
PROVIDER BULLETIN

~ REFERRAL MODIFICATION REQUESTS ~

Preferred IPA is committed to simplifying processes for our participating physicians. Please review this helpful guide to determine whether a referral MODIFICATION or a NEW SUBMISSION should be sent.

NEW REFERRAL SUBMISSION REQUIRED IF (web & fax submission):

- Authorization has expired AND has already been previously extended.
- Authorization has already been valid for 6 months AND not used.
- Authorization only requires Additional Codes – No deletion of any codes
- Patient requesting a second opinion

MODIFICATION SUBMISSION PERMITTED IF (Phone, web & fax requests):

- **Extension Requests:**
 - Patient has appointment **after** authorization expiration date
 - Appointment date or month specialist is scheduling for must always be provided with any verbal, written or web modification requests.
 - If authorization is for outpatient services, please call our customer service department at 800-874-2091 to have authorization extended over the phone.
- **Provider Change Requests (Web & fax submission):**
 - Only allowed for open authorizations and unused authorizations
 - Provider does not have any appointments for 2 months or longer
 - Provider does not see patients member's age
 - Please do not submit member provider preference changes
- **Service/CPT Code Changes (Web & fax submission):**
 - Request is to Delete codes AND Add new codes
 - Provide: Codes to be deleted
 - Provide: Codes to be added
- **Closure Request – Referral Submitted in Error (Web & fax submission):**
 - Provide explanation for closure request (wrong member, no longer needed, etc.)

If a modification request does not meet criteria above, it will be closed with no changes and a response sent to the requesting provider with this modification requirement bulletin information.

Please do not submit modification requests due to “member preference.” This includes requests for a closer provider. Please inform members that the available specialists are selected based upon the distance from member and contracted hospital's participating available specialists.

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