

Dear Provider,

IMPORTANT NOTICE TO PRIMARY CARE PROVIDERS AND IN-NETWORK SPECIALIST PROVIDERS ABOUT REFERRALS TO IN-NETWORK SPECIALIST PROVIDERS

Expectations of Primary Care Providers:

- When medically necessary care is needed beyond the scope of what a Primary Care Provider (PCP) provides, PCPs should initiate and coordinate the care members receive from In-Network Specialist Providers.
- PCPs are **REQUIRED** to do referrals for members to seek care from In-Network Specialist Providers.
- PCPs **ARE NOT REQUIRED** to do referrals to In-Network Specialist Providers for Mental or Behavioral Health services.
- PCPs **ARE NOT REQUIRED** to do referrals to In-Network Specialist Providers for Obstetrical or Gynecological Treatment and members may seek care directly from an In-Network Obstetrician and Gynecologist.
- If a member has a condition that requires ongoing care from an In-Network Specialist Provider, the member may request a standing referral from their PCP.
- Consistent with 45 CFR 156 and Ill. Admin Code 2051.290(b), all PCPs must keep accurate and complete patient medical records for Ambetter of Illinois members.
 - To be considered a complete and comprehensive medical record, PCPs must include referrals to specialists in the member's medical record.

Expectations of In-Network Specialist Providers:

- For all claims with service date of January 1, 2021 forward, In-Network Specialist Providers must include the referring PCP on their rendering service claim to avoid potential delay in processing.

Sincerely,

Ambetter of Illinois

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Statement of Non-Discrimination

Ambetter of Illinois insured by Celtic Insurance Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Ambetter of Illinois insured by Celtic Insurance Company does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Ambetter of Illinois insured by Celtic Insurance Company:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Ambetter of Illinois insured by Celtic Insurance Company at 1-855-745-5507 (TTY/TDD 1-844-517-3431).

If you believe that Ambetter of Illinois insured by Celtic Insurance Company has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Ambetter of Illinois insured by Celtic Insurance Company, Attn: Appeals and Grievances, PO Box 733 Elk Grove Village, IL 60009-0733, 1-855-745-5507 (TTY/TDD 1-844-517-3431), Fax 1-833-886-7956. You can file a grievance by mail or fax. If you need help filing a grievance, Ambetter of Illinois insured by Celtic Insurance Company is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

