

TRS-ActiveCare NAVIGATING REFERRALS



Navigating Referrals With Your Primary Care Provider

With a Primary Care Provider (PCP), you always have someone in your corner. Your PCP gets to know you, your medical history, treatment preferences, medications, and lifestyle.

While your PCP manages your care, there may come a time when you need to see a specialist for a specific medical condition. So then what? **The process can be more simple than you think!**

The way PCPs handle referrals varies. By asking specific questions, you can learn how they handle referrals and if their process will be a good fit for you.



Questions to ask your PCP about referrals

- Can I ask for a specialist I found or does your office need to recommend a specialist?
- Do I need to visit with you before you give a referral? If so, can it be done virtually or does it have to be in-person?
- Can I request a referral over the phone?
- Do you have an online patient portal? If so, can I use it to make a referral request?
- Can you refer me to more than one specialist at a time?
- How many days do I typically need to wait between a request and a referral?
- Do you require a follow-up appointment after I see a specialist?
- How long does my referral last?



BlueCross BlueShield of Texas



With TRS-ActiveCare Primary and TRS-ActiveCare Primary+, you need a referral from your PCP before seeing a specialist. But it doesn't have to be complicated! And a key part of simplifying the process starts with choosing the right PCP.

In some cases, you may not need a referral for certain medical care outside of the care provided by your PCP. Here's what you should know about referrals:

- ✓ You don't need a referral for emergency care, annual well-woman visits, or in-network behavioral health specialists.
- ✓ You don't have to ask your PCP for a referral every time you visit a specialist. The specialist will decide how many visits you have in the referral period.
- ✓ A specialist can't recommend you to another specialist; only your PCP can.
- ✓ Changing your PCP during a treatment period with a specialist may change your existing authorization.

Find Care

If you don't already have a relationship with a PCP or want to find a new one, use Provider Finder® to find an in-network provider by location, specialty, etc.



If you have questions about the referral process, call a Personal Health Guide at **1-866-355-5999**, or chat through the Blue Cross and Blue Shield of Texas App, 24 hours a day, seven days a week.