



Referral Policy

As your Primary Care Provider (PCP), we are committed to coordinating your care and ensuring referrals are appropriate, necessary, and in your best medical interest. We can manage many medical conditions in our office without the need for specialist input. Common conditions that we manage include acne, eczema, constipation, and ADHD.

To help us serve you efficiently and responsibly, please review the following referral guidelines.

What is a referral?

A referral is a written order from your PCP for you to see a specialist or receive certain medical services. Many insurance plans require referrals for specialty care.

Appropriate referral requests:

Referral requests are appropriate if:

- You are an active patient at our practice (have been seen in our office within the past 12 months)
- Your insurance requires a referral (some plans such as PPOs do not need referrals)

And you meet at least one of the criteria below:

- Your medical issue has already been discussed with and evaluated by a provider at our practice.
- Your PCP recommended a referral during a recent visit.
- You have a condition that requires evaluation or treatment beyond the scope of primary care.
- You need follow-up with a specialist you have seen before.

Note: If your insurance requires a referral, you must be seen by your PCP first unless it is an emergency. If your provider determines that your condition requires an urgent referral, we will make every effort to expedite the process.

Referral request process:

1. **Schedule an Appointment:** If you believe you need a referral, you must first schedule a visit with a provider in our practice to discuss your symptoms or concerns, unless these concerns have already been addressed. The provider will generate a pending referral after the appointment.
2. **Once you have scheduled your specialist appointment, send us a Mychart message or call our office to request that your referral be processed:** Please provide the specialist's full name, NPI number, specialty, location, contact information, and the date of the appointment.
3. **Allow Processing Time:** Please allow up to 7 business days for referral processing, unless it is urgent. Referrals can be backdated a maximum of 90 days after your specialist appointment. **Please be aware that some insurances do not permit backdating of referrals.**
4. **Insurance Requirements:** It is your responsibility to know whether your insurance plan requires a referral and to inform us promptly if one is needed

If you have any questions about this policy or whether a referral is appropriate, please contact our office. We appreciate your cooperation in helping us provide safe, high-quality, and coordinated care.