

## Reminder of Changes to Referral and Authorization Requirements (Effective 10/1/23)

Dear Network Provider,

### **REFERRAL REQUIREMENTS for Martin's Point US Family Health Plan ONLY:**

As a TRICARE Prime® option, US Family Health Plan members are required by TRICARE® to receive a referral from their PCP before seeing any other provider or specialist (exceptions include, but are not limited to, allowance for self-referral for preventive and emergency care).

**Effective October 1, 2023 and pursuant to new TRICARE reporting requirements, the Martin's Point US Family Health Plan will require that referrals to other providers or specialists be submitted to the health plan.** Specialists who are referring to another specialist will be required to submit a referral.

**Referrals within the Martin's Point US Family Health Plan network:** US Family Health Plan members should be referred to participating providers. Submission of medically necessary in-network referrals will not initially need to come through our online referral and authorization portal, ProAuth. Martin's Point Health Care will initially use claims to verify a referral was obtained and proof of a referral order must be available upon request. Any claim submission without a documented referring physician or failure to produce a referral order upon request may result in a higher cost share for your patient/our member. Use of ProAuth for in-network referral submissions will be required at a future date (to be announced). We are postponing the ProAuth referral entry requirement to allow time for network providers to adjust to the referral requirement changes.

All claims submitted for specialty care must include the referring provider information in the appropriate claim form field, **HCFA 1500 (field 17)** or **UB-04 (field 78 with Qualifier DN)**, or the electronic form equivalent, for accurate claim processing.

**Referrals to non-participating providers must be submitted through ProAuth.** All requests will be reviewed for access to care standards and availability of network providers. Failure to obtain an approved referral will result in a higher cost share for your patient/our member as the Point of Service (POS) benefit level could apply.

To find out if a provider or facility participates in our network, check our [online directory](#) or call [1-888-732-7364](tel:1-888-732-7364).

For the most up-to-date information about these changes and what services require a referral, please visit our [USFHP Referral Program FAQs](#) on our website.

*NOTE: The ProAuth portal will be available to accept REFERRALS to out-of-network providers closer to the effective date of this change. Future communications, including training resources for submitting referrals through ProAuth and a list of services that require referral will be available later this month.*

### **AUTHORIZATION REQUIREMENTS FOR BOTH Martin's Point US Family Health Plan and Martin's Point Generations Advantage:**

**Effective October 1, 2023, ALL authorization requests that would normally be sent directly to Martin's Point Health Care should be submitted through the ProAuth online referral and authorization portal only.**

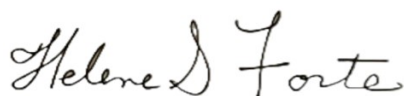
*NOTE: The ProAuth portal IS CURRENTLY AVAILABLE for submission of AUTHORIZATION requests. ProAuth offers real-time submission, status tracking, and auto-authorization responses. To learn how to access and use ProAuth for authorization requests, go to <https://martinspoint.org/For-Providers/Tools/ProAuth-Documentation> or contact our Provider Inquiry Department at [1-888-732-7364](tel:1-888-732-7364)*

Direct authorization requests to vendors BHCP, eviCore, and Optum remain unchanged.

- BOTH PLANS: For mental health/substance abuse services for Generations Advantage plan members, call BHCP at [1-800-708-4532](tel:1-800-708-4532). For US Family Health Plan members, call BHCP at [1-888-812-7335](tel:1-888-812-7335).
- GENERATIONS ADVANTAGE PLAN ONLY: Imaging services—call eviCore at [1-888-693-3211](tel:1-888-693-3211) OR use eviCore's self-service web portal at [www.evicore.com/resources/healthplan/martins-point](http://www.evicore.com/resources/healthplan/martins-point)
- GENERATIONS ADVANTAGE PLAN ONLY: Specialty drug, oncology drugs, and radiation services at participating locations are managed by Optum which can be accessed via the Martin's Point provider portal.

Thank you for the exceptional care you provide to our military families and Medicare beneficiaries. If you have any questions regarding this matter, please contact us at [1-888-339-7982](tel:1-888-339-7982).

Thank you,



Helene Forte, RN, MS, PAHM  
VP Health Plan Clinical Programs

Please take a moment to take our Provider Survey!

Martin's Point Network Management Department | [Contact Us](#) | [MartinsPoint.org](http://MartinsPoint.org)

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Martin's Point Health Care | Martin's Point Health Care, PO Box 9746, Portland, ME 04104

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