Referrals Not Always Needed for Members to See Specialists

We often receive referral requests through Availity® for our members to see specialists even though their health plan does not require a referral. When we receive these requests, the referral is cancelled and a No Referral is Required message is returned.

Important reminder: Only our HMO health plans require a referral:
- MyBlue
- BlueMedicare℠ HMO
- BlueMedicare HMO Plus

A referral from a primary care physician is required for all myBlue and BlueMedicare HMO products when the member requires treatment from specialists, including ophthalmologists. Exceptions: You do not need to request a referral for myBlue and BlueMedicare HMO members for:
- Chiropractors
- Dentists
- Dermatologists
- Dialysis
- Mental health providers
- Podiatrists
- Substance abuse providers
- Women’s health specialists for routine and preventive services
- Urgent and emergency care providers

For details about our referral and authorization requirements, please refer to the Manual for Physicians and Providers at floridablue.com. For information about when a referral is required for various health plans (such as BlueCare® HMO and BlueChoice®), see the tables on pages 23-35 in the provider manual.

Here’s a screen shot of the Availity web screen that shows a list of our health plans that require referrals to be on record with us:

Availity Referral Screen
Member Plan field identifies the health plans that require a referral.

1Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com. 900-2606-0219