



AvMed's Physician-to-Physician Referral Program

**Quick Reference Guide
For Specialists**

Important Note about Referrals for AvMed Members

AvMed requests that Specialists, known as Servicing Providers in our referral portal, honor all scheduled Member appointments *regardless of the existence of a referral*. If a Member is seeking specialty treatment and the Servicing Provider cannot confirm a referral at the time, AvMed requires the Specialty Provider contact the Member's Primary Care Physician to obtain the required referral.

For a detailed list of services needing referrals or exceptions, such as various preventative services and mandated open access services you can view the Referral Guidelines on AvMed's Provider Portal.

Servicing Providers must verify referrals through the referral tool online as Primary Care Physician are not required to fax or email referral documents. You may also verify using the automated system by calling 800-452-8633, Option 1.

Phone: Provider Service Center 1-800-452-8633 Email: provider@avmed.org

The Servicing Provider will review the referral in two easy steps:

1. Search all referrals.
2. Search referral for specific members.

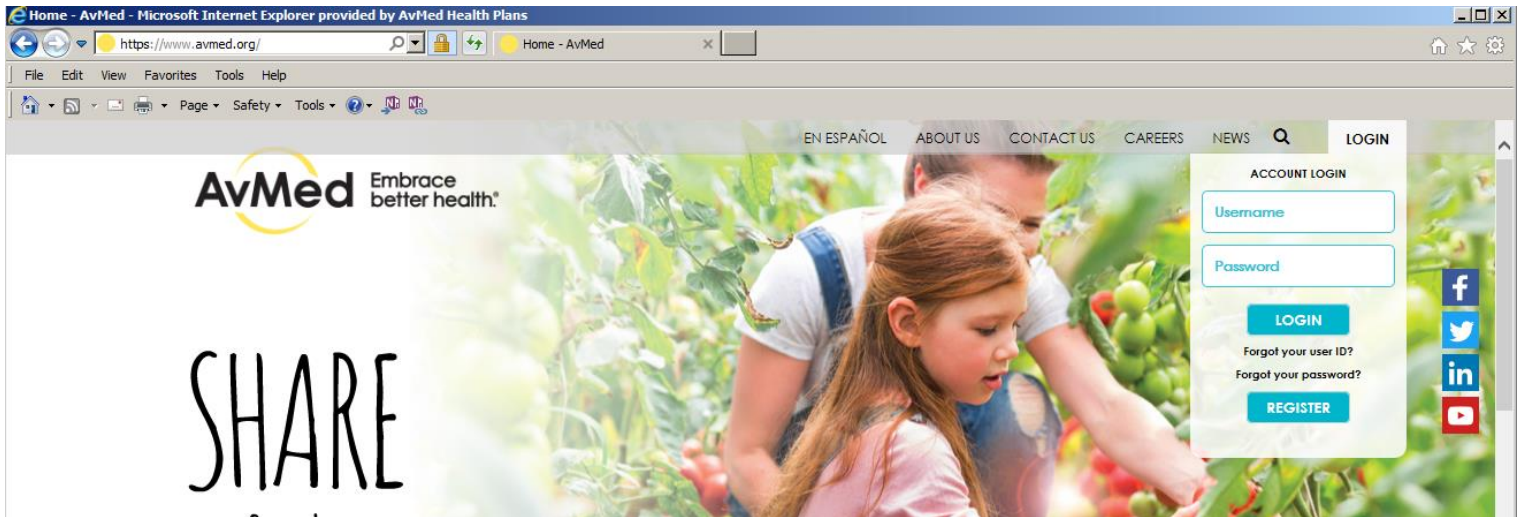
For Help: If you don't have this information, we are here to help you. Contact us by phone or email.

Phone: 800-452-8633

Email: provider@avmed.org

Step 1: Access the new referral portal.

Log into the AvMed Provider Portal: To get started, the Specialist, known as the Servicing Provider in our system, will log into the AvMed Provider Portal using your unique individual or group provider username and password. Your login credentials allow you single sign-on access to all areas of AvMed's provider website, including the physician-to-physician referral portal.



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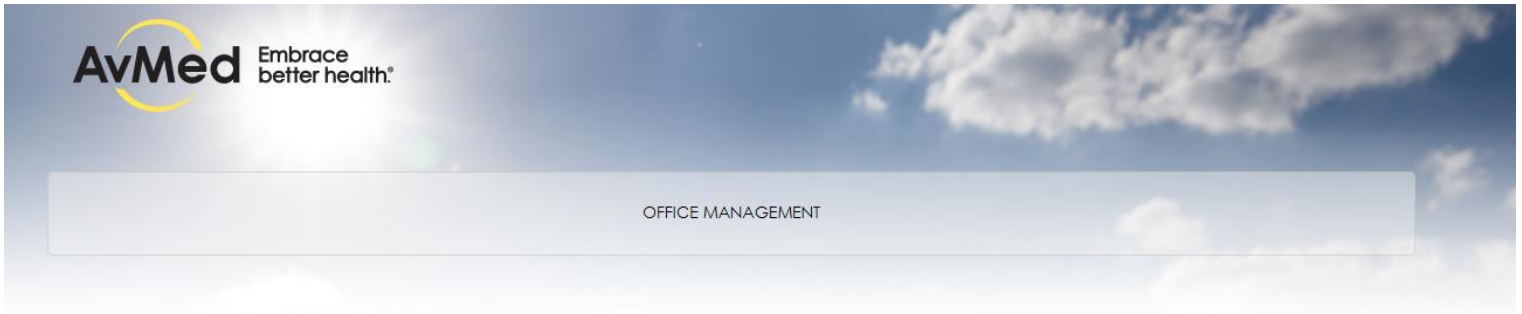
Quick Referral: Once you're logged in, select the "Quick Referral" button.

The screenshot shows the AvMed website interface. At the top left is the AvMed logo with the tagline "Embrace better health." To the right of the logo is a navigation bar with links for "En Español", "About Us", "Contact Us", "Careers", and "News", along with a search icon. Below the navigation bar are social media buttons for "Like", "G+", and "Follow". On the left side, there is a "Providers" menu with options: "Engage and Empower", "Patients", "Claims", "Authorization Information", "Tools", and "My Profile". The main content area is titled "Welcome Providers" and features three primary actions: "Quick Medicare Referral" (with a right-pointing arrow icon and the text "Create/view referrals"), "Care Opportunity Reports" (with a heart icon and the text "View Reports"), and "Financial Performance" (with a bar chart icon and the text "View Reports"). A yellow arrow points to the "Quick Medicare Referral" button. On the right side, there is a "Quick Links" section with a list of links: "Find a Doctor", "Find a Pharmacy", "Urgent Care Centers", "Medication Lists", "Forms", and "Provider Reference Guide".

Note: You'll then see a disclaimer advising that you're leaving the AvMed web site and entering a third party portal. Select "I agree" if you're a solo provider. If you're part of a group practice, select the individual provider in the group and then click "I agree." You must agree with the terms and conditions of the disclaimer to create or review a referral.

Step 2: Search referrals.

Search: Once logged into the referral portal, the Servicing Provider will land on the “Search Referrals” tab to easily review referrals.



Referrals

Search by Request Number

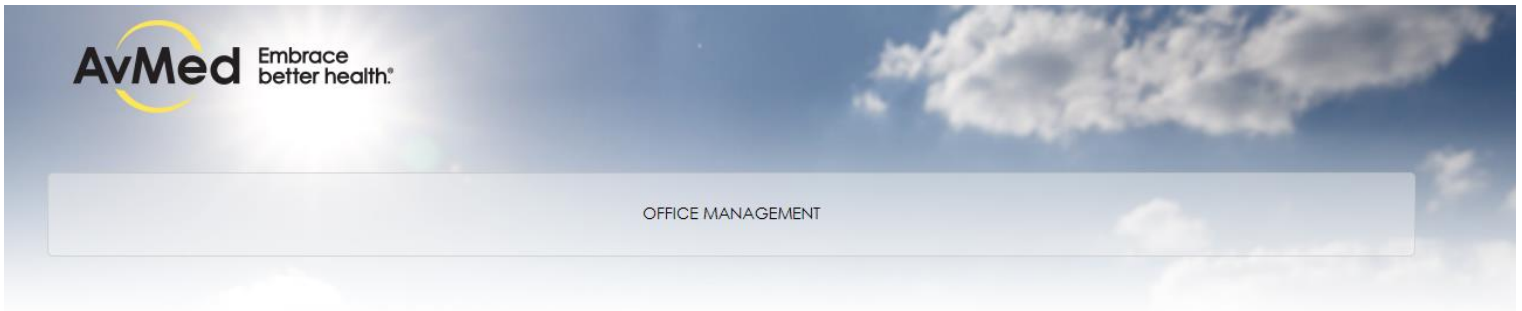
SEARCH

[Advanced Search](#)

Saved Searches

SEARCH

To search **all** referrals click on the search button



Referrals

Search by Request Number

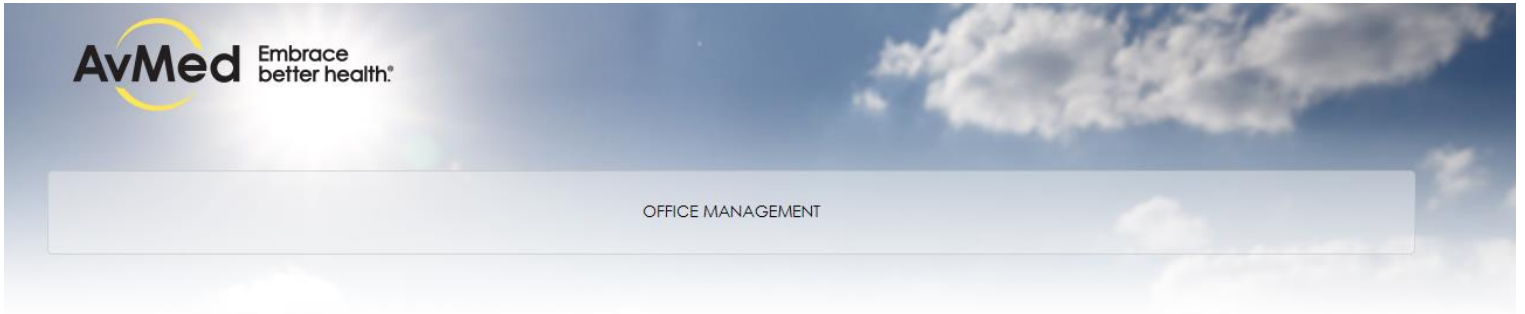
SEARCH

[Advanced Search](#)

Saved Searches



To search referrals for a specific Member click [Advanced Search](#) and the search button  to specify Member information.



Referrals

[Advanced Search](#)

Saved Searches

You'll see red asterisks by the fields that require information.

Patients ×

*Member ID

First Name

Last Name

*Date of Birth

Once required information is entered, click add when member results are loaded and close.

Patients



Collapse Search ^

*Member ID

First Name

Last Name

*Date of Birth



SEARCH

ADD

Patient ID

Birthdate

Once closed, select Search and referrals for member specified will appear.

OFFICE MANAGEMENT

Referrals

Search Requests

Modify Search v

Approved	Specialist	Request Number	
Patient	Effective Dates		VIEW >
Requesting Provider	Servicing Providers		

Approved	Specialist	Request Number	
Patient	Effective Dates		VIEW >
Requesting Provider	Servicing Providers		

Approved	Specialist	Request Number	
Patient	Effective Dates		VIEW >
Requesting Provider	Servicing Providers		

SAVE

You may also save a referral search by creating a template for frequent usage.

LOAD

To load a saved search to template, select load.

You can find a list of Common Transaction Errors and ways to correct them on the AvMed provider portal at www.avmed.org/providers.