

Q: Where can I find information regarding AvMed’s referral program?

A: Details regarding AvMed’s Physician-to-Physician referral program can be found on AvMed’s provider portal at www.avmed.org. Navigate to the “Providers” section and then refer to the “Referral Program” tab. Log in is not necessary for access to this information.

Q: What do I need to access the referral portal?

A: Participating PCPs and Specialists alike will have to log into AvMed’s website with their unique provider or group ID and password to access the referral portal. If you do not remember your password, you can contact us by phone, email, or fax – whatever’s most convenient.

- Phone: Referral Support Center 1-800-452-8633 (Option 5)
 - Email: providers@avmed.org
 - Fax: 1-877-231-7695
-

Q: Do referrals need to be approved by AvMed?

A: No, if a primary care physician determines a member needs to see a specialist, they may create an online referral. AvMed will not deny a referral created or approved by a participating AvMed PCP in the physician-to-physician referral process.

Q: How long do I have to input a retro referral?

A: A Specialist may request and a PCP may put in a retro referral for up to 5 days from the date of service.

Q: Will the PCP diagnosis on a referral determine service level and reimbursement?

A: The diagnosis code on a referral is a suggestion from the PCP. Specialist diagnosis and level of service will determine reimbursement..

Q: What if a referral is created for the wrong provider?

A: Specialists can use another specialist referral only if they are of the same specialty and have the same tax id.

Q: Can I modify an already created referral?

A: No.

Q: What happens if I cannot create a referral because I don’t have a computer or internet capabilities?

A: AvMed requires participating PCPs to access the referral portal to create all referrals. If you are unable to gain access to the portal please contact our Referral Support Center at 1-800-452-8633 (Option 5) for assistance in meeting our technology requirements.

Q: What if I want to refer to a specialist that is not in the AvMed network?

A: AvMed’s referral portal will not accept referrals to non-par providers. If you want to refer to a non participating physician please contact AvMed for authorization.

Q: What happens if a member arrives for an appointment without a paper (copy) of the referral, and no referral was created in the portal?

A: If you are a participating specialty provider, we ask that you honor 100% of all scheduled appointments. AvMed will allow Specialists to contact the member’s PCP up to five business days after the date of service to request a retro-referral in the system. This will ensure time to secure a referral and avoid claim payment delays.

Q: What if my patient will need extended visits with a Specialist?

A: Each referral is approved for up to nine visits during a 90 day period. If a member has exhausted the maximum amount of visits and requires more, a new referral can be created to accommodate the need for additional visits.

Q: Do I need to follow the same referral procedure for hospitalizations?

A: The physician-to-physician referral process does not include hospitalizations. Our guidelines for hospitalizations are not changing.

Q: Will Primary Care Physicians be required to fax referrals to Specialists?

A: AvMed encourages Specialists to honor all scheduled appointments. Our referral program is web-based and does not require paper exchange (via fax or any other method) between the PCP and the Specialist. If a Specialist cannot verify a referral in the system, we ask that they contact the PCP and request one be created. Referrals created on the same day can be verified (online) the following business day. Additionally, should it be necessary to create a referral after a member has been seen, AvMed will honor retrospective referrals beginning five days from the date of service.

Q: If I fax a referral to AvMed's Clinical Coordination Department will it be processed?

A: An AvMed referral is not an authorization and therefore the Clinical Coordination Department is not involved in the referral process. The only way to create specialist referrals and have claims processed in a timely manner is through the online referral system.

Q: Will AvMed's Provider Service Center verify the status of a referral?

A: The status of referrals can be found online on the physician-to-physician referral portal or on AvMed's IVR system. AvMed's Provider Service Center role is to educate providers on the referral process and forward any portal access related issues to the appropriate departments. The call center is not equipped to create or verify referral status for providers.

Q: Can I search for a service provider with their NPI number in the referral system?

A: You may search for a service provider on the referral system by name or AvMed Provider ID number only. NPI is currently not a valid credential for a provider search.

Having Trouble Viewing the Physician-to-Physician Referral Web Training Guide?

Q: What are the system requirements to use Vimeo?

A: Vimeo requires a fairly fast internet connection and computer to load and view videos. Any computer made within the last three years should work fine on Vimeo, but there will always be times when you may experience difficulties loading and playing videos.

Q: What browser can I use with Vimeo?

A: We support Google Chrome, Safari, Firefox, Opera, and Internet Explorer. Whichever browser you prefer, please use the most up-to-date version available to ensure that everything on the site works smoothly — like butter! You can update your browser(s) here:

- **Google Chrome**
- **Safari**
- **Firefox**
- **Opera**
- **Internet Explorer**