

When a Referral is *Not* Required

Unless otherwise specified, information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport ConnectSM. For UnitedHealthcare's related policies/procedures, please go to www.uhcprovider.com/.

PPO, POS, Open Access, and Medicare Enhance Members

Referrals are **not** required for members enrolled in Harvard Pilgrim's Open Access HMO and POS products, the PPO or Medicare Enhance plans, or for POS members who choose to receive out-of-network services.

Definition

Out-of-network services are defined by Harvard Pilgrim as services performed by a non-participating provider.

Office Visits

The following ambulatory services (if covered under the member's benefit plan) do **not** require a PCP referral if performed by a Harvard Pilgrim participating provider:

- PCP covering physician services (if the covering physician participates in the member's care unit).
- Initial evaluation for outpatient physical therapy, occupational therapy, speech/language therapy, a physician's prescription is required.
- Acupuncture services.
- Chiropractic services.
- Routine eye examination.
- Pediatric dental services.
- Obstetric and gynecologic (OB/GYN) services (excluding Assisted Reproductive Technology services) provided by an obstetrician, gynecologist, certified nurse midwife or a family practitioner including:
 - Routine annual examinations.
 - Treatment of an acute or emergency OB/GYN condition.
 - Follow-up care for an acute or emergency OB/GYN condition.
 - Maternity care.

Limited Service Provider Visits (Retail Medicine)

A referral is **not** required for medical evaluation and treatment of minor health care issues by Harvard Pilgrim contracted limited service providers in a retail setting only when the limited service provider meets Harvard Pilgrim Health Care's limited service provider requirements and is recognized as a contracted participating limited service retail provider.

Urgent Care

A referral is **not** required for treatment of an acute or chronic illness or injury that is immediate in nature and requires professional attention but is not life threatening when rendered by a Harvard Pilgrim contracted Free Standing Urgent Care Center.

Hospital Services

The following hospital services do **not** require PCP referral:

- Inpatient admissions. (Notification is required.)
- Observation services.
- Emergency room (ER) care. (Follow-up care must be approved by the PCP.)

PUBLICATION HISTORY

11/21/11	added urgent care information
06/15/14	added Connecticut Open Access HMO referral information
03/15/16	added acupuncture services to office visits section; administrative edits
07/01/18	updated the Open Access products referral information
01/01/23	reviewed; no changes
08/15/24	updated web address for UnitedHealthcare and removed phone number