

Care System Referral Request – Frequently Asked Questions

Q1) What is a Care System Referral (or Referral)?

A Care System Referral is permission from a primary care provider or clinic to receive medically necessary care or services from a provider outside of the member's primary care clinic or care system when such care or services are not available within the primary care clinic.

Q2) What is a Standing Referral?

A Standing Referral is a referral issued by a participating provider and authorized by the member's primary care provider for conditions that require ongoing services from a specialty provider. A Standing Referral will only be authorized for the period of time appropriate to the member's medical condition.

Q3) Which Medica products require a Care System Referral?

- Medica Elect®
- Medica EssentialSM

View the [Medica Elect and Medica Essential Fact Sheet](#)

Q4) When must Care System Referrals be submitted?

To ensure that reimbursement is made at the appropriate benefit level, Care System Referrals must be submitted prior to the Medica member receiving services and prior to the claim being submitted.

Q5) Who do I contact to request set-up and training for Electronic Referral Submission?

Please contact the Provider Service Department via telephone:

- Phone Number: 1-800-458-5512
- Hours of Operation: Monday-Friday, 7a.m. to 5p.m. Central Time
***Closed Mondays 8-9a.m. for training*

View the [User Guide for Medica Electronic Transactions](#)

Q6) How can I obtain a paper referral form?

Visit Medica.com at [Providers](#) → [Administrative Resources](#) → [Claim Tools](#) → [Referral/Care Direction Form](#) (under Referral Processes heading).

Q7) How do I submit a paper referral form?

Please fax paper referral forms to the Medica Referral Department at 952-992-8090.

Q8) How can I contact someone if I have questions regarding referrals?

If you have questions regarding referrals, please call the Medica Referral Inquiry Line at 1-800-458-5512. You may also submit questions via email to ReferralInquiry@medica.com.