



WellMed Referral Process – Frequently Asked Questions

WellMed believes that Primary Care Physicians are at the center of a coordinated and seamless care experience to ensure the best possible outcomes. An integral part of this coordinated care is working directly with our specialist providers focusing on continual communication. Working with LeadingReach enables us to provide world class referral management services that will assist PCPs in coordinating the right care, at the right place, and at the right time.

Q: What is changing in the referral process?

A: The WellMed referral waiver will expire on 9/30/24. Beginning 10/1/2024, all Primary Care Providers (PCP) in all markets who manage any WellMed patient should begin to issue referrals for specialty care regardless of the patient's plan type.

Q: If I do not obtain a referral, will my claim or the specialist's claim be denied for no referral?

A: No. There is currently no impact to claims.

Q. Should I cancel a patient's appointment if I do not have a WellMed referral?

A. No. WellMed does not want to impede the patient's care should you already have a visit scheduled. The purpose of the implementation period is to allow time for the process to align between PCPs and specialists. If you are a specialist, please notify the PCP of your scheduled visit(s) with clinic notes regarding patient care and obtain a referral for future visits.

Q: Is the Prior Authorization number and the Referral ID the same thing?

A: No. The referral process and the prior authorization process are two separate and distinct actions and process through two different systems. Referrals are generated through LeadingReach while prior authorizations use the WellMed ePRG Provider Portal. Typically, a referral is generated to a specialist for a patient to be evaluated and procedures listed on the WellMed Prior Authorization List would require an authorization.

Q: Is the Prior Authorization Process changing?

A: No. There is no change for Prior Authorizations. Prior Authorization requests and approvals are for the CPT/services listed on the WellMed Prior Authorization List (PAL) for Texas and the UHC PAL for Florida.

Q: What is LeadingReach?

A: LeadingReach is a web-based platform enabling streamlined care coordination. WellMed has joined with LeadingReach to provide world class referral management services that will assist providers in coordinating the right care, in the right place, at the right time. Providers who are currently using the Zephyr tool now have the capability to submit a referral directly from Zephyr through a linked LeadingReach account.

Q: For which specialties should I submit a referral?

A: All specialties except OBGYN, radiology, pathology, labs, and all services that are hospital based and/or require a script.

Q: What does the LeadingReach Referral ID look like?

A: It is a 6-character alpha-numeric ID.

Q: What is a Tier 1 specialist?

A: WellMed's criteria for Tier 1 specialists is based on objective performance criteria, including quality performance measures, patient outcomes, and overall costs. Tiering is objective, data driven and not a nominated process. If you are a specialist, and would like additional information, please contact Provider Services at providerservice@wellmed.net.

Q: Can I still refer to a Tier 2 provider if that is the best clinical choice for my patient?

A: Yes. Tier 2 and in-network providers are available to receive referrals.



Q: A specialist provider I want to refer to is not populating when I search, what can I do?

A: Although all in-network specialists should be appropriately displayed in Zephyr, you may encounter a specialist that cannot be found in search. Validate the specialist is in-network by using [Find Doctors and Clinics - WellMed \(wellmedhealthcare.com\)](https://www.wellmedhealthcare.com). In addition, users can request that a missing in-network specialist be added by clicking the "Can't find who you are looking for" blue link in Zephyr and filling out "Suggest a Provider".

Q: Should LeadingReach be used for all referrals?

A: Yes. LeadingReach is the platform for WellMed referrals. Referral information will only be available in LeadingReach for specialists.