



Referral Information

Phone: 413-562-5900

“Do I need a referral?”

❖ A **referral** is a special kind of pre-approval that individual **health** plan members -- primarily those with HMOs -- must obtain from their chosen primary care physician before seeing a specialist or another doctor within the same network.

❖ **Does your health insurance policy require you to have referrals for non-PCP visits?**

Generally, the rule is HMO (health maintenance organizations) policies require referrals while PPO (participating provider organizations) policies do not. However, there are exceptions to the rule. Check your individual policy.

❖ **Are you allowed to have some services without a referral?**

Even if your policy requires referrals, you may be allowed to have certain services performed without a referral. For example, some policies allow an annual eye exam without a referral. Check your individual policy.

❖ **What Family Medicine Associates needs from you when you request a referral:**

- Patient's Name, Date of Birth, and phone number
- Patient's insurance company name and subscriber number
- Specialist's / Facility name, address, phone and specialty
- Reason for visit and date of first appointment
- Estimate of how many visits you will need

Here at Family Medicine Associates we have a dedicated referral line: **413-562-5900** available 24/7 for your convenience. Our referral department will process your request during normal business hours, and we will contact you with a response as soon as one is received.