

## JOB AID: HOW TO USE REFERRAL TEMPLATE REASONS AND WHEN TO USE THE COMMENT FIELD

To avoid processing delays and/or potential denials, please follow the instructions below regarding the reason for referral when submitting a request on Affiliate Link. Choosing a Reason for Referral ensures the highest auto-adjudication of the request. If you are unable to locate the appropriate reason on the authorization code range, use Other - Provider Detailed Comment for manual processing.

### REF CARDIOLOGY

Process instructions:

If additional services are entered in the comment box, they will not be reviewed for coverage and will not be included in the final coverage determination.

If you choose "Other" in the Referral Reason box, your request WILL NOT auto-adjudicate and a coverage determination may be delayed.

Select a provider specialty by clicking one of the choices. If you select a specialty that is not available for the location, your request WILL NOT auto-adjudicate.

Referral: Priority:

To prov spec:

⚠ To provider:

Address

⚠ To loc/pos:

Questions:	Answer
1. Reason For Referral?	<input type="text" value=""/>
2. Requested Place Of Service?	<input type="text" value="Office [11]"/>
3. Facility For Procedure (If facility is not in list add in comments below)	<input type="text"/>
4. Ok to substitute an in network provider if the chosen referred to provider is not in the member's network?	<input type="button" value="Yes"/> <input type="button" value="No"/>
5. Is this a retrospective request? (In the past)	<input type="button" value="Yes"/> <input type="button" value="No"/>
6. Contact Name:	<input type="text"/>
7. Contact Phone/Ext:	<input type="text"/>
8. Referred services may be covered by another party?	<input type="button" value="Yes"/> <input type="button" value="No"/>

Comment:

**\*NOTE** – Reason for Referral drop-down includes specific 'Plain Language' reasons that correspond to service range covered codes. These service range documents can be found here by specialty: <https://wa-provider.kaiserpermanente.org/billing-claims/auth-code-ranges>

Only choose **"Other – Provide Detailed Comment"** if the description is not listed under **Reason for Referral**, as this will delay the processing of the referral.

**\*IMPORTANT** -- If your code is not listed in the **Reason for Referral** range, you will need to submit a separate authorization for that service.

Codes in the Comments field can only be used when the **Reason for Referral** is **"Other"**. Delays may occur due to manual processing.

Please check <https://wa-provider.kaiserpermanente.org/billing-claims/auth-code-ranges>