AvMed’s Physician-to-Physician Referral Program

Quick Reference Guide
For Specialists
Important Note about Referrals for AvMed Members
AvMed requests that Specialists, known as Servicing Providers in our referral portal, honor all scheduled Member appointments regardless of the existence of a referral. If a Member is seeking specialty treatment and the Servicing Provider cannot confirm a referral at the time, AvMed requires the Specialty Provider contact the Member’s Primary Care Physician to obtain the required referral.

For a detailed list of services needing referrals or exceptions, such as various preventative services and mandated open access services you can view the Referral Guidelines on AvMed’s Provider Portal.

Servicing Providers must verify referrals through the referral tool online as Primary Care Physician are not required to fax or email referral documents. You may also verify using the automated system by calling 800-452-8633, Option 1.

Phone: Provider Service Center 1-800-452-8633 Email: provider@avmed.org

The Servicing Provider will review the referral in two easy steps:

1. Search all referrals.
2. Search referral for specific members.

For Help: If you don’t have this information, we are here to help you. Contact us by phone or email.

Phone: 800-452-8633
Email: provider@avmed.org
Step 1: Access the new referral portal.

Log into the AvMed Provider Portal: To get started, the Specialist, known as the Servicing Provider in our system, will log into the AvMed Provider Portal using your unique individual or group provider username and password. Your login credentials allow you single sign-on access to all areas of AvMed’s provider website, including the physician-to-physician referral portal.

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Phone: Provider Service Center 1-800-452-8633  Email: provider@avmed.org
Quick Referral: Once you’re logged in, select the “Quick Referral” button.

Note: You’ll then see a disclaimer advising that you’re leaving the AvMed web site and entering a third party portal. Select “I agree” if you’re a solo provider. If you’re part of a group practice, select the individual provider in the group and then click “I agree.” You must agree with the terms and conditions of the disclaimer to create or review a referral.
Step 2: Search referrals.

**Search:** Once logged into the referral portal, the Servicing Provider will land on the “Search Referrals” tab to easily review referrals.

To search *all* referrals click on the search button. 

**Find:** To search referrals by specific criteria, use the search by request number feature.

**Advanced Search:** For more refined search options, use the advanced search feature.

**Saved Searches:** To save searches for future use, use the saved searches feature.
To search referrals for a specific Member click and the search button to specify Member information.

You'll see red asterisks by the fields that require information.

**Patients**

*Member ID*  

*First Name*  

*Last Name*  

*Date of Birth*  

**SEARCH**
Once required information is entered, click add when member results are loaded and close.

Once closed, select Search and referrals for member specified will appear.
You may also save a referral search by creating a template for frequent usage.

To load a saved search to template, select load.

You can find a list of Common Transaction Errors and ways to correct them on the AvMed provider portal at www.avmed.org/providers.