Right Choices Program referral request form

Requesting provider information

Requesting provider ID: NPI: Name:

Member information

Member ID: Birth date:

Last name: First name:

Referral request information

Please select the appropriate action:

I authorize the member to be seen by the physician/practice/pharmacy listed below for the dates indicated. Please add physician/practice/pharmacy to the member's list of approved providers.

I authorize that the member's lock-in pharmacy be changed to the pharmacy listed below on the effective date indicated.

I authorize that the selected physician/practice/pharmacy be removed from the member's list of approved providers.

Provider ID:	ID type:	Name:
Taxonomy:	Provider type:	Specialty:

Effective date:

Please send the completed form by secure email to **in_rcp@uhc.com** or fax it to **888-842-6007.**

United Healthcare Community Plan

1. Members who are enrolled in the Indiana Health Coverage Programs (IHCP) and identified with high utilization are placed in the Right Choices Program (RCP). These RCP members are restricted to the following:
   - 1 primary medical provider (PMP)
   - 1 pharmacy
   - 1 hospital (for non-emergent visits)

   If an RCP member requires services from a specialty provider or from a pharmacy other than the primary lock-in pharmacy, the PMP must make the referral for those services to be reimbursed.

2. The IHCP reimburses only the providers to whom the RCP member is restricted, unless a referral is on file with the member's RCP administrator or the service is for an emergency condition. If the member receives non-emergency services from providers who are not locked in, the IHCP will not reimburse the services.

3. PMPs are encouraged to provide RCP referrals for all Medicaid services, including carved-out services. This process allows for better coordination of care among providers. This also allows members to obtain prescriptions written by the referral providers at the member's lock-in pharmacy.

4. If an RCP member presents a prescription at the lock-in pharmacy from a prescriber who is not the primary lock-in provider or a valid referral provider, the claim will be denied. If an RCP member presents a prescription to a pharmacy not on the member's lock-in list, the claim will be denied.

5. Claims for non-emergency services rendered by a provider not assigned or referred to an RCP member will be denied.

6. The provider types to which members are most often restricted are physicians, pharmacies and hospitals. A member can be restricted to other provider types if such action is warranted.

7. Managed care entities may require selection and lock-in for behavioral health providers and dental services, because these services are highly likely to generate prescriptions, especially for controlled substances.

8. The IHCP reimburses any provider for emergency services if the RCP member's case is related to a true emergency.

United Healthcare Community Plan