

Medical referral form for restricted participants

To help ensure services are used appropriately according to Missouri HealthNet policies, the coordination of care for UnitedHealthcare Community Plan Lock-in members is limited to a single designated primary care provider (PCP), facility or clinic.

Referrals are required with this specific form for all UnitedHealthcare Community Plan of Missouri members who are Locked-In to a PCP, facility or clinic when non-emergency medical services are provided by a provider other than the member's Lock-In PCP. This form must accompany the member at the time of service. The member's Lock-In PCP must:

- Complete and sign this referral form
- Send a copy of the completed referral form to the referred-to care provider
- Give a copy of the referral form to the member

This referral is good only for 30 days from the date of service.

Member name: (Last) _____ (First) _____ (Middle) _____

Member date of birth: _____ Member ID number: _____

Member address: _____

Member City: _____ State _____ ZIP _____

Lock-In PCP making referral: _____
(Care provider name) (Phone number)

Lock-In PCP address: _____

Lock-In PCP National Provider Identifier (NPI) number: _____

Lock-In PCP tax ID number (TIN): _____

Lock-In PCP signature: _____

Date of signature: _____ Date of service: _____

Reason for referral: _____

Referring to: _____
(Care provider name) (Phone number)

Referred care provider's address: _____

Referred care provider's NPI number: _____ TIN: _____

Lock-In referral guidelines

Please follow these guidelines when requesting a referral for a UnitedHealthcare Community Plan of Missouri member who is locked into a provider, facility or clinic.

- 1 A written referral is required for all non-emergency medical services to be performed by another physician or health care professional using this form.
- 2 The Lock-In PCP must complete the Medical Referral Form for Restricted Participants, referred to as the Lock-In referral form, and forward it to the referred-to care provider by mail, fax or email. The Lock-In PCP should keep a copy of the Lock-In referral form in the member's record, and they should give a copy of the Lock-In referral form to the member.
- 3 The paper or electronic referral is for one date of service and any follow-up care during the 30 days after that date of service. The Lock-In PCP must submit a new referral if care is required after that 30-day period.
- 4 The referred-to care provider must receive the Lock-In referral form before rendering services and agree to provide only the services requested by the member's Lock-In PCP.
- 5 The referred-to care provider must ensure they have a copy of the Lock-In referral form before delivering services to the Lock-In member. The referred-to care provider should include a copy of the Lock-In referral form and the name and NPI number of the member's Lock-In PCP in their claim submission. If the form doesn't accompany the claim, UnitedHealthcare may deny the claim.
- 6 After the requested services are provided by the referred-to care provider, a consultation report should be forwarded to the member's Lock-In PCP. The report should include the results of any diagnostic tests, labs or x-rays, along with any follow-up or prescribing recommendations.



We're here to help

If you have questions, please call Provider Services at **866-815-5334**, 8 a.m.–5 p.m. CT, Monday–Friday. Thank you.