

Referral Guidelines for Managed Care Products

All policies are subject to annual revisions

Common Terms:

In-Network: this means that the provider accepts the patient's insurance plan

In Referral Circle: Professionals within the Primary Care Physicians circle of specialist: Emerson Hospital then Mass General Hospital.

Managed Care Products: These insurance plans require patients to select a PCP and the PCP must manage their healthcare. The patient CAN NOT self refer and must obtain approval from their PCP prior to any specialty visits.

PPO: These patients may seek medical care where ever they choose as they do not need referrals.

PCP: The Physician selected by the patient/parent to manage their healthcare. Our office does not maintain records of the patient's PCP.

Referral Process:

- All patients requesting referrals must be referred by one of our providers. This is done through a visit or telephone call with the provider. The Referral Department can only process referrals approved by a Provider.
- The patient will be given a list of specialists within the Emerson or MGH circle and the Referral Information Sheet prior to them leaving the office. If it is via the telephone, the patient will receive the names and phone numbers of the specialists that they may choose using that same list.
- Once you have the name of the specialist please contact our referral department at # 978-577-0420, if your insurance requires a referral.
- Due to the volume of calls, it may be necessary to leave a message. Please leave the following information after hearing the beep:
 - Patient's name
 - Date of Birth
 - Name of Primary Care Physician
 - Name of Physician making the referral
 - First and last name of Specialist
 - Your Phone Number
 - Reason for seeing specialist (be specific to part or side of body if applicable)
- Referral requests are processed in the order of which they are received. During high call volume, it may take up to 10 business days to process your referral.
- If patients have a managed care products (HMO, POS, EPO), their insurance does not allow them to self refer. The primary care office must coordinate, document and approve all specialty visits. Patients are responsible for understanding their insurance coverage.
- If you opt to see a specialist, without PCP approval, you may be responsible for all charges incurred.
- Emergency Room or College Health Care Centers may refer a patient to a specialist. If you require referrals then you must contact your Primary Care Physician to obtain the name of an in circle specialist.