Important Update

Accountable Care Collaborative Program
Referral Process

The ACC Program **has a referral requirement.**

- **Primary Care Medical Providers (PCMP) are expected to provide a referral** for their clients to see specialists and other primary care providers

- There is currently a grace period in effect for referrals. During this grace period, PCMPs are expected to provide a referral for their clients to see specialists and other primary care providers; **<u>however</u>, specialist and other primary care provider claims without a referral will be paid**

- The grace period will remain in effect until the policy is fully re-evaluated with our stakeholders

- All providers will be given notice about any change before it occurs

- Below is a ***Checklist for Accountable Care Collaborative Referrals*** with instructions for submitting a claim for a service that requires a referral

Please contact Customer Service at 303-866-3513 in the Denver metro area and 1-800-221-3943 outside the Denver metro area with any questions.

Checklist for Accountable Care Collaborative Referrals

- ☐ Confirm that the client is a member of the Accountable Care Collaborative (ACC) program.
  - Check the client's eligibility through the Provider Web Portal to confirm that the client is an ACC program member. This screen also shows the client's Primary Care Medical Provider (PCMP) if the client has one. If no PCMP is shown, ask the client if they have a PCMP and who it is. If the client has no PCMP, do not continue with the checklist.

- ☐ Confirm that the service is one that requires a referral. Medicaid clients in the ACC program must have a referral for any specialist service **except for the following services**:
  - Emergency care
  - EPSDT screening examinations
  - Anesthesiology services
  - Dental and vision services
  - Family planning services
  - Behavioral health services
  - Obstetrical care
  - Emergency and non-emergency medical transportation
  - Home and Community-Based Waiver services
  - Hospice

- ☐ Get the Medicaid ID number of the client's PCMP.
  - Check the client's eligibility in Provider Web Portal to get the name and contact information for the client's PCMP.
  - Contact the PCMP to get the PCMP's Medicaid ID number. If the client has a written referral, the PCMP's Medicaid ID number may be on the referral.

- ☐ Put the PCMP's Medicaid ID number in the appropriate place on the claim.
  - For electronic claims, put the Medicaid ID number of the client's PCMP in the "Referring Provider ID" box. This box is on the "Detail Line Items" in the Provider Web Portal.
  - For paper claims, put the Medicaid ID of the client's PCMP in Box 19E: Referring Provider Number.