty types listed above is needed.

Allwell from Home State Health appreciates your participation in the Allwell product and the care you provide to our member every day. If you have any questions or concerns please contact us at 1-855-766-1452.

Thank you,

Allwell from Home State Health