

How referrals work

A guide to getting the most from your plan



Having a primary care physician who knows you and your health will help you make the best treatment decisions. Your Primary Care Team should be your first stop for all your care needs, and they will refer you to a specialist when needed.

Referral guidelines:

- Always ask your Primary Care Team for a referral to an in-network provider. Referrals can only be made by your Team.
- Referrals are good for one year.
- Once the referral is received, you'll get a message in your Centivo app or portal. Depending on how it was submitted, some referrals will show immediately while others may take a few days.
- If you can't get an appointment with the specialist you were referred to, your referral will work for another doctor of the same specialty in the same practice. If you schedule with a doctor at a different practice, you'll need a new referral from your Primary Care Team.
- Your referral will cover all services provided directly by the specialist, including diagnostics (labs/imaging).
- Once you have an established relationship with your Primary Care Team, they may be able to provide a referral by phone, depending on your circumstances.

Referrals are NOT required for:

- Urgent care
- Emergency medical care
- OB/GYN care
- Behavioral health care
- Physical, occupational and speech therapy
- Chiropractic care
- Alternative medicine care that is covered by your health plan
- Labs, x-rays and other covered tests*



If you don't get a referral, you'll pay more for your care.

* Labs/diagnostics can be ordered by your designated Primary Care Team, a specialist for which you had a referral or an in-network provider for which referrals are not required, such as an OB/GYN. These services will be covered when they are received at your primary care office or during a visit with a specialist for which you had a referral. Pre-certification may be required depending on the diagnostic test.

**Questions? Contact Centivo Member Care
at the number on the back of your Centivo ID card.**

Referral timeline: WI-3 network



What to expect when seeing a provider at the following health systems
All referrals must be submitted electronically – no fax or paper

Providers who use the Centivo referral tool

Referrals will show up in your member portal up to 24 hours after they're submitted from providers at these health systems:



Kids deserve the best.



Providers who use their own process to submit referrals to Centivo

Referrals can take between 1-5 days to show up in your member portal after they're submitted by providers at these health systems:



Only the primary care doctor you activated with can submit a referral.
Referrals may take longer if a provider needs to respond to an inquiry.