



GUIDE TO HEALTH CHOICE ARIZONA REFERRAL PROGRAM EFFECTIVE OCTOBER 1, 2016

FAQ: WHAT IS THE DIFFERENCE BETWEEN A REFERRAL AND A PRIOR AUTHORIZATION?

- A referral is a request for a patient to see a specialist for a service, made by a provider on the patient's behalf. Specialist services that require a referral are listed in the box below.
- A prior authorization is a request for a patient to obtain a service or procedure, made by a provider on the patient's behalf. Prior authorization requirements are outlined in our prior authorization grid available at <http://healthchoiceaz.com/providers>.

FAQ: WHAT HEALTH CHOICE ARIZONA SPECIALIST TYPES REQUIRE A REFERRAL?

- Specialists providing HIV treatments.
- Specialists providing Hepatitis C-related services, including hepatologists, gastroenterologists, infectious disease specialists, or generalists who are trained and certified to provide treatments.
- Hematologists and oncologists for cancer diagnosis and treatments.
- Specialists providing cardiology, rheumatology, orthopedics, cardiovascular thoracic surgical treatments and neurology for patients age 0-20.

FAQ: HOW DO I SUBMIT A REFERRAL?

- Health Choice Arizona's referral form is available at <http://healthchoiceaz.com/providers>. Please note: our referral form is different from our prior authorization form.
- The form will require you to fill out:
 - Name of the specialty provider to whom the member is being referred.
 - Specialty of the provider to whom the member is being referred.
 - Location of the specialty provider's office.
 - Patient indication prompting referral.
 - Referring providers name and facility.
 - Standard (72 hours) or expedited (14 hours) response request. We ask that you carefully consider a request for expedition to ensure we are able to appropriately prioritize requests based on member need.
- Please note that clinical documentation is not required to submit the referral.
- Fax the referral to 855-432-2494 or 480-800-6703.
- A notice of response will be faxed back to the requesting provider's office.

NOTE: REFERRALS ARE GOOD FOR ONE (1) YEAR UPON RECEIPT OF NOTICE.

FAQ: WHY DOES HEALTH CHOICE ARIZONA REQUIRE A REFERRAL FOR THESE SERVICES?

- Referrals allow Health Choice Arizona to identify early and better coordinate care for our members who may need specialty treatments and additional support. Our streamlined referral process does not require providers to submit clinical documentation to defend the indication prompting the referral.