

# How referrals work for Blue Care Network members in East and Southeast Michigan

## FYI

FOR YOUR INFORMATION

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## Your doctor is your health partner

Your primary care provider, or PCP, is responsible for the care you receive — from preventive health services to treatment for illness. As your health care partner, your PCP makes sure you get the care you need when you need it.

## Getting care

While PCPs provide many services in their offices, they also arrange for specialist care or special tests. Your network gynecologist or obstetrician can also refer you to specialists for OB-GYN-related services. Specialists decide on the services and the number of visits required for treatment.

## Extensive network of specialists

Our network includes thousands of specialists. More than likely, your PCP or OB-GYN will refer you to someone they know professionally. Sometimes the specialist may even be part of the same group as your PCP.

## When you don't need a referral

You don't need a referral for behavioral health services, as long as you're seen by a provider who's in your plan's network. Also, female members don't need a referral to see a gynecologist or obstetrician in your plan's network for routine women's health services.

## Chiropractic services

As a BCN member in the East or Southeast region (see other side for a region map), you must have a referral from your PCP for chiropractic services. The chiropractor must also get BCN approval before providing manipulations or other physical medicine services.

### Referrals for specialist care

- Your PCP refers you to a specialist. Check that the specialist is in your plan's network. Also ask if there's anything else you need to do to ensure coverage.
- You may need prior authorization from BCN for certain services. You always need approval from BCN for services from specialists who aren't in your plan's network.
- Only your PCP can refer you for specialist care. However, your network gynecologist or obstetrician can also refer you to specialists for OB-GYN-related services.
- If the service requires a referral and your PCP doesn't refer you, you may be responsible for the charges.
- Changing your PCP while a specialist is treating you may change your treatment authorization. Ask your new PCP.

## For your information

If you have questions about the referral process, call the Customer Service number on the back of your member ID card (TTY: 711).

The information included in this document doesn't apply to Medicare members.

# Blue Care Network regions

