



Primary Care Referral Information for WellMed Patients

As the Public Health Emergency referral waiver was lifted in 2023; WellMed opted to extend the waiver through 9/30/24. Beginning 10/1/2024, all Primary Care Providers (PCP) who manage any WellMed patient should begin to issue referrals for specialty care.

WellMed believes patient care starts with the PCP. Our approach ensures no patient is left behind and that they receive personalized coordinated care to ensure the best outcomes.

Implementation Period Starting 10/1/24

WellMed's implementation period is intended to minimize disruption to provider offices and patients. This will allow provider offices to adjust to the process of submitting referrals for WellMed patients for specialty care. During this period, WellMed is encouraging all providers to establish a connection through LeadingReach:

- WellMed PCPs will be submitting a referral through the LeadingReach system.
- Specialists should be receiving a referral from a WellMed PCP via LeadingReach. If a referral is not received, the specialist should request a referral from the PCP.

What is LeadingReach?

LeadingReach is a web-based platform enabling more streamlined care coordination. WellMed has joined with LeadingReach to provide world class referral management services that will assist PCPs in coordinating the right care, in the right place, at the right time.

Additional Information About LeadingReach:

Go to <https://leadingreach.com/zephyr/pcp> and select "Schedule a Demo" or "Join the Network" to request outreach by LeadingReach.

WellMed PCPs can utilize Zephyr for WellMed patients. Zephyr has established a link to a LeadingReach account that may be utilized for all referrals. For assistance regarding Zephyr access or questions contact WellMed. The Zephyr User Guide can be accessed by clicking [here](#).

Referral Network:

WellMed has identified efficient performance providers as preferred Tier 1 specialists. This information is derived from a national database that analyzes and leverages data, with a focus on all-payer healthcare quality and outcomes. WellMed is providing this information in the LeadingReach tool to assist our PCPs in referring to those specialists that have historically provided best patient outcomes.

How to Refer to a Provider that is not in LeadingReach:

A PCP can suggest through the “Can’t find what you are looking for” link in Zephyr, this information will be evaluated for future updates.

If There Is Not a Tier 1 Specialist Available in the Members Area:

Zephyr will display providers regardless of Tier. If no Tier 1 specialist is available, select the most appropriate provider to prevent any delay for necessary care.

Communication through LeadingReach:

PCPs may obtain specialist consult notes via LeadingReach. Coordinate with your specialists on the best method for obtaining your consult notes. Contact LeadingReach for assistance regarding EMR Integration.

Services that are hospital-based and/or require a script are currently excluded (i.e. home health, DME, lab, pathology, etc.).

PCP’s may have to register for access to Zephyr and LeadingReach to submit referrals. For questions about registering or accessing the portals, contact either LeadingReach directly at <https://leadingreach.com/zephyr/pcp> or WellMed Provider Service at PCPinquiry@wellmed.net.