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Date: May 28, 2008
To: Alliance Physicians and Staff
From: Provider Services Department
Subject: **Reminder about Revised Policy and Procedure Effective June 1, 2008 –
Authorization Process for Referrals to Out of Area Providers**

Dear Alliance Physicians and Staff,

As was communicated on March 18, 2008, the Alliance is instituting a revised policy and procedure that requires authorization for Alliance member referrals to providers located outside of Santa Cruz and Monterey counties, effective June 1, 2008, and applicable to all lines of business.

As of June 1, 2008, if you intend to refer an Alliance member out of Santa Cruz or Monterey counties for new services, please note the following:

- If you have difficulty locating a referral physician within Santa Cruz or Monterey counties, please contact your Provider Services representative. If you are not sure who that is, please contact Mary Bahni, Provider Services Coordinator, at (831) 430-5540.
- An authorization request (TAR) needs to be signed by the referring provider and submitted to the Alliance for review. For out of area referrals only, the referring provider may be either the member's Primary Care Physician (PCP) or a contracted physician. If a member has been referred to an in area specialist who is now referring the member to an out of area provider, it is not necessary for the specialist to send the member back to his/her PCP when requesting an out of area referral only.
- Alliance authorization for all out of area referrals is required in advance.
- The timelines for review, decision and notifications will follow the normal TAR process.
- The revised policy applies to members who are linked to a PCP. We are working toward finding 'medical homes' for some administrative members. Any change to existing policy and procedure for these members will be addressed at a later date.
- If you have an Alliance patient who is already in a course of treatment, or already has an appointment scheduled with an out of area provider, you will not need to submit a TAR.

For your reference the new policy has been included on the following pages.

If you would like any additional information regarding this change, please be sure to contact Angelique Milhouse, Provider Services Manager, at (831) 430-5531. For all other questions, feel free to contact your Provider Services representative directly. Thank you for your continued and valued partnership with the Alliance, and the ongoing high quality health care you provide to our members.