

# Specialty Care and Referrals

## How to get specialty care

Your primary care physician (PCP) may decide that you need to see a doctor who can give you special help. We call these doctors specialists. Your PCP will tell you where to go for treatment if he or she thinks you need a specialist. Your PCP will either make the appointment for you or give you the phone number to make the appointment. Your PCP will give you a referral to take to the specialist. Your PCP will still be your regular doctor and will talk to the specialist who takes care of you.

You may not go to a specialist without the okay of your PCP. If you think you need a specialist, you must talk to your PCP first. For female enrollees, if your PCP is not a women's health specialist, you have the right to see a women's health specialist within the MedStar Family Choice network without a referral.

If you feel like you want a second opinion, you have the right to obtain one from another in-network provider.

If you want to see a specialist, but the managed care organization said it would not pay for the visit, you can:

- Make an appointment with another doctor in the managed care organization's network and get a second opinion
- Appeal our decision (see page 33 on appeals)
- Ask for a fair hearing (see page 33 on fair hearings)

## Self-referral services

There are certain services you can get without getting prior permission from your PCP. However, you are required to use a MedStar Family Choice participating provider for these services. These are called self-referral services and are listed below.

You DO NOT need a referral to:

- See your PCP
- Get care when you have an emergency
- Receive services from your OB/GYN doctor in your network for routine or preventive services (females only)
- Receive family planning services
- Receive services for sexually transmitted diseases (STDs)
- Receive immunizations (shots)
- Get care from a dental provider in the network
- Receive emergency mental health services in an emergency room for conditions that are life threatening and are related to withdrawal from narcotics or alcohol



## **Birth control and other family planning services**

You do NOT need a referral to receive birth control or other family planning services.

You can get birth control and other family planning services from any participating provider you pick. You do not need a referral to get these services. If you choose a family planning services doctor other than your PCP, tell your PCP. It will help your PCP take better care of you. Talk to your PCP or call MedStar Family Choice Member Services at 888-404-3549 for more information on birth control or other family planning services.

All birth control and other family planning services are confidential.

### **Family planning services include:**

- Pregnancy testing
- Counseling for the woman and the couple
- Routine and emergency contraception

- Counseling and immunizations
- Screening for all sexually transmitted diseases
- Treatment for all sexually transmitted diseases
- Sterilization procedures if you are 21 years or older (Requires you to sign a form 30 days before the procedure)
- HIV/AIDS testing and counseling

### **Family planning services do not include:**

- Routine infertility studies or procedures
- Hysterectomy for sterilization
- Reversal of voluntary sterilization (vasectomy or tubal ligation)
- HIV/AIDS treatment
- Abortion services

### **HIV/AIDS testing, counseling and treatment**

You can get HIV/AIDS testing and counseling:

- When you have family planning services
- From your PCP
- From an HIV testing and counseling center

For information on where you can get HIV testing and counseling, call Member Services at 888-404-3549. If you need HIV treatment, your PCP will help you get care.