

Re: 2024 Referral Process

Dear Participating Provider:

**Effective 1/1/2024 Doctors HealthCare Plans requires a referral for members enrolled in the following benefit plans: DrSelect, DrFlex, DrExtraCare, DrMax-B, DrPlus-B, and DrValue-B.**

**Referrals are valid for up to three (3) visits within a six (6) month period.**

To initiate the referral process, the member's assigned Primary Care Provider office must log into IPC Provider Portal at <https://dhp.infomc.biz/IPC> to submit the referral request. If you do not have access to the provider IPC Portal, please contact your Provider Relations Representative at (305) 422-9300, Option 2.

Please note the services list below do not require a referral for certain services:

-  All CMS Preventive Services
-  Chiropractic services
-  Dermatology (first 5 visits)
-  Transportation
-  Medicare Part B prescription drugs (Prior Authorization required)
-  Opioid treatment program services
-  Prosthetic devices and related supplies (Prior Authorization required)
-  Hearing services (Supplemental Benefit/referral required if medical procedures)
-  Skilled nursing facility (SNF) care (Prior Authorization required)
-  Podiatry services (Prior Authorization required for non-routine foot care)
-  Behavioral Health
-  Gynecology (Well Woman)
-  Outpatient dialysis treatments
-  Hospice Care
-  Inpatient Hospital Care (Prior Authorization required)
-  Durable medical equipment (DME)
-  Partial hospitalization and Intensive outpatient services
-  Dental services (Supplemental Benefits/referral required for medical procedures)
-  Urgent/Emergent Care

If you have additional questions please contact Provider Relations Department at: (305) 422-9300, Option 2.

Thank you,

Doctors HealthCare Plans