

Out-of-Plan Referral Review

Prompt consideration will be given to referrals for services unavailable within the MercyCare Network of Providers. Referrals are not required to access physicians listed in the member's provider network. All out-of-plan referrals must be approved by MCIC prior to the service being provided.

The following procedure is to be followed when requesting out-of-plan services:

- Complete the MCIC out-of-plan referral form.
- Please fax referral form and all supporting documents to the MCIC office at 608-758-7726. (complete documentation such as consult notes and additional supporting information will expedite the form through the Quality Health Management Team).
- The patient and the physician will be notified in writing of the determination for benefits and services.
- It will be the patient's responsibility to notify MCIC with the confirmation of the appointment date and physician they have been approved to see.
- If assistance is needed to complete the form, or if there are questions, please contact the MCIC Quality Health Management Team by calling 800-752-3431.

When completing the referral form, it is imperative to include the medical reason for the referral.

Please Note if services are available in plan, the member will be redirected to a participating provider.

Referral forms may be obtained by contacting the MCIC Provider Relations Representatives at 800-752-3431.

MercyCare cannot guarantee coverage on Retroactive referrals

