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*PROVIDER BULLETIN*

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◆ ATTENTION PHYSICIANS ◆

**Non-Contracted Provider / Higher Level of Care Referrals**

**Referral requests to non-contracted physicians, facilities or other providers may cause a delay in patient care.**

- Providers are reminded not to request referrals to non-contracted providers as it only causes a delay in care for your patients.
- Preferred IPA is **not** contracted with any “UC” including UCLA, UCI and UCSF.
- Preferred IPA is **not** contracted with USC, Keck Medical Center, LA County hospitals or the City of Hope.
- Many physicians at network hospitals provide higher level or specialized services/procedures (including many that are also on staff at tertiary and academic medical centers)

If you do not see physician listed in the Preferred IPA roster that you feel meets the needs of your patient, submit a referral to Preferred IPA:

**DO**

- Submit a referral that specifies the care need so that our medical management staff may assist in finding the appropriate specialist.
- Specialists - indicate that services are outside of your scope of practice and request the specialty and type of service requested
- Tell the patient that a referral has been submitted to the IPA and the referral will be directed to the appropriate contracted specialist
- **Submit radiology, labs, diagnostic reports and visit notes with every request**

**DO NOT**

- Do **not** request non-contracted physicians
- Do **not** request care at specific facilities as this may delay the referral

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**Medical Management Department Contact Numbers:**

**Phone: (800) 874-2091 UM Fax: (800) 874-2093**

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