

# UnitedHealthcare Medicare Advantage Referral-Required Plans

2021 Overview

## Members and PCPs working together to manage care.

Some UnitedHealthcare Medicare Advantage benefit plans require referrals for specialty care. These plans emphasize the role of the member's primary care provider (PCP). The PCP will manage referrals when a member seeks care from a network specialist or other health care professional. The PCP will also determine the appropriate number of visits and the timing for the referral and can submit additional referrals if a referral expires.

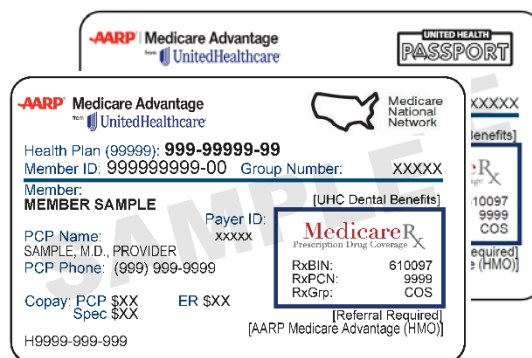
## Identifying a member of a referral-required plan.








The member's ID will have the words "Referral Required" near the plan name on the front of the ID card. The plan number is also listed in EDI 271 response transactions and can be found when checking patient eligibility.

We have a list of the referral-required plan names and numbers in the UnitedHealthcare Medicare Advantage Referral-Required Plans quick reference guide at [UHCprovider.com/plans](https://UHCprovider.com/plans) > choose your state > Medicare.

## We're here to help you.

If you have questions, please call provider services at **877-842-3210**, 8 a.m. – 5 p.m. local time, Monday – Friday. Thank you.



-  **Referrals are required** for specialty care. Information on submitting referrals and the tools to help you submit electronically are at [UHCprovider.com/referrals](https://UHCprovider.com/referrals).
-  Members must choose a PCP or we will assign one to them. You'll find the PCP's name on the ID card, in the EDI 271 response transaction and when you verify eligibility.
-  You can **find network specialists** using our provider directory at [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider).
-  If the specialist doesn't verify that a referral is in place, claims will be denied and the member can't be billed. Coverage, cost share and benefits will be determined based on the member's benefit plan.
-  **Prior authorization and admission notification** requirements still apply. Requirements are in the UnitedHealthcare Administrative Guide at [UHCprovider.com/guides](https://UHCprovider.com/guides) and at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth).
-  Referrals aren't required when accessing **UnitedHealthcare Medicare National Network\*** or **UnitedHealth Passport®**, which allow for services while traveling.
-  Referrals are not required for facilities, ancillary providers or for certain services. Other services that do not require a referral are listed in the UnitedHealthcare Administrative Guide and in the UnitedHealthcare Medicare Advantage Referral-Required Plans quick reference guide.

\*Individual Medicare Advantage plans with the Medicare National Network aren't currently available to residents of Alaska, Louisiana, Maryland and Wyoming. However, we're developing the network in those states and members of plans with the Medicare National Network may seek care from any contracted, participating care providers.