

April 29, 2022



Promise Health Plan

To: Directly Contracted Medi-Cal Network Practitioners  
Blue Shield of California Promise Health Plan

Distributed via FAX

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Provider Network Management

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Subject: No Prior Authorization Needed for Referring Medi-Cal Members  
to Network Specialists for Consultations

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We know that helping you get your patients to a specialist for any necessary consultation as quickly and conveniently as possible helps you partner effectively with them to determine the best treatment plan.

We want to be certain that you are aware that directly contracted Medi-Cal network practitioners do not need to get a prior authorization from Blue Shield of California Promise Health Plan to refer a Medi-Cal member to any in-network specialist for a **consultation**. Following a consultation with the network specialist, if specialty **treatment** is recommended, it is necessary to check Blue Shield Promise's [Prior Authorization List](#) to determine whether a prior authorization is needed before beginning the treatment.

You can view the list online, without having to log in, at [blueshieldca.com/promise/provider](https://blueshieldca.com/promise/provider). On the home page, under the *Policies & Guidelines* section, you will find a direct link to the [Prior Authorization List](#).

Please ensure that your staff is informed of this policy. We want to make specialty consultation referrals as easy as possible for you and your patients. If you or any of the practitioners have questions about this policy, please contact our Provider Customer Service Department at **(800) 468-9935**.

Please be aware that the above information applies to directly contracted providers. If you also provide services under a delegated provider group to which a Medi-Cal member is assigned and will be billing for services under the group's contract, you must check with the delegated group to determine whether a prior authorization is needed before referring that member for a **specialist consultation** or providing **treatment**.

Thank you for our ongoing care for our members. We value and appreciate your participation and service in Blue Shield Promise's Medi-Cal network.

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