

About Prior Authorizations and Referrals

Medical Care Services with
Community Health Plan of Washington

Including:

Referrals by providers

Prior authorizations by Community Health Plan

Which services require a prior authorization?

How to Get More Information

UPDATED December 9, 2011

Contact Information

Medical Care Services with Community Health Plan of Washington

Community Health Plan Contacts

CUSTOMER SERVICE

Hours Monday-Friday 8:00 am – 5:00 pm

Voice 1-800-440-1561 toll free

TTY TTY Relay: Dial 7-1-1

Email customer care@chpw.org

OFFICE PHONE 206-521-8830 voice

WEB www.chpw.org

MAILING ADDRESS

Community Health Plan of Washington
720 Olive Way, Suite 300
Seattle, WA 98101-1830

FIND PROVIDERS

- Visit the Provider Directory Search online: On the Community Health Plan web site (www.chpw.org), click the Providers tab.
- Contact the Community Health Plan customer service team.

FREE 24-HOUR NURSE ADVICE LINE

Voice 1-866-418-1002 toll free

TTY 1-866-418-1006 toll free

Contacts Outside Community Health Plan

Medical Care Services (Medicaid)

Web hrsa.dshs.wa.gov/mcs/index.shtml

Medicaid customer service phone

- **Voice 1-800-562-3022**
- **TTY** TTY Relay: Dial 7-1-1.

WASHINGTON STATE

To learn about your rights under the law, call the **Washington State Office of the Insurance Commissioner**: 1-800-562-6900.

If you have a problem or concern, call the **Washington State Department of Health Consumer Hotline**: 1-800-525-0127.

Table of Contents

SEE ALSO	4
About Prior Authorizations and Referrals.....	4
What Is a Referral?	5
When Do I Need to Get a Referral?	5
What Is a Prior Authorization?	6
When Do I Need to Get a Prior Authorization?	6
Prior Authorization List	6
HOW TO GET MORE INFORMATION	8

SEE ALSO

For more information about your benefits, look for these topics online or download a PDF from chpw.org: Click the Our Plans tab and then select Medical Care Services. If you want printed information to be sent to you, please contact Community Health Plan customer service. (See "How to Get More Information.")

- "Your Medical Benefits"
- "Prescription Drug Services"

About Prior Authorizations and Referrals

Community Health Plan of Washington is a managed care health plan. This means that your primary care provider (PCP) and the Plan coordinate all of your care. You need to get services, drugs, equipment, and supplies from your PCP or another provider in our network.

For some services, drugs, and supplies you need to get a prior authorization. You may also need a referral from your PCP to see some other providers.

Most medically necessary specialist services are covered by your plan. Talk to your PCP, who may submit a referral to an in-network provider or submit a referral to an out-of-network provider if an in-network provider is not available. Some services, whether from an in-network or out-of-network provider, require a prior authorization as well.

To see a list of participating providers and specialists, including their location, languages spoken, and availability:

- Visit the Community Health Plan of Washington website at www.chpw.org. Click the Providers tab and then select the type of search you want. To get a printed report or have someone search for you, contact our customer service team.
- Contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customer care@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

A referral from your PCP is not the same as a prior authorization. For more information and to avoid charges you might have to pay for yourself, please see "What Is a Referral?" and "What Is a Prior Authorization?"

To make sure you don't get a bill you're not expecting, please read these notes carefully:

- In most cases, if Community Health Plan does not approve a referral to a provider outside our network before you see the provider, **the Plan will not pay for the service.**
- If you get a service on the Prior Authorization List without getting the authorization first, **the Plan will not pay for it.** This may include other services related to a service you got that was not authorized.

- To make sure you have the most current list of what requires approval before the service and to avoid charges you don't expect, **always ask your PCP or call our customer service team before you get a service or supplies.** Contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, call TTY Relay: Dial 7-1-1.

What Is a Referral?

A *referral* is when one provider sends a patient to another provider, usually a specialist, for diagnosis and treatment. Before you see a specialist or another provider, talk to your primary care provider.

A referral is good only until the end of the period okayed by Community Health Plan.

If you have a complicated or serious medical problem, you have the right to a referral that lasts for a longer period of time than a regular referral. This is called an *extended (or standing) referral*. An extended referral, like a regular referral, is good only until the end of the period okayed by Community Health Plan.

To get a referral, you must talk to your PCP. Your PCP will tell us:

- Which provider the PCP refers you to.
- The length of time and number of visits your PCP says you may use the provider's services.

When Do I Need to Get a Referral?

Except in emergency care, if you get services or treatment from a provider outside our network without first getting a referral from your PCP, the Plan will not pay for it.

To see a list of participating providers and specialists, including their location, languages spoken, and availability:

- Visit the Community Health Plan of Washington website at www.chpw.org. Click the Providers tab and then select the type of search you want. To get a printed report or have someone search for you, contact our customer service team.
- Phone the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

You **do not** need your PCP's referral for:

- Emergency services, which also do not require a prior authorization.
- Routine and preventive women's health care services by providers in the Community Health Plan network, regardless of diagnoses.
- Family planning services and sexually transmitted disease screening and treatment services provided at family planning facilities such as Planned Parenthood or your local Public Health Department.

- Immunizations provided by your local Public Health Department.
- HIV screening and tuberculosis screening and follow-up at your local Public Health Department.

X

For more information about your benefits:

- See "Medical Care Services Benefit Table" or visit our website, www.chpw.org.
- Contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

What Is a Prior Authorization?

Community Health Plan must approve some services, supplies, or equipment before the service, supply, or equipment is provided. Community Health Plan must also approve some drugs before you get them.

A prior authorization is an approval by Community Health Plan of a procedure or other service on the Prior Authorization List. The Plan decides whether these procedures or services meet the standard of medical necessity. If you get such a procedure or service without a prior authorization from the Plan, the Plan might not pay for it.

When Do I Need to Get a Prior Authorization?

You will need an authorization by Community Health Plan before you get the services listed in the Prior Authorization List. If you get a treatment that is not covered or get a service that requires approval before you get the authorization, the Plan will not pay for it. It is best to talk to your PCP before you get nonemergency services or supplies.

Prior Authorization List

The drugs, equipment, services, and supplies on the Prior Authorization List must be reviewed for medical necessity and approved by Community Health Plan before you get the drugs, equipment, services, or supplies. Otherwise, Community Health Plan will not pay for them. If a service is not listed, it might not be a Community Health Plan covered benefit.

The Prior Authorization List includes many of the common services you might need. It provides a guideline to which services, drugs, supplies, and equipment require a prior authorization, but it might not include every service and every detail about a service. It also can change as state regulations change, as services available from our providers change, and as medicine itself advances.

For more detailed information about a specific service, drug, or equipment:

- See Medical Care Services Benefit Table or visit our website, www.chpw.org.
- Contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

To see the most current Prior Authorization List:

- Visit the Community Health Plan website, www.chpw.org. Click the Services tab and then select Patient Safety. Click the link to the Prior Authorization List. You can also download a PDF of the list to print and read.
- If you want a printed Prior Authorization List sent to you, please contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customercare@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.

HOW TO GET MORE INFORMATION

You can learn more about Medical Care Services, about Community Health Plan of Washington, and about how to use your plan.

We send you information:

We send you printed information when you become a member, annually during the time you are a member, and at other times to make sure you get the most out of your health care.

You can request printed information:

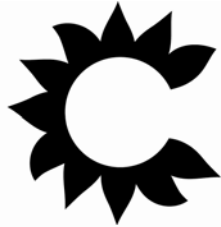
This packet includes a postcard to order printed information about specific topics or a booklet that includes all of your member information. You can get this information anytime you want it.

You can request information in another language or another format:

You can also ask us to translate the information into the language you prefer to read. If your vision is impaired or you have difficulty reading, we can read the information to you.

To get more information about your plan:

- The *How to Find Important Information* sheet enclosed in this package lists information available to you and tells you how to find the information or get a printed copy sent to you.
- To find a provider, pharmacy, clinic, or hospital, visit the Community Health Plan of Washington website at www.chpw.org. Click the Providers tab and select the type of search you want. To get a printed report or have someone search for you, contact our customer service team. (Contact information below.)
- You can also search our formulary (approved drug list) to find out if your prescription is covered. Visit our website, www.chpw.org. Click the Providers tab and select Formulary Search. To get a printed report or have someone search for you, please contact our customer service team. (Contact information below.)
- Contact the Community Health Plan customer service team at 1-800-440-1561, Monday through Friday from 8:00 am to 5:00 pm, or email customer care@chpw.org. If you are hearing or speech impaired, please call TTY Relay: Dial 7-1-1.



**COMMUNITY
HEALTH PLAN**
of Washington™

Committed to your health.™

