

STEPS TO A SUCCESSFUL REFERRAL

To better serve our patients at New West Physicians, we have implemented a referral process as required by your insurance company. **ALL REFERRALS MUST ORIGINATE FROM YOUR PRIMARY CARE PHYSICIAN (PCP).** Your insurance company does not guarantee all referrals to specialists will be granted. However, we will put forth our best efforts throughout the process. You can help us by following these suggestions:

1. All emergency room visits must be reported to your PCP within twenty-four (24) hours after the visit. It is our hope that you have consulted the doctor on call for your PCP before going to the Emergency Room.
2. Have you seen your PCP for your current problem? A referral cannot be processed unless your problem has been documented by your PCP's office.
3. Does your insurance company require a referral for you to be seen by a specialist? If you are in doubt, call Member Services' phone number on your card, to find out your specific plan's requirements.
4. **PLEASE DO NOT MAKE YOUR SPECIALIST APPOINTMENT BEFORE RECEIVING YOUR AUTHORIZATION, UNLESS OTHERWISE INSTRUCTED.**
5. **Due to the strict rules of insurance companies, WE CANNOT PROCESS BACK-DATED REFERRALS FOR SERVICES ALREADY PROVIDED.**

Please remember that our goal is to provide diligent, courteous service while abiding by your insurance company's guidelines. Thank you for your patience and cooperation throughout the referral process.