

# Solomon I. Paley, M.D., P.A.

## REFERRAL PROTOCOL

Due to the nature of the referral process, the average waiting time for a *routine* referral is 14 business days. This amount of time ensures that our office staff has contacted your insurance carrier for the appropriate authorization. Any referrals that are requested by the physician only as “STAT” or “URGENT” will be handled within a 24-to-48-hour period depending on the nature of the injury or illness.

When the physician recommends a specialist for further treatment, it is your responsibility to call and set up the appointment with the specialist. Please be sure to inform the referral coordinator of the time and date so he/she can initiate the referral. Please do not leave it up to the specialist’s office to inform our referral coordinator of your upcoming appointment. If the specialist recommended is not a participating provider with your insurance, then contact your insurance carrier to select a specialist listed on your plan.

***Please note that if a specialist is referring you to another specialist for further evaluation, it is your responsibility to contact our office with their referring information.***

We are handling your referral as quickly as possible. One of the members of our staff will contact you as soon as it is completed. If you have not heard from our office after 10-14 business days of your visit or call, please contact our office to check the status of your referral.

Thank you for your patience and cooperation. If you have any questions regarding this information, please contact our referral coordinator on extension 7.

***Humana Gold patients: Because of the nature and time it takes for referrals, if you have more than one specialist that you are being treated by, we ask that you allow ample time for processing the requests.***

**WE ARE UNABLE TO PROCESS RETRO REFERRALS - This means that if you choose to see a specialist without getting an appropriate referral from our office beforehand then, you will be personally responsible for the out-of-pocket cost stemming from that claim/bill.**

Thank you

Name: \_\_\_\_\_ Date: \_\_\_\_\_