



REFERRAL AUTHORIZATION FORM (RAF)

WEBSITE SUBMISSION

To submit these forms electronically, visit www.cencalhealth.org or call (805) 685-9525, ext. 1676 for more information.

SECTION 1 - To be completed by Primary Care Physician Only - PLEASE TYPE OR PRINT

PRIMARY CARE PROVIDER		MEMBER (PATIENT) INFORMATION (Completed by PCP Only)	
PCP Name (Group Name, if applicable)		Name	
PCP's Address		Date of Birth	Age Phone No.
Provider NPI (Group NPI, if applicable)		Member ID Number	
Individual Physician Name (if part of Group)		Confirmed/Suspected Diagnosis:	
Phone No.		Symptoms:	
I AM MAKING THIS REFERRAL WHILE "ON-CALL" FOR:		Duration of Symptoms:	
PCP's Full Name: Telephone:			
REFERRAL PROVIDER (Data Required)		DESCRIPTION OF REFERRED SERVICES	
Name (Group Name, if applicable)		Unless otherwise noted below, all medically necessary services are authorized.	
Provider Street, City, State		<input type="checkbox"/> Limited to Consultation/Office Visit	
Provider NPI (Group NPI, if applicable)		AUTHORIZATION EFFECTIVE DATES	
Individual Physician Name (if part of Group)		Authorization is valid from _____ through _____ (date)	
Phone No.		Signature of Primary Care Provider or Authorized Representative	Date Issued
		X	

SECTION 2 - Out of Area Referrals

Has the member received treatment for above described symptoms? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, with whom
Have you attempted to refer this member to a provider within CenCal Health's service area? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, to whom
If not, why?	

Health Plan Remarks (for CenCal Health Use Only)

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Note: Authorization does not guarantee payment. Payment is subject to a patient's eligibility and other CenCal Health criteria. A RAF is only valid if it is completed in its entirety and written by the member's current Primary Care Provider (PCP) or one of the PCP's designated Call Group Associates. Inpatient care requires authorization from CenCal Health. By accepting this referral, the rendering provider hereby agrees to the following: they will only seek payment from CenCal Health, they will not balance bill the member or hold the member liable for any sums owed by CenCal Health, and they will resolve any disputes regarding payment with CenCal Health. The rendering provider also agrees to provide CenCal Health with access to all records relating to the health care services provided to CenCal Health members.

Referral Authorization Form (RAF) Completion Instructions:

RAFs allow Primary Care Providers (PCPs) to refer their assigned members to specialists and allied providers for medically necessary services. In general, RAFs are always required except in instances where members are permitted to access services directly, such as limited, sensitive, and emergency services. **Except for those services that members may access directly, RAFs for members who are referred outside of Santa Barbara or San Luis Obispo County, and members whose services or diagnosis codes indicate possible CCS conditions will be deferred and reviewed by CenCal Health's Health Services Department.** PCPs and Referral Providers are advised to obtain an approval prior to rendering services. Payment may be delayed or denied if the Referral Provider renders services without an approved RAF.

Following the submittal of the RAF, one of the subsequent statuses will be assigned:

- **Approved:** The majority of RAFs will be processed and approved within 24 hours of receipt
- **Administrative Rejection:** If the PCP has submitted a paper RAF with missing and/or incorrect information, the RAF will be administratively rejected
- **Denied:** The returned RAF states specifically why the decision to deny the referral was made and the description of the appeal process.
- **Deferred:** The RAF is for services that members may not access directly and:
 - Provider resides outside of Santa Barbara and San Luis Obispo Counties
 - Member is under the age of 21 with a diagnosis code indicating a possible CCS condition
 - Member is under the age of 21 is referred to one of the following providers:
 - Cardiology
 - Pediatric Cardiology
 - Oncology/Hematology
 - Neurology
 - Pediatric Neurology
 - Endocrinology
 - Nephrology
 - Pediatric Nephrology
 - Neurological Surgery
 - General Surgery
 - Pediatric Surgery
 - Orthopedic Surgery
 - Urology
 - Pediatric Urology
 - Rheumatology
 - Gastroenterology
 - Pediatric Gastroenterology
 - Ophthalmic Plastic Surgery

PRIMARY CARE PROVIDERS

PCPs are encouraged to use the electronic RAF when submitting a referral. PCPs utilizing this feature will find that not only is it the easiest and fastest way to submit a referral, but it also eliminates administrative rejections that can cause a delayed approval. Electronic referrals (ERAF) will reflect the status of the referral upon submittal. Both PCPs and Referral Providers will receive notice of the referral and its status electronically. For RAFs that will be reviewed for possible CCS conditions, PCPs should include all relevant medical information, including symptoms and diagnosis codes, to ensure the RAF is processed as quickly as possible.

PCPs may continue to use paper RAFs; although, the process for approval may take more time than electronic submission. PCPs must complete Section 1 of the RAF in its entirety, including the for section diagnosis and symptom descriptions, Authorization Effective Dates and if applicable, On-Call Referrals. The White copy should be mailed to CenCal Health prior to scheduling services. PCPs should retain the Green copy for their records, and forward the Pink copy to the Referral Provider. If the PCP is referring to a provider residing outside of Santa Barbara or San Luis Obispo County, they must complete Section 2 in its entirety. Upon a PCP's request, CenCal Health will provide pre-printed paper RAFs with the PCPs name, billing number, address, and telephone number. PCPs who wish to request this service may contact the Provider Services Department at extension 1676.

Important Notes for Primary Care Providers:

- PCPs must verify eligibility prior to issuing a RAF. RAFs submitted by providers other than the member's current PCP or a designated call group associate will be denied.
- Changes may not be made to the Authorization Effective Dates. Any changes must be made by issuing another RAF.
- Each RAF has a unique number and can only be used once.
- To restrict services, PCPs must mark the "Consultation/Office Visit Only" box in the Description of Referred Services section.
- If the Referring PCP is part of a group, the group's name must be indicated as the PCP Name on the RAF.
- Paper RAFs should be typed. Illegible or incomplete RAFs may cause an administrative denial.

REFERRAL PROVIDERS

Referral Providers must verify the RAF has been approved and the dates of service fall within the designated date span. As eligibility can change monthly, the Referral Provider must verify the member is eligible for that date of service. Approved RAFs do not guarantee members' eligibility.

Important Notes for Referral Providers:

- All medically necessary services are authorized by an approved RAF unless otherwise restricted by the RAF.
- If treatment is required beyond the timeframe or level of care indicated on the approved RAF, the Referral Provider must contact the PCP for another RAF.
- Referral Providers may write a prescription for DME, non emergency transportation, and physical, occupational, and speech therapy. For all other services outside the scope of the Referral Provider's care, the member must be referred back to the PCP.
- The RAF number must be entered in Box 23 (Prior Authorization Number) of the HCFA-1500 form or Box 63 (Treatment Authorization) of the UB-92 form.
- If a TAR/AR is required, the TAR/AR should be entered in Box 23 (Prior Authorization Number) of the HCFA-1500 form or Box 63 (Treatment Authorization) of the UB-92 form, and the RAF number should be indicated in the (Remarks) section.

MORE INSTRUCTIONS ON RAFS

Please refer to CenCal Health's Provider manual located at www.cencalhealth.org. For questions, please contact Provider Services at (805) 685-9525, ext. 1676.

NEW ELECTRONIC RAFS:

Submit referrals over the internet! ERAF is instant, secure, can assist in processing claims quickly, and is easily accessible via CenCal Health's website, www.cencalhealth.org. ERAF offers a variety of features including an automatic verification system that alerts providers of errors. RAFs issued for non-eligible members, by the incorrect PCP, or for services that may be accessed directly are just a few of the common errors eRAF catches and prevents. To get started, providers need a username and password for the protected section of CenCal Health's website, and an email address. Please note that email addresses obtained by CenCal Health are used solely for business purposes and are never shared with outside entities.

For questions on how to create an email address or to obtain a username and password, contact Provider Services at (805) 685-9525, extension 1676 or email webmaster@cencalhealth.org.