



1277 Deming Way | Madison, Wisconsin 53717

Medicaid Insurance Referral Process

Understanding the Referral Process

Members are required to choose a PCP (doctor or Primary Care Provider) or a primary clinic. In most cases your medical care can be provided by your PCP. However, you may need to obtain a written referral to see a specialist.

The referral process helps us to ensure you receive the right care.

It is the responsibility of your doctor to obtain a valid written referral request.

If you have any questions about the referral process or a specific referral, please contact our Customer Care Center at (800) 279-1301.

Q. What is a referral request and when is it needed?

A. A referral request is a Dean Health Plan (DHP) form that is completed by your PCP and sent to DHP for review. It is needed when your PCP recommends services by another provider who is not part of your primary clinic. Please be aware that a verbal request does not take the place of a written Referral Request Form and requests to non-plan providers must be approved by DHP before getting services. Please see the "How Do I Get a Referral Request to a Non-Plan Provider?" for more information.

A referral request may be limited to a specific number of visits or time period and expires when either limit is reached. For example, you may receive a referral for three visits to a specialist over the next three months. If only two visits were used and the three months have gone by, the remaining visit is not approved. Or, if three visits were used in two months time, the referral is not valid for the remaining month. Before seeking additional health care services, call your PCP to ask for another referral. The referral process also must be followed in situations where workers' compensation, motor vehicle insurance, etc. may be involved.

Q. How do I get a referral request to a plan provider?

A. In situations where your PCP believes services are not available at your primary clinic, he/she can refer your care to another provider within the DHP Provider Network without a referral request being submitted to Dean Health Plan.

Q. How do I get a referral request to a non-plan provider?

A. In situations where your PCP recommends services with a provider who is not part of the Dean Health Plan Provider Network, your PCP will complete the Referral Request Form and submit it to DHP for review. We will notify you of our decision by mail. If approved, you can then see the non plan provider. If not approved, we will offer other options for treatment or providers.

Please note, you must wait to receive written notice that your request has been approved before seeing a provider. If you have not received written notice before your scheduled appointment, you could be billed for services.

Q. If Dean Health Plan is my secondary insurance, do I still need a referral?

A. You are always required to follow the rules of your primary insurance. If you do not follow the rules of your primary insurance you may need a referral or claims may be denied.

Urgent and Emergency Follow-Up Care

If you need urgent or emergency care, a referral request is not needed, however you need to follow these guidelines for follow up care:

- **Inside Our Service Area:**

Follow up care is care you get after the urgent or emergency condition has been stabilized. If you are in our service area, you are required to receive follow up care from your PCP or another plan provider.

- **Outside Our Service Area:**

Follow up care for an emergency or urgent condition by a non plan provider must be approved by DHP before getting services. Please see the "How do I get a referral to a non-plan provider?" section.

Precertification and Prior Authorization

There may be certain services for which prior approval is needed. It is the responsibility of your doctor to complete the necessary forms. We will notify you of our decision by mail.

Emergency and Urgent Care

Services provided for urgent or emergency care do not require approval, but we do ask that you call our Customer Care Center at (800) 279-1301.