



Self-referral services



Self-referral services

Self-referral services do not require members to obtain a referral from their assigned primary medical provider (PMP) or a prior authorization (PA) from Anthem Blue Cross and Blue Shield (Anthem). Coverage is based on the eligibility and plan benefits at the time of service. A full list of self-referral services is available in the Anthem *Provider Manual*. The following are examples of services that do not require referrals:

- Routine vision
- Outpatient behavioral health (BH):
 - In-network if not provided by a psychiatrist
- Emergency services
- Podiatry
- Family planning
- Immunizations
- Diabetes self-management



Self-referral services (cont.)

Anthem covered services for Healthy Indiana Plan (HIP), Hoosier Healthwise, and Hoosier Care Connect are based on medical necessity and benefit coverage at the time of service. Prior to rendering services, providers should be attested with Indiana Health Coverage Programs (IHCP). The following are links to the *Provider Manual*, *Behavioral Health Reference Guide*, and the Precertification Lookup Tool, which provide additional information and resources to confirm what services are considered self-referral:

- *Provider Manual*: <https://providers.anthem.com/indiana-provider/resources/manuals-and-guides>
- *Behavioral Health Reference Guide*:
https://providers.anthem.com/docs/gpp/IN_CAID_BehavioralHealthReferenceGuide.pdf?v=202108101855
- Precertification Lookup Tool: <https://providers.anthem.com/indiana-provider/claims/prior-authorization-requirements/precertification-lookup>
- IHCP: <https://www.in.gov/medicaid/providers/index.html>

Routine vision

Anthem members enrolled in HIP, Hoosier Healthwise, and Hoosier Care Connect may see any Indiana Health Coverage Program (IHCP) enrolled vision provider for non-surgical services:

- Surgeries **do require** referrals, may require prior authorization, and are excluded from self-referrals.
- Vision services are coordinated by Superior Vision:
 - Routine vision claims are processed by Superior Vision.
 - Contact Superior Vision at **877-235-5317** or visit <https://superiorvision.com>.

Behavioral health

Self-referrals for behavioral health services, not provided by an IHCP enrolled psychiatrist, must be to an in-network Anthem provider with HIP, Hoosier Healthwise, and Hoosier Care Connect based on member plan type. Examples of self-referral BH service providers are:

- Certified social workers.
- Certified clinical social workers.
- Independent practice school psychologists.
- Health service provider in psychology (HSPP).
- Community mental health centers (CMHC).
- Outpatient mental health clinics.
- Mid-level providers in accordance with guidelines based on IHCP bulletins.

Family planning

Members may self-refer to any IHCP provider qualified to provide the family planning service(s). Members are eligible to self-refer to a family planning specialist for planning and evaluation services.

Some services considered under family planning are:

- Medically necessary lab tests indicated for contraceptive decision planning.
- Tubal ligation.
- Annual family planning education and counseling visits.
- Initial diagnosis and treatment of sexually transmitted infections and diseases (STIs and STDs).
- HIV counseling, screening, and testing.

Self-referral resources

Self-referral is limited to specific services. It is always recommended to confirm which services are eligible for self-referral by confirming the member's plan, package, and specific benefit information.

Self-referral resources include:

- The Anthem *Provider Manual* <https://providers.anthem.com/indiana-provider/resources/manuals-and-guides>
- IHCP *Provider Reference Modules* <https://www.in.gov/medicaid/providers/provider-references>
- Anthem Provider Services:
 - Hoosier Healthwise: **866-408-6132**
 - HIP: **844-533-1995**
 - Hoosier Care Connect: **844-284-1798**



* Superior Vision, offered by Versant Health, is an independent company providing routine and medical optometry services on behalf of Anthem Blue Cross and Blue Shield.

<https://providers.anthem.com/in>

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Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.

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