

PROVIDER COMMUNICATION

In an effort to provide timely and appropriate care to our patients, CalCare is pleased to introduce a modification to the referral request process. To accomplish this, a few minor changes will be needed on your part. This new process will decrease the administrative burden when assisting members in accessing specialty care. You will no longer have to struggle with determining the specific level of E&M codes!

Starting June 8, 2018 when submitting a request for specialty services, either via the portal or by facsimile, you will no longer see the required CPT code selection. Instead, please select the following designated codes when you're prompted to enter the CPT codes:

- SPCON for a specialty consult
- SPFOL for a specialty follow up

Once the referral is completed, the above codes will translate into a full range of E&M codes allowing the specialist the ability to submit a claim using the most appropriate CPT codes after the member has been seen.

Even though this will be easier, we realize that change is hard. So we are updating our website with instructions. We will have a phone line where you can leave a call back number for assistance. Most importantly we ask that you not include patients in this change. Working in partnership with you, our goal is to make this transparent to members. If you have any questions, please contact your Provider Relations Representative who will gladly help. Thank you for your continued support and partnership in ensure the best care for our members.

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