

<place your practice logo here>

How Referrals Work

A resource for members of Blue Cross Blue Shield of Massachusetts

When your doctor sends you to another health care provider for treatment, that's a referral. Blue Cross requires all HMO health plan members get a referral for certain services before they will cover them.

Does your health plan require a referral? Find out at bluecrossma.com/myblue or call Member Service at the number on your ID card.

Why do I have to check with my primary care provider before seeing a specialist?

Your primary care provider knows your history and overall health, so they're best qualified to help you decide if you should see a specialist. Even if your health plan doesn't require a referral, your doctor may want to evaluate your care needs *before* you see a specialist to coordinate your care better. We're committed to making sure you get the right care, at the right time, in the right setting—especially if you need to see a specialist.

How do I request a referral?

Contact your primary care provider's office to discuss your health situation. Together, you can decide if you need to see a specialist. If you do, your doctor will help you choose the most appropriate health care professional for the care you need. Be sure to have this conversation before you visit a specialist. If you see a specialist without a referral, you may be responsible for the entire bill (not just the copayment or deductible).

Where will I be referred for services and specialties?

Here at <insert your group name here>, we rely on a trusted network that includes a wide range of specialists to carry out your treatment plan. By referring you to specialists we know well, you, your specialist, and our group can work together to ensure you get high-quality, timely, and effective care.

It's very important to always discuss your clinical condition and concerns with your primary care provider to determine if you need to see a specialist, and which doctor is best for you.

Are there times when I don't need a referral?

Certain services don't require a referral. For more information, please visit bluecrossma.com/myblue. The following services are just a few examples that don't require a referral:

- Emergency care
- Urgent care
- Annual gynecological exam

*Always call our office to let us know about your emergency room visit so we can help with your follow-up care.

Questions?

If you have any questions about referrals, please call Member Service at the number on your ID card or visit bluecrossma.com/myblue for more information.