

CIGNA STANDARD PHYSICIAN TO PHYSICIAN REFERRALS

Members of CIGNA PPO, EPO, OPEN ACCESS, and INDEMNITY products do not require a referral from one physician to another. Those members may access any specialist on the network without a referral at any time.

Only the GPPO members must have a referral on file with MCC prior to 4/1/03 for a member to see a specialist (GPPO, also known as the CIGNA HMO on national accounts). GPPO members must select a PCP. These PCP's are responsible for coordinating the member's care by obtaining authorizations for PHYSICIAN-TO-PHYSICIAN referrals. After 4/1/03 PCP's office will no longer need to submit written referrals to MCC, or to enter referrals via the Provider Access Line (PAL) or inquire about a referral on PAL, but rather provide a written script faxed or mailed to the specialist office for each members diagnosis. The script referral has no time restraints as long as the patient is seen for only the diagnosis on the script. Referrals sent for Physical Therapy, Occupational Therapy or Chiropractics would be faxed from the PCP's office for the 1st 6 visits only. All visits after the first 6 will require determination (see Precertification Requirements). A new script from the PCP's office to the Specialist office will be required for any diagnosis changes.

As of 7/1/03 Mental Health Referrals will no longer be sent to MCC for authorization. Mental Health Referrals will be a fax sent from the PCP office to the Mental Health provider for the first 6 visits only. Members may self-refere for the 1st visit. All visits after the initial 6 will require determination (see Precertification Requirements) .

Exceptions:

Speech Therapy still requires a referral with clinical documentation from the PCP offices. Please use a MCC referral form available in the Provider Manual or on MCC's website.

PCP referrals for out-of-network specialists for CIGNA's, GPPO(Gatekeeper) or POS product lines will continue to require determination from MCC UM. These determinations must have rational to support the need for out of network care as well as the physician's demographic information. Please use a MCC referral form available in the Provider Manual or on MCC's website.

Out of Network and Speech Therapy requests should be sent to:
Managed Care Consultants, Inc Utilization Management
By Fax: 702-933-6677
By Internet: WWW.MCCNEVADA.COM
By Mail: 311 N. Pecos Road Ste 100, Henderson NV 89074