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## REFERRALS / AUTHORIZATION PROCESS

Dear Patient:

As the delivery of healthcare evolves, more health insurance companies are requiring that the primary care providers, such as me, are the ones who authorizes the visits to the specialists or to get certain procedures (even x-rays) done.

Please familiarize yourself with the requirements of your insurance plan to see if an authorization is needed for medical care outside of your primary care doctor's office. HUMANA GOLD PLUS PATIENTS MUST GET AUTHORIZATIONS from our office unless you have routine visits to the eye doctor, dentist, gynecologist, podiatrist/foot or dermatologist.

**GIVE US FIVE BUSINESS DAYS TO PROCESS THE REQUESTS FOR REFERRALS** since we are busy throughout the day with patient care.

If you do need an authorization, here are some of the things we need to facilitate the process:

NEW appointments: You will need to come in for an appointment with me first so we can document why the referral is needed. A phone call is not sufficient.

FOLLOW UP visits: We need the office notes from your consultants detailing the reason why they are treating you; what tests are being ordered and why; the medications recommended; and what sort of follow up is anticipated. Please make sure that they have the correct contact information for this office as listed on this letterhead.

AGAIN, GIVE US 5 BUSINESS DAYS TO PROCESS YOUR REFERRAL. Essentially, call us a week before the scheduled appointment and leave a message for our referral coordinator. We will then forward the information to your health insurance plan for approval. It is advised that, if possible, come by our office the day prior to the appointment and pick up a copy of the referral so you can hand carry it to the office visit with you.

Thank you,

Colleen Campbell MD

Name: \_\_\_\_\_ D.O.B: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Rev.3\_September 2012 Ally Healthcare, LLC