



### **HOW TO REQUEST A REFERRAL**

Some insurance companies require a referral when your **PRIMARY CARE PHYSICIAN** refers you for certain services, testing or visits with specialists. In order to accommodate your referral request, we require **5 BUSINESS DAYS NOTICE TO PROCESS EACH REFERRAL**. If you are not sure that you need a referral please contact your insurance carrier. Please remember it is your responsibility to know how your insurance works to meet your medical needs.

#### **PLEASE FOLLOW THE FOLLOWING PROCEDURES:**

1. Choose a specialist out of your insurance book or inquire with your **DOCTOR** or **CHECK-OUT STAFF**, as to whom your doctor would recommend. Upon our recommendation, however, if the specialist is not in your plan a referral **CAN NOT** be processed, you would need to choose one in your plan.
2. Schedule the appointment with the specialist or testing facility.
3. Inform us of your visit: Fill out a referral request form on paper or by visiting our website @ [www.overleadocs.com](http://www.overleadocs.com), call the referral line **(410) 663-8111**, or fax the request to **(410) 663-8119**.
4. **REMEMBER A REFERRAL CAN NOT BE PROCESSED WITHOUT THE NECESSARY INFORMATION:**

- Patient's name, S-P-E-L-L-I-N-G last name when calling in the request
- Daytime telephone number (in case you need to be contacted for additional information)
- Patient's Date of birth
- Full name of the specialist, S-P-E-L-L-I-N-G the full name when calling in the request
- Reason for the appointment (ex: initial visit, follow up, procedure, surgery)
- Diagnosis (what's the purpose for the visit)
- Date of appointment
- Name and address of facility for Surgery, Physical Therapy or Radiology services (for surgery, we will need to know if your procedure will be performed as an inpatient or outpatient).
- If you would like the referral **FAXED**, please provide us with the fax number.

5. A copy of your referral will be mailed to your home address.



Please note **AETNA REFERRALS ARE ELECTRONIC**, which means they are on file with your insurance company **IMMEDIATELY** when entered.

**WE MUST HAVE YOUR CURRENT INSURANCE INFORMATION IN OUR SYSTEM IN ORDER TO PROCESS A REFERRAL REQUEST.**