



An Independent Licensee of the
Blue Cross and Blue Shield Association

February 2019

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
- BlueMedicareSM 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.

Referrals

Includes notification, pre-certification, pre-authorization and prior approval

* indicates a required field

* Payer ? FLORIDA BLUE

Request Information

* Member ID ?

* Member Plan ?
Select One
BlueMedicare HMO Plus
MyBlue
BlueMedicare HMO

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