

Referral Information for Patients

If your healthcare provider has recommended a referral to consult with a specialist for care of a medical condition, please read below to learn more about when a referral is required and how to complete this process:

Many insurance plans require an electronic referral prior to your visit to the specialist. If you are unsure if your insurance requires an insurance referral, please call the number on the back of your insurance card. If your insurance plan requires a referral, please read this entire handout.

Your primary care provider, Acton Medical Associates, must authorize the patient to see a specialist. Patients are not able to self-refer to a specialist if a referral is required by their insurance company. If a patient sees a specialist without the primary care first issuing a referral, the visit will not be approved and, therefore, not covered by your insurance company.

Your insurance company may have a specific network of specialists that they require you to use; otherwise, the request is considered out of network and typically is not covered by insurance. Please verify the specialist you are seeing is in your insurance network.

Obtaining an insurance referral is the patient's responsibility. **Failure to provide our referral staff with the appointment information in advance of the specialist appointment may result in a denial of coverage for the visit.** Please allow for 7-10 business days to process your insurance referral.

To complete your insurance referral, please obtain the following information from the specialist and provide it to our referral department:

- Name of provider (specific provider name required)
- Location specialist is providing care
- Date of appointment
- Diagnosis or reason for the referral
- How many visits are being requested
- NPI number for the billing provider
- Fax number to send the insurance referral to

The referral department looks forward to assisting you with your specialty care referral needs.

Contact information: Call 978-635-8964 to speak to a referral specialist or send a Healow Portal message with the above information.