

**UC SHIP-UCI REFERRAL GUIDELINES**

**A. A referral will not be required for the following services:**

1. Medical and/or Mental Health Emergency and Urgent Care (The student must return to the SHC for necessary follow-up care).
2. When service is rendered by a non-SHC provider during Winter Break (Although a referral is not required, students are strongly encouraged to delay seeking medical treatment for non-urgent and non-emergency conditions until SHC reopens particularly if they have not consulted their SHC PCP.)
3. Pharmacy services.
4. Dental services.
5. Optometric (Vision) services.
6. OB-GYN services.
7. Pediatric services.

**B. Medical Care Services:**

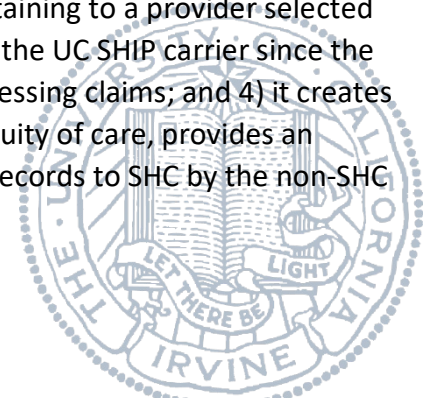
**If the student is residing or located within 50 miles from campus, the student is expected to schedule an appointment with a SHC primary care provider in order to obtain a referral for non-urgent/non-emergency medical care services to be rendered by an outside provider. The SHC offers in-person and telemedicine appointments.**

**If the student is located beyond 50 miles from campus, a referral will still be required. However, neither an in-office nor telemedicine visit nor medical review by a SHC primary care provider will be required in order to obtain the referral (see below\*). The 50-mile guideline will be evaluated on a case-by-case basis to ensure that students' access to care is not impeded.**

**C. Mental Health Care Services:**

**The 50-mile distance requirement does not apply to mental health care services. In other words, if the student is located within 50 miles from campus or beyond 50 miles, a referral is required. However, in either case, neither an in-office visit nor telemedicine visit nor medical review by a SHC mental health or primary care provider will be required in order to obtain the referral (see below\*).**

\*The reasons for requiring a referral are primarily fourfold: 1) it provides the SHC Insurance Services department the opportunity to ensure that the student selects an in-network provider which reduces the student's out-of-pocket costs and reduces costs to the UC SHIP plan; 2) it provides SHC Insurance Services the opportunity to confirm that there are no adverse actions underway pertaining to a provider selected by the student; 3) it facilitates expedited claims processing and payment by the UC SHIP carrier since the carrier's SHIP systems are programmed to search for a referral prior to processing claims; and 4) it creates a record within the SHC electronic health record and, for purposes of continuity of care, provides an opportunity for the student to voluntarily authorize the release of medical records to SHC by the non-SHC provider should the student so desire.



**D. A referral will be required for the services listed below although an in-office or telemedicine visit will not be required. However, at the discretion of the SHC's Medical Director, a review for medical necessity may be necessary prior to the issuance of a referral to ensure appropriate utilization by the non-SHC provider and to ensure that a student's out-of-pocket expenses are minimized whenever possible.**

1. Chiropractic services. (Note that chiropractic services are offered at SHC.)
2. Acupuncture services.
3. Podiatry services.

Notes:

1. SHC is committed to expediting access to care and generating referrals for students as quickly as possible. Generally, if a referral request is received in the Insurance Services department prior to 12:00 PM on Monday through Friday, the referral will be generated and sent to the student via secure message through the WH&CS Student Health portal by 5:00 PM on the same day that it was received as well as fax'd to the outside provider. If the referral request is received after 12:00 PM, the referral will be sent to the student and outside provider before the end of the business day if at all possible but not later than 10:00 AM on the following business day.
2. If a referral request is received for chiropractic, acupuncture or podiatry services, the SHC Medical Director may ask to review the referral request if SHC has received information indicating potential over-utilization by a particular community provider. If this occurs, SHC is committed to completing the medical review and generating the referral within 24 hours of receipt of the request. If deemed to be necessary and appropriate, the Medical Director will contact the student directly to discuss the referral.
3. Referrals are also available on the secure WH&CS Student Health Portal. Students may view and print the referral by logging onto the portal.
4. Reciprocity of care at other UC Student Health Centers or Counseling Centers (aka CAPS):
  - a. Students enrolled in any UC-sponsored student health plan do not need a referral from their home campus in order to receive services at another UC Student Health Center or Counseling and Psychological Services (CAPS).
  - b. If a visiting student has UC SHIP and the host campus participates in UC SHIP, referrals or authorization for care beyond the scope of the host campus Student Health and CAPS Services are provided by the Insurance Office on the *host* campus.
  - c. If the student has a different plan than that offered by the host campus (e.g., student has UC SHIP but host campus does not participate in UC SHIP, or vice versa), the host campus will need to inform the student's home campus about any referral so that the referral can be entered into the electronic medical record system on the home campus and transmitted to the appropriate carrier.

