

THIPA Referral Process for Providers

23326 Hawthorne Blvd., Suite 200, Torrance, CA 90505-3756
UM Tel 310-257-7250 Ext 5330 • UM Fax 424-212-5073 or 424-212-5074
TTY 310-375-8139 • www.THIPA.org

THIPA has 3 types of Referrals:

Self Referral	Patient may call contracted THIPA physician at will and make an appointment
Direct Referral/Auto Auth	Patient needs to be referred by their THIPA physician to see a Specialist or obtain a Test. This can be done by paper referral form, physician order on a prescription pad, or by recognized ordering mechanism (paper or electronic). No authorization or approval by THIPA is required.
Authorization Required	THIPA provider needs to submit request for service on behalf of the patient to the THIPA Utilization Department via Synermed or faxed authorization form for Utilization review. Patient may not receive service until approval of the requested medical service has been obtained from THIPA.

1A-Self-Referrals: Adult patients may seek out a Specialist in any of the Medical Specialties below by making an appointment without a referral or authorization

SPECIALTY	Notes or Exceptions
Cardiology	Adults ONLY
Dermatology	Adults ONLY
Gastroenterology	Adults ONLY
Gynecology	Self-Referral for consultations & routine preventive services only. Section 2 outlines specialty services requiring Authorization.
Orthopedist	Excludes Hand or Spine Surgeon which must be requested by a general Orthopedist
OB/GYN	Total OB care, Annual Well Woman Visit, consultations & routine preventive services only. Section 2 outlines specialty services
Podiatry	Adults ONLY
Pulmonary Medicine	Excludes sleep study consults and equipment
Urology	Self-Referral for consultations. Section 2 outlines specialty services requiring Authorization.

Self-Referrals do NOT apply to **PEDIATRIC** Patients

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CalMediConnect Members ONLY can self -refer for the following services:

- Preventive Health Services including immunizations;
- Annual well women care;
- Basic Prenatal Care, including OB/GYN in-network referrals and consults;
- Family Planning Services provided to members of child bearing age in order to delay or prevent pregnancy through any family planning provider;
- Pregnancy testing and counseling
- Vasectomies
- Tubal ligation
- Provision of contraceptive pills, devices, and supplies
 - Health education and counseling to make informed choices about family planning and birth control choices
- Limited physical and history examination to support family planning services
- Laboratory services if medically necessary to support a choice of contraceptive methods
 - Follow up care for any complications related to contraceptive care provided by the family planning service
- Diagnosis, treatment, and counseling for STDs and HIV
 - Communicable Disease services
 - Sexually Transmitted Disease (STDs) services for both within and outside provider network
 - Sensitive Services for Minors
 - Sensitive and confidential services and treatment (including, but not limited to, services relating to sexual assault, pregnancy and pregnancy related services, family planning, abortion/pregnancy termination, sexually transmitted diseases, drug and alcohol abuse, HIV testing and treatment, and outpatient mental health counseling and treatment);
- Confidential HIV testing including access to confidential HIV counseling and testing services through THIPA network.
- Emergency services (medical screening & stabilization) including emergency behavioral health care
- Crisis stabilization, including mental health
- Urgent Care

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1B-Direct Referrals: A THIPA Physician/Provider may refer any Patient (ADULT and PEDIATRIC) for the services below by a THIPA contracted provider by completing a THIPA Referral Form and faxing it directly to the provider without requesting authorization from THIPA.

Direct Referrals include:

- ABGs & PFTs (fax to Peninsula Pulmonary Medical Associates)
- Allergy
- Cardiothoracic
- Colon/Rectal Surgery
- Coumadin Clinic (fax to Peninsula Pulmonary Medical Associates)
- C-section, repeat C-section, and vaginal delivery (to be done at TMMC)
- Diabetic Retinal Eye Exam to THIPA Ophthalmologist or Optometrist only
- Dietitian or Diabetic nurse education at TMMC for diabetes, obesity, cholesterol management
- Endocrinology
- EEG (adults only, to a THIPA neurologist)
- ENT/Otolaryngology except for OSA evaluation or sleep disturbances
- General Surgery
- Hematology/Oncology
- Immunizations for <18-year-olds
- Infectious Disease
- Lab – Quest
- Mammograms
- Neonatology
- Nephrology (except for hemodialysis)
- Neurology
- Otolaryngology
- Pathology (to Quest Lab only)
- Pediatric cardiology
- Pediatric endocrinology
- Pediatric Hematology / Oncology
- Pediatric Gastroenterology
- Pediatric Nephrology
- Pediatric Neurology - EEG direct to TMMC EEG lab
- Pediatric Urology
- PFTs & ABGs (to THIPA Pulmonologist office)
- Physical Medicine and Rehabilitation (physician professional services)
- Radiation Oncology
- Rheumatology
- Vascular Surgery

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Direct Referrals to TMMC radiology without authorization.

(Facility co-pay may apply.)

- Abdominal Film (KUB) and upright
- Barium Enema
- Barium Swallow
- Bone or Joint X-rays
- Bone Density Study (BDS) or DEXA
 - Females
 - 50 years of age if no BDS was done in the preceding 12 months
 - (Less than 50 years of age requires authorization)
 - Males aged 70 or older
- Breast:** ultrasound, aspiration and biopsy, needle core biopsy, cyst aspiration, stereotactic needle biopsy, fine needle aspiration.
- Chest X-rays
- Esophagram
- Intravenous Pyelogram (IVP)
- Mammograms – Routine screening for asymptomatic women:
35 or younger requires authorization
- Scanograms
- Sinus X-rays
- Small Bowel
- Ultrasounds / Sonograms / Echoes
 - Abdomen
 - Breast
 - Carotid
 - Gallbladder
 - Head
 - Hip
 - Kidney
 - Liver
 - Non-invasive vascular (e.g., for DVT)
 - Pelvis
 - Testicle
 - Thyroid
 - Trans-vaginal
- Upper GI Series
- VQ Scans



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1B (b). Direct Referrals to TMMC Radiology can be made by a designated THIPA Specialist for the radiographic tests without authorization as outlined below. **(Facility co-pay may apply.)**

(Note: TMMC has an open MRI when necessary).

Allergists

- CT Sinus

Cardiologists

- CT Chest
- MRI/MRA Heart
- Renal scan

Cardiothoracic Surgeons

- CT Chest
- MRI/MRA Heart

Endocrinologists

- CT of Neck/Chest
- FNA with Bx
- Nuclear Thyroid Scan

ENT – see Otolaryngologists

Gastroenterologists

- CT Abdomen/Pelvis
- HIDA / PIPIDA Scan
- MRI Abdomen/Pelvis
- Ultrasound-Guided Biopsies
- Bacterial Overgrowth test
- H. Pylori breath test

General Surgeons

- CT Abdomen/Pelvis
- HIDA / PIPIDA Scan
- MRI Abdomen/Pelvis
- Oral Cholecystogram
- Renal Scan

Gynecology

- CT Abdomen/Pelvis
- MRI Pelvis/Pelvis
- Ultrasound Pelvis

Gyn/onc

- CT Abdomen/Pelvis
- MRI Abdomen/Pelvis

Hematologists/Oncologists

- Bone Scan
- CT Brain/Chest/Abdomen/Pelvis
- MUGA Scan
- MRI Brain/Chest/Abdomen/Pelvis

Hospitalist:

- CT Brain/Chest/Abdomen/Pelvis
- Echocardiogram
- Exercise Treadmill Test
- MRI Brain
- Nuclear Stress Test

Nephrologists

- CT Abdomen/Pelvis
- Cystogram
- MRI Abdomen/Pelvis
- Renal Scan

Neurologists & Neurosurgeons

- CT Brain
- MRI/MRA Brain
- MRI cervical/thoracic/lumbar spine

Oncologists - see Hematologists

Orthopedic Surgeons

- Bone Scan
- CT Limb/Joint
- MRI Limb/Joint
- MRI cervical/thoracic/lumbar spine
- Scanograms

Otolaryngologists

- CT Head/Neck/Sinus
- FNA w/ Bx
- MRI Head/Neck/Sinus

Podiatry

- MRI of feet



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Pulmonologists

- CT Chest

Radiation Oncologists

- Bone Scan
- CT Brain/Chest/Abdomen/Pelvis
- MUGA Scan
- MRI Brain/Chest/Abdomen/Pelvis

Urgent care (TMMC/THIPA)

- CT Brain/Chest/Abdomen/Pelvis
- Echocardiogram
- Exercise Treadmill Test
- MRI Brain
- Nuclear Stress Test

Urologists

- Bone Scan
- CT Abdomen/Pelvis
- Cystogram
- MRI Abdomen/Pelvis
- Renal Scan

Vascular Surgeons

- MRI Chest/Abdomen/Pelvis/Limb
- Vascular MRA (Brain and Peripheral)

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2. Services Requiring Authorization by THIPA

2(a). Contracted Services requiring Authorization by THIPA;

****Denotes that Provider will be determined by THIPA**

- Acupuncture
- Allergy and/or Asthma
 - RAST test (Blood test)
- Audiology – Examples:
 - Exams for hearing aids
 - Hearing Aids
- Autologous/Donor Directed Blood (including storage)
- Bariatric Surgery **
- Behavioral Health (Some senior plans and all commercial plans have “carve-outs.” See below)
- Chemical Dependency
 - Medical in-patient detox
 - Out-patient detox
 - Out-patient rehab
- Chiropractor
- Clinical Trials
- Dental Anesthesia at TMMC
- Durable Medical Equipment **
- ECG, echocardiogram or Holter monitor at TMMC (direct by THIPA cardiology)
- EEG (if to TMMC)
- Elective Procedures/Outpatient Surgeries (see TMMC)
- ERCP with or without sphincterotomy
- Extended Care Facility (ECF/SNF)
- Family Planning - see OB/GYN
- Genetic Testing & Counseling, non-OB related **
- GYN see OB/GYN for examples
- GYN Oncology
- Hemodialysis/Peritoneal Dialysis
- Home Health **
- Hospice **
- Immunizations - Examples:
 - Dtap >9 years
 - Gardasil for boys and girls <9 or >26 yrs
 - Hepatitis A&B >18 years
 - Meningococcal vaccine <18 years
 - Pneumovax < 60 years
 - RSV (Synagis)
 - Travel Immunizations
- Infertility Treatment:
 - Female: Initial workup and treatment by Ob/Gyn, then Ob/Gyn (ONLY) refers to infertility
 - Male: Refer to urology.
- Injectables (includes self) examples:
 - Epogen/Procrit
 - Growth Hormones
 - Imitrex
 - Interferons
 - Lupron
 - Neupogen
 - Remicade
- OB/GYN Services - Examples:
 - D & C
 - DepoProvera
 - Diaphragm
 - Elective Abortion to Family Planning Associates
 - Infertility (see Infertility above)
 - IUD
 - Norplant
 - Perinatology
 - Pessary
 - Tubal Ligation



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- Neurosurgery
- Ophthalmology & Optometry
- Oral Surgery
- Orthotics**
- Pain Management
- Pediatric General Surgery
- Pediatric Infectious Disease
- Pediatric Ophthalmology
- Pediatric Orthopedic Surgery
- Pediatric Pulmonology
- Pediatric Rheumatology
- Perinatology
- Plastic Surgery
- Prosthetics **
- Psychiatry / Psychology
- Radiology – Complex imaging ordered by PCP (CTs, MRIs, PETs)
- Radiation Oncology
 - IMRT
- Rehabilitation Services - Examples:
 - ABA
 - Biofeedback
 - Cardiac Rehab
 - Occupational Therapy
 - Physical Therapy
 - Pulmonary Rehab
 - Speech Therapy
 - Vestibular Rehab
- Second Opinions for any Specialty
- Skilled Nursing Facility (SNF)
- Sleep Study
- Sleep Consultation
- Surgery, Outpatient
- Temporomandibular Joint (TMJ)
- Tertiary Providers:
 - (e.g., UCLA, USC, etc)
Consultation and Procedures
- TMMC elective inpatient and outpatient surgeries, procedures, outpatient services, education, etc.
 - (e.g., bronchoscopy wound care, burn clinic, etc.).
- Transplants (organ, BMT, etc.)
- Urology - Examples:
 - Circumcision (except newborns)
 - Impotence (Injections / Devices)
 - Male Infertility
 - TUMT
 - Vasectomy (reversal not covered)

**** Do not specify provider – THIPA to determine ****

For some services, a facility co-pay may apply



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2 (b). Behavioral Health Providers by Health Plan

COMMERCIAL HEALTH PLAN	BEHAVIORAL HEALTH	CONTACT INFORMATION
AETNA	AETNA BEHAVIORAL HEALTH	800-886-1578
ANTHEM BLUE CROSS CA	BEHAVIORAL HEALTHSERVICES	800-274-7767
BLUE SHIELD OF CA	MAGELLAN	800-430-0535
CIGNA HEALTHCARE	CIGNA BEHAVIORAL HEALTH	800-866-6534
HEALTH NET COM	MANAGED HEALTH NETWORK (MHN)	800-977-7958
UNITED HEALTHCARE (PACIFICARE) HMO/POS	DEPENDS ON PLAN CODE	VERIFY WEB IF CARVED OUT-OPTUM BEHAVIORAL HEALTH SOLUTION AT 800-999-9585

SENIOR HEALTH PLAN	BEHAVIORAL HEALTH	CONTACT INFORMATION
AETNA SENIOR	THIPA	REQUIRES THIPA AUTHORIZATION
ANTHEM BLUE CROSS SR	THIPA	REQUIRES THIPA AUTHORIZATION
BLUE SHIELD 65 PLUS	THIPA	REQUIRES THIPA AUTHORIZATION
CARE 1 ST HEALTH PLAN	OPTUMHEALTH BEHAVIORAL HEALTH SOLUTIONS	855-321-2211
CITIZENS CHOICE	THIPA	REQUIRES THIPA AUTHORIZATION
HEALTH NET SENIORITY PLUS GREEN & RUBY, HEALTHY HEART, GOLD SELECT, AMBER 1 & 2	MANAGED HEALTH NETWORK (MHN)	800-977-7958
HUMANA	THIPA	REQUIRES THIPA AUTHORIZATION
UNITED HEALTHCARE AARP (SECURE HORIZON)	THIPA/ DEPENDS ON PLAN CODE	800-542-8789 CALL TO VERIFY

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3. Authorization Submission Process

1. Auto Auth Process

2. **Fast track your request!** Send comprehensive clinical information when you submit your request. Not providing the necessary clinical information can delay the process by as much as 45 days.
3. Submit for authorization a separate faxed referral form to the UM department at (424) 212-5073 or (424) 212- 5074 or electronic request via Physician Portal (Synermed Connect) on the **same day the form is dated**.
4. Submit a separate faxed referral form or electronic request via Provider Portal (Synermed Connect) for multiple providers when requesting authorization.
5. Mandated Turn Around Times for Authorization Requests:

ROUTINE	5 Business Days from receipt of Authorization Request
URGENT	72 Hours from receipt of Authorization Request

6. For **Urgent Authorization**, please call (310) 257-7259.
7. THIPA auto-faxes approvals, pended, cancelled or denied requests to all appropriate providers.
8. Authorizations are limited to:
 - A 90 day period (you can request an extension) or
 - The number of visits authorized or
 - The expiration date printed on the authorization.

4. Member Notifications

- THIPA notifies members of all referral notifications

5. SynermedConnect

If the member does not appear in SynermedConnect (or is shown as not eligible):

- Verify or submit eligibility on the member's insurance plan website.

For SynermedConnect access, please call:



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- Your THIPA Provider Relations representative
 - Tania Cruz, 310-257-7265
 - Patrick Hicks, 310-257-7234

For Trouble-shooting SynermedConnect, please call:

SynermedConnect Technical Support at 213-406-2833

6. Utilization Management Department Telephone List

310-257-7250 EXT 5330 for Routine Utilization Management questions

424-212-5073 and 424-212-5074 for Utilization Management Fax Requests

310-257-7259 URGENT LINE

- For medical professionals only
- Exclusively for acute medical issues requiring authorization
- **M-F 8:30-5:00**
- No voicemail. Always answered live during normal business hours.



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THIPA Referral Form		<input type="checkbox"/> Routine	Date of referral:		
		<input type="checkbox"/> Urgent			
Complete all patient demographic items					
Last name		First	Middle	Home phone	Health plan
Street address			Work phone	Patient ID#	
City, State, Zip			Date of birth	Age	<input type="checkbox"/> Male <input type="checkbox"/> Female <small>Office Visit copay</small>
<p>★ Authorization is not valid if member is ineligible on the date of service. THIPA does not guarantee payment if this service is the financial responsibility of the patient or Healthplan. ★</p>					
Primary care physician's name		Referring physician's name		Referred to specialist (Provider or facility)	
Address		Address		Address	
Voice phone	Fax phone	Voice phone	Fax phone	Voice phone	Fax phone
Reason for referral (Include all pertinent clinical information)					
ICD-9-CM	Diagnosis				
ICD-9-CM	Diagnosis				
Signature					
Surgery request			Services requested		
Surgery date			<input type="checkbox"/> Consult <input type="checkbox"/> Follow-up		
Assistant's name					
Place of service <input type="checkbox"/> TMMC outpatient <input type="checkbox"/> TMMC inpatient					
<input type="checkbox"/> Office <input type="checkbox"/> Other _____ (Outpt / Inpt)					
For THIPA office use only					
Date		Benefits information		Tracking/authorization number(s)	
<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Supplemental benefit <input type="checkbox"/> Pended: Date _____			A physician reviewer is available at 310-257-7250 ext 5330 to discuss any referral or clinical criteria used in making referral decisions. THIPA's referral fax number is 424-212-5073 or 424-212-5074.		
Explanation of decision			Requesting provider response		
Date all info received	Date of decision	Expiration date	# of visits approved	Reviewed by	

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