



Now Accepted: Retroactive Referrals Within Five Calendar Days of the First Specialist Visit

Primary care physicians (PCPs) are responsible for coordinating care for members and generating referrals to network specialists. In the past, we've required a referral to be on file before a member could see a specialist. However, based on feedback we received from the 2017 provider survey, effective April 1, 2018, we're now accepting retroactive referrals signed and submitted by a participating PCP within five calendar days of the first specialist visit.

All other referral requirements and exceptions remain unchanged and in effect.

Submitting Referrals

As a reminder, you can submit referrals in one of the following ways:

- **Electronic:** Use the eligibilityLink app on Link. To access eligibilityLink, sign in to Link by clicking on the Link button in the top right corner of UHCprovider.com.
- **Mail:** Use the following address to submit paper referrals:
P.O. Box 31365
Salt Lake City, UT 84131-1362

Resources

Find a specialist: You can search for participating specialists at UHCprovider.com > Menu > Find a Care Provider > Specialty Directories and Tools > Medicaid and State Programs Care Provider Directory.

Learn more about referrals: To review all of the referral requirements, frequently asked questions and the referral form, go to provider information page of the provider website. UHCprovider.com > Referral Requirements > eligibilityLink on Link.

Ask questions: To verify the status of the referral or if you have additional questions about the PCP referral requirement, please contact Provider Services at 877-842-3210.