

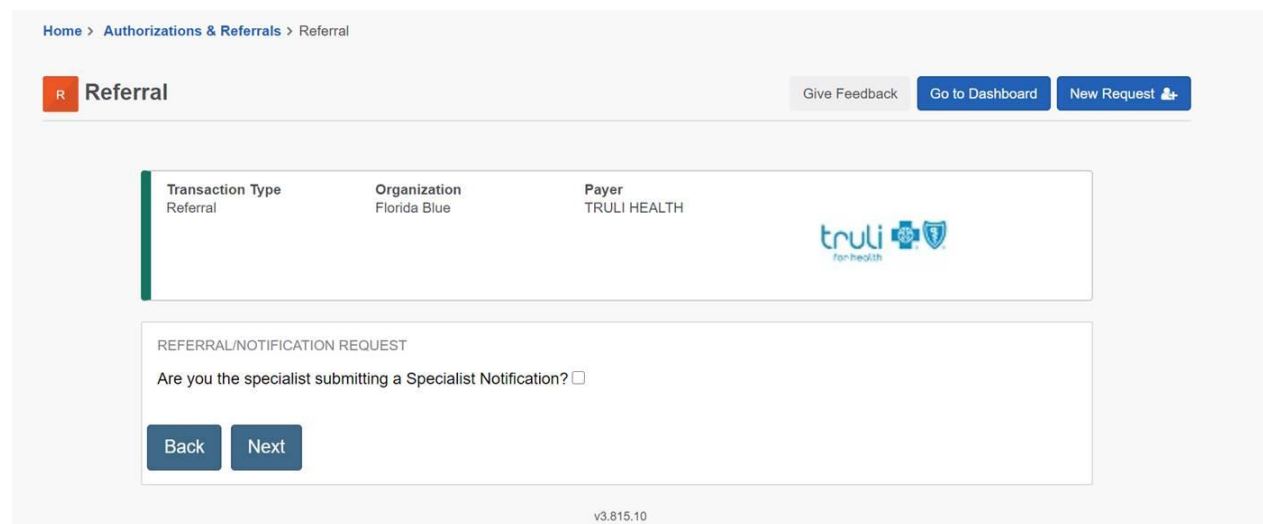
## Specialists Required to Submit a Notification When a Member Self-Refers for Specialist Services

Because Truli is an open access HMO, members do not require a referral from their primary care physician (PCP) to see a participating specialist. When a Truli member presents to a specialist without a PCP referral, the rendering specialist must submit a specialist notification through Availity<sup>®1</sup> at least two business days prior to the member's appointment. All specialists, including behavioral health practitioners, gynecologists and obstetricians, are required to submit a specialist notification. This includes virtual health visits by specialists.

### Specialist Notification Process

When a Truli member schedules an appointment with a specialist, the specialist must go to Availity at [availity.com](https://www.availity.com) to determine if there is a referral from the member's PCP. Follow this process in Availity:

- If there is no referral on file, the specialist may proceed with scheduling the visit by submitting the specialist notification. The specialist notification must be submitted at least 48 hours prior to the member's scheduled visit, and each specialist notification is valid for one visit for up to 60 days.
- If there is a PCP referral on file from the member's assigned PCP, a specialist notification is not required.
- To ensure that your office can easily submit the specialist notification, we have created a new link in Availity for submitting a specialist notification. See the screen shot below:



The screenshot shows the Availity 'Referral' form. At the top, there is a breadcrumb trail: Home > Authorizations & Referrals > Referral. Below this is a header with an orange 'R' icon and the word 'Referral'. To the right of the header are three buttons: 'Give Feedback', 'Go to Dashboard', and 'New Request' with a plus icon. The main content area is a table with three columns: 'Transaction Type' (Referral), 'Organization' (Florida Blue), and 'Payer' (TRULI HEALTH). To the right of the table is the Truli for Health logo. Below the table is a section titled 'REFERRAL/NOTIFICATION REQUEST' with the question 'Are you the specialist submitting a Specialist Notification?' followed by an unchecked checkbox. At the bottom of this section are two buttons: 'Back' and 'Next'. At the very bottom of the page, the version number 'v3.815.10' is displayed.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](https://www.availity.com).

### Still Have Questions About Specialist Notifications?

Find more information about specialist notifications, referrals and prior authorization processes in the provider manual at [truliforhealth.com/providers](http://truliforhealth.com/providers). Scroll down to **Manuals and Guides** and select **Truli for Health Provider Manual**. For questions about eligibility and benefits, visit Availity at [availity.com](http://availity.com). For other inquires and/or general information, please call the Provider Contact Center at 833-238-8144.