When a Referral is Not Required

Unless otherwise specified, information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport ConnectSM. For UnitedHealthcare’s related policies/procedures, please go to www.UnitedHealthcareOnline.com or call 800-708-4414.

PPO, POS, Open Access, and Medicare Enhance Members
Referrals are **not** required for members enrolled in Harvard Pilgrim’s Open Access HMO and POS products, the PPO or Medicare Enhance plans, or for POS members who choose to receive out-of-network services.

Definition
Out-of-network services are defined by Harvard Pilgrim as services performed by a non-participating provider.

Office Visits
The following ambulatory services (if covered under the member’s benefit plan) do **not** require a PCP referral if performed by a Harvard Pilgrim participating provider:
- PCP covering physician services (if the covering physician participates in the member’s care unit).
- Initial evaluation for outpatient physical therapy, occupational therapy, speech/language therapy, a physician’s prescription is required.
- Acupuncture services.
- Chiropractic services.
- Routine eye examination.
- Pediatric dental services.
- Obstetric and gynecologic (OB/GYN) services (excluding Assisted Reproductive Technology services) provided by an obstetrician, gynecologist, certified nurse midwife or a family practitioner including:
  - Routine annual examinations.
  - Treatment of an acute or emergency OB/GYN condition.
  - Follow-up care for an acute or emergency OB/GYN condition.
  - Maternity care.

Limited Service Provider Visits (Retail Medicine)
A referral is **not** required for medical evaluation and treatment of minor health care issues by Harvard Pilgrim contracted limited service providers in a retail setting only when the limited service provider meets Harvard Pilgrim Health Care’s limited service provider requirements and is recognized as a contracted participating limited service retail provider.

Urgent Care
A referral is **not** required for treatment of an acute or chronic illness or injury that is immediate in nature and requires professional attention but is not life threatening when rendered by a Harvard Pilgrim contracted Free Standing Urgent Care Center.

Hospital Services
The following hospital services do **not** require PCP referral:
- Inpatient admissions. (Notification is required.)
- Observation services.
- Emergency room (ER) care. (Follow-up care must be approved by the PCP.)
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