

Think you need to see a specialist?



Your primary care doctor is your first stop for healthcare—including when you need to see a specialist. For most specialty care, you will need a **referral authorization**. Here's how it works:

1

See your primary care doctor.



Your doctor can help you identify what the problem is and which specialist would be best for you. Your doctor will then submit a **referral request** to the medical group he/she works with.

ASK:

- How long will the referral process take?
- Who do I call if I have questions about my referral?

2

Receive your referral.



Once your referral is approved, you'll receive an **authorization letter** with instructions. The specialist's name, address and phone number will be listed in the letter.

CALL:

- If you haven't heard anything in the timeframe you were given.
- If your referral is not approved and you want to know your next steps.

3

Schedule an appointment.



Call the specialist's office to make your appointment. As with any doctor appointment, be sure to tell the person making the appointment if you are in pain or if your condition is getting worse.

CHECK:

- For how long is the referral good?
- How many appointments are approved?

This information is in your **authorization letter**.

4

See the specialist.



Make the most of your appointment. Write down the questions you want to ask and be ready to take notes. Bring an up-to-date list of your medications, too.

ASK:

- What are my next steps?
- Will you forward this information to my primary care doctor?

Questions about your referral?

SCAN Health Plan believes medical decisions are best made by you and your doctor. And the process at your doctor's office may be slightly different. So if you have questions about your referral:

- Call your doctor's office first.
- Call the patient service office (most large medical groups have these patient support lines).
- Call SCAN Member Services if your doctor or medical group aren't able to help.

