

Specialty Care and Referrals

How to get specialty care

Your PCP can take care of most of your health care needs. You may also need care from other providers.

HSCSN offers services from many different providers. These providers are called specialists because they have training in a specific area of medicine.

Your Care Manager will work with you and your PCP to make sure you need to see a specialist.

HSCSN does not require authorization to see a specialist (doctor) that is in the HSCSN network. You can be referred to specialists by your PCP or other treating doctor. If you are already seeing a specialist for care, you do not need to get authorization from HSCSN for follow-up visits. Your PCP follows HSCSN's referral and authorization process to get you specialty services who are not in-network.

If you want to see a specialist, who is not in the HSCSN network, but you did not get approval and HSCSN said it would not pay for the visit, you can:

- Make an appointment with another doctor in the HSCSN's network and get a second opinion.
- Appeal our decision (see page 65 on Appeals).
- Ask for a Fair Hearing after going through the appeal process (see page 65 on Fair Hearings).

Self-Referral Services

There are certain services you can get without getting prior permission from your PCP. 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 infections (STIs).
- Receive Immunizations (shots).
- Receive follow-up care for specialty services.
- Visit a vision provider in the network.
- Take your child to a dental provider in the network.
- Receive mental health or services for problems with alcohol or other drugs.

