

Your provider has referred you to a Specialist. Here's what you can expect and what to do next:

COMMUNITYCARE WILL...

THE COMMUNITYCARE REFERRALS DEPARTMENT WILL:

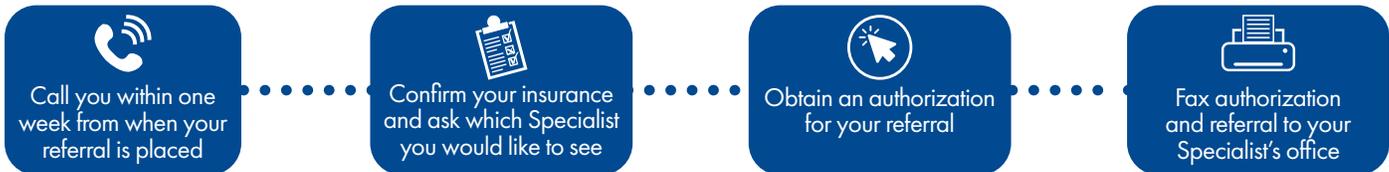


Call within a week from the time you receive a referral from your provider.

Confirm your insurance and ask for the Specialist that you would like to see. This enables them to request an authorization from your insurance company and send it directly to the office before your appointment.

If you miss the CommUnityCare Referrals Department call, you can return their call at 512-978-8280 to let them know when your Specialist appointment is scheduled.

COMMUNITYCARE REFERRALS DEPARTMENT WILL:



YOU WILL...

Below are the steps you should take to be ready to answer the CommUnityCare Referrals Department questions and to schedule your appointment:



FIND A SPECIALIST who is in your city or in a location easily accessible for you. Here are a few options:

- Call Member Services phone number on the back of your insurance card
- Use the patient portal if your insurance company has one
- Use the internet or phone book
- Insurance numbers are located in this packet



CALL THE SPECIALIST OFFICE and confirm that they are in-network for your insurance. Be sure to have your insurance card in front of you when you call.

- It is important you are specific about the type of coverage you have. For example, "Are you currently accepting patients on Blue Cross Blue Shield Medicaid?"
- You can see a Specialist outside of your network, but we recommend asking what the **out-of-pocket costs** will be so you can understand what you may owe.



SCHEDULE YOUR APPOINTMENT with the Specialist. They will ask for the reason you would like to be seen. This information can be found on the referral form that was provided at the clinic or by mail.

- Write down the appointment date and time as a reminder. The CommUnityCare Referrals Department will also need this information.



Once the CommUnityCare Referrals Department has obtained authorization for your appointment, arrange for any transportation, time off from work, childcare, etc that you may need.



Make a list of questions for your appointment with the specialist. Be ready to speak to any recent symptoms, list of medications, or concerns that you have. If possible, bring medications and the patient plan/visit summary from your most recent office visit with your primary care provider.



Go to your appointment! If you cannot make the appointment, call the Specialist office and reschedule for another date. Call the CommUnityCare Referrals Department at 512-978-8280 to report the change in appointment date.