

# Patty's Points



Patty Nguyen, On-Site Rep.

Phone: 813-794-2492

727-774-2492

352-524-2492

Patricia.Nguyen@bcbsfl.com

Dear Patty:

Q: My Primary Care Physician (PCP) referred me to a specialist. When I called the Specialist's office to make an appointment, I was advised that I would need a referral. Is this a new policy?

A: No, both BlueCare HMO Premium and Basic Plans are Open Access Plans. This means referrals from Primary Care Physicians to consult with **participating specialists** are NOT required. Therefore, advise the Specialist Office that you have an **Open Access HMO Plan** and PCP referrals are not required.

Q: How can I find out if a specialist my PCP is referring me to is participating in the BlueCare HMO network?

A: You may perform a search on the Florida Blue Online Provider Directory at [www.floridablue.com](http://www.floridablue.com). Click on "Find A Doctor" and begin your search. You may also contact me directly to verify the participating status of the specialist.

Q: I was seen by the specialist and he is ordering some tests and advised me that my PCP will need to obtain the authorization. Is this correct?

A: The participating specialist can request the prior authorization for those services that require it. This prevents any delays in managing your care.

Q: Generally, which services require prior authorization under BlueCare HMO?

A: Services that require authorization include, but are not limited to:

1. Hospitalization, both Inpatient and Observation Stays;
2. Inpatient Psychiatric and Substance Abuse Admissions;
3. Certain Radiology Services, including Advanced Diagnostic Imaging Services, i.e., CT Scans, MRIs, MRAs, and Nuclear Imaging (Ordering Physician may request authorization through NIA.);
4. Home Health Care (Ordering Physician may request authorization through CareCentrix.);
5. Certain Durable Medical Equipment, Orthotics & Prosthetics (Ordering Physician may request authorization through CareCentrix);
6. Dialysis;
7. Laboratory Services if unable to use Quest Diagnostics;
8. Pain Management Services;
9. Sleep Studies;
10. Spine Care (I.E., Epidural Injections, Spine Surgery);
11. Surgery;
12. Skilled Nursing Facilities;
13. Hospice Services;
14. Services provided by Non-Contracting Providers;
15. Certain Injections and Infusion Therapy;
16. Certain Provider Administered Drugs; and
17. Certain Diagnostic Services.

Q: Who is NIA?

A: NIA stands for “National Imaging Associates”. Florida Blue uses NIA to handle all authorization requests for Advanced Imaging Diagnostic Services.

Q: Who is CareCentrix?

A: Florida Blue uses CareCentrix to coordinate all requests for Durable Medical Equipment, Orthotics, Prosthetics, and Home Health Care Services.

.