

Requesting a Referral from Your Primary Care Physician (PCP) & Process for Prior Authorization



Humana Healthy Horizons® in Florida is here to help you better access care and support your overall health and well-being. This flyer explains how to get a referral and outlines the prior authorization process.

What is a Referral?

Your Primary Care Provider (PCP) is your main doctor. They give you routine care, like checkups and help when you are sick. Sometimes, you may need a different doctor for special health problems, injuries, or illnesses. If you need tests or to see a specialist, your PCP will help you get this care. **This is called a referral.**

How to Get a Referral

- Your regular doctor will usually give you a referral during your visit if you need to see another doctor/specialist.
- You **cannot** ask for a referral over the phone. You **must** see your PCP at their office.

Services You Don't Need a Referral for

PCP referrals are not required for the following:

- OB/GYN services
- Certain pediatric services related to testing, treating, or screening for conditions such as Early Intervention Services (EIS), EPSDT (Early Periodic Screening Diagnosis, and Treatment)
- Behavioral Health Services such as:
 - Always feeling sad
 - Not feeling like eating
 - Not wanting to do the things that you used to enjoy
 - Alcohol or drug abuse
 - Feeling worthless
 - Trouble in your marriage
 - Having trouble sleeping
 - Parenting concerns

A referral may be required for mammogram screening and colorectal cancer screening.

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After You Get a Referral

- Make an appointment with the specialist or for any tests you may need
- After your visit or tests, the results are shared with your PCP

Do I need to pay when I see a Specialist?

Humana Healthy Horizons will pay for care you receive from a specialist. However, in most cases, if you see a specialist without a referral, you may have to pay for the care. If you need care from a specialist that isn't in our plan, ask your PCP for help.

How Prior Authorization Works (Outpatient only)

Before you get a service or go to a health care appointment, we must make sure you need the service and that it is medically right for you. This is called **prior authorization**.

Here is what happens when prior authorization is needed:

- Your PCP contacts us to ask for a service or supply they believe you need.
- We look at your health information and review details from your doctor or other health care providers. We may ask more questions if we need them.
- We make a decision and let your doctor know. We use rules from AHCA (Florida Agency for Health Care Administration) to make these decisions.
 - Two (2) calendar days following receipt of request for expedited (urgent) prior authorization requests
 - Four (4) calendar days following receipt of request for standard (non-urgent) prior authorization requests
- If the service is not approved, you and your doctor will get a letter that explains the reason.
- If you disagree with the decision, you or your doctor can ask for a review, called an appeal.

Prior authorization is done to make sure that you need the service and that it is medically right for you. Check your Member Handbook to see which services need prior authorization.

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If you need reasonable modifications, appropriate auxiliary aids, or language assistance services contact **800-477-6931 (TTY: 711)**, Monday through Friday, from 8 a.m. to 8 p.m., Eastern time. If you believe that Humana, Inc. has not provided these services or you feel you have experienced discrimination, you can file a grievance in person or by mail, or email with Humana Inc.'s Non-Discrimination Coordinator at P.O. Box 14618, Lexington, KY 40512-4618, **800-477-6931 (TTY: 711)**, or **accessibility@humana.com**. If you need help filing a grievance, Humana Inc.'s Non-Discrimination Coordinator can help you.

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F, HHH Building Washington, D.C. 20201. **800-368-1019, 800-537-7697 (TDD)**.

Auxiliary aids and services, free of charge, are available to you. **800-477-6931 (TTY: 711)**, Monday through Friday, from 8:00 a.m. to 8:00 p.m., Eastern time.

English: Call the number above to receive free language assistance services.

Español (Spanish): Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

French Creole (Haitian Creole): Kreyòl Ayisyen (French Creole) Rele nimewo ki e dike anwo a pou resevwa sèvis éd gratis nan lang.

This notice is available at **Humana.com/FloridaAccessibility**.

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

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Français (French): Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

Italiano (Italian): Chiamare il numero sopra indicato per ricevere servizi di assistenza linguistica gratuiti.

Русский (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

Tiếng Việt (Vietnamese): Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

Português (Portuguese): Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

繁體中文 (Chinese): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, należy zadzwonić pod wyżej podany numer.

ગુજરાતી (Gujarati): મફત ભાષા સહાય સેવાઓ મેળવવા માટે ઉપર આપેલા નંબર પર કૌલ કરો.

ภาษาไทย (Thai): โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี