

# 3. How to get care

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## **Referrals**

Your PCP or another specialist will provide you a referral to visit a specialist within the time frame listed in the “Timely access to care” section of this handbook, if you need one. A specialist is a doctor who has extra education in one area of medicine. Your PCP will work with you to choose a specialist. Your PCP’s office can help you set up a time to go to the specialist.

Other services that might need a referral include in-office procedures, X-rays, and lab work.

Your PCP may give you a form to take to the specialist. The specialist will fill out the form and send it back to your PCP. The specialist will treat you for as long as they think you need treatment.

If you have a health problem that needs special medical care for a long time, you may need a

standing referral. This means you can go to the same specialist more than once without getting a referral each time.

If you have trouble getting a standing referral or want a copy of the Anthem referral policy, call our Customer Care Center Monday through Friday from 7 a.m. to 7 p.m. toll free at **800-407-4627 (TTY 711)** or **888-285-7801 (TTY 711)** for members in Los Angeles.

You do not need a referral for:

- PCP visits
- Obstetrics/Gynecology (OB/GYN) visits
- Urgent or emergency care visits
- Adult sensitive services, such as sexual assault care
- Family planning services (to learn more, call the Office of Family Planning Information and Referral Service at **800-942-1054**)
- HIV testing and counseling (12 years or older)

- Sexually transmitted infection services (12 years or older)
- Chiropractic services (a referral may be required when provided by out-of-network FQHCs, RHCs, and IHCPs)
- Initial mental health assessment

Minors can also get certain outpatient mental health services, sensitive services, and substance use disorder services without a parent's consent. For more information, read "Minor consent services" and "Substance use disorder treatment services" in this handbook.

### **California Cancer Equity Act Referrals**

**Effective treatment of complex cancers depends on many factors, including getting the right diagnosis and getting timely treatment from cancer experts.**

**If you are diagnosed with a complex cancer, the new California Cancer Care Equity Act allows you to ask for a referral from your doctor to get cancer treatment specifically from an in-network National Cancer Institute (NCI)-designated cancer center, NCI Community Oncology Research Program (NCORP)-affiliated site, or qualifying academic cancer center.**

**If Anthem does not have an in-network NCI-designated cancer center, Anthem will allow you to ask for a referral to get cancer treatment from one of these out-of-network centers in California, if one of the out-of-network centers and Anthem agree on payment, unless you choose to see a different cancer treatment provider.**

**If you have been diagnosed with cancer, contact Anthem to see if you qualify for services from one of these cancer centers.**

# 4. Benefits and services

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## **Medi-Cal benefits covered by Anthem**

### **Outpatient (ambulatory) services**

#### ***Cognitive health assessments***

Anthem covers an annual cognitive health assessment for members who are 65 years of age or older and are otherwise not eligible for a similar assessment as part of an annual wellness visit under the Medicare Program. A cognitive health assessment looks for signs of Alzheimer's disease or dementia.