



## Navigating Referrals With Your Primary Care Provider

**Your Primary Care Provider is always in your corner. They get to know you, your medical history, preferences, medications and lifestyle to manage your care.**

What happens when you need to see a specialist for a specific condition? **The process is easier than you think!**

Every PCP may handle referrals differently. Ask your PCP these questions to learn about their referrals process.



### Questions to ask your PCP about referrals

- Can I ask for a specialist I found or does your office need to recommend a specialist?
- Do I need to visit with you before you give a referral? If so, can it be done virtually or only in person?
- Can I request a referral over the phone?
- Do you have an online patient portal? If so, can I use it to request a referral?
- Can you refer me to more than one specialist at a time?
- How many days do I typically need to wait between a request and a referral?
- Do you require a follow-up appointment after I see a specialist?
- How long does my referral last?



**BlueCross BlueShield** of Texas



With TRS-ActiveCare Primary and TRS-ActiveCare Primary+, you need a referral from your PCP before seeing a specialist.

### Here's what you should know about referrals:

- ✓ You don't need a referral for emergency care, OB/GYN care, or in-network behavioral health specialists.
- ✓ You don't have to ask your PCP for a referral every time you visit a specialist. The specialist will decide how many visits are in the referral period.
- ✓ A specialist can't recommend you to another specialist; only your PCP can.
- ✓ Changing your PCP during a referral period with a specialist may change your existing authorization.

### Find Care

If you don't already have a PCP or want to find a new one, use Provider Finder® to find an in-network provider by location, specialty, and more.



If you have questions about the referral process, call a Personal Health Guide at **1-866-355-5999**, or chat through the BCBSTX App.