
PROVIDER BULLETIN

~ REFERRAL EXTENSION REQUESTS ~

**PREFERRD IPA ACCEPTS REFERRAL EXTENSION
REQUESTS OVER THE PHONE
(800) 874-2091**

Preferred IPA is continually reviewing processes to find ways to improve the administrative workflow for our partner physician offices. Through your feedback, we have decided to accept extension requests to extend the expiration date of referrals over the phone.

Effective immediately, Preferred IPA Medical Management Department will accept all extension requests for in-office services with contracted providers verbally through our Call Center.

Call **(800) 874-2091** to provide the authorization information and request the authorization dates be extended.

There is no need to submit web modification or fax requests for extensions, please call (800) 874-2091 and the customer service representative will make the change for you immediately on the phone.

We are hopeful that this new process which offers immediate extensions to referral authorizations with a verbal request is a positive change for your office and your patients.

Please note that referral authorizations that have already been extended for a total of 6 months require a new referral request with current clinical notes.

If you have any questions, please contact Provider Relations at 818-265-0800.

(818) 265-0800

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