**UnitedHealthcare Compass, Core and Navigate** offer members access to a network of care providers customized according to local market needs and resources. A primary care physician (PCP) coordinates member care, focusing on specific patient needs and driving personalized care improvements.

**Referrals**

Referrals must be submitted on our secure website before a member appointment or service with a specialist. Go to [UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com) > **Notifications/Prior Authorizations** > Referral Submission > Login.

**Referral Submission Requirements:**

- Referrals can only be submitted by the member’s assigned PCP or a PCP within that same tax ID
- To input referrals, user profiles must include detail for the submitter’s referral submission ‘role’
- Review the patient eligibility screen to confirm that the member’s coverage is active
- Referrals are required for certain services from a network specialist
- Referrals may be submitted with a start date up to five calendar days before the date of entry

**Eligible services that do not require a referral include:**

- Network obstetrician/gynecologist, urgent care center or convenience clinic services
- Routine refractive eye exams from a network provider
- Mental health disorder and substance abuse services from network behavioral health clinicians
- Services from physicians with the same TIN as the member’s PCP
- Services from a network pathologist, radiologist or anesthesiologist
- Services in any emergency room or emergency ambulance
- Physician services for emergency/unscheduled admissions
- Services from network inpatient consulting physicians
- Other services for which applicable laws do not allow a referral requirement
- **Any non-physician services**, including but not limited to:
  - Outpatient lab, x-ray, or diagnostics
  - Physical therapy, rehabilitation services not including manipulative treatment and vision therapy (i.e., physician services)
  - Durable medical equipment, home health, prosthetic devices and hearing aids

**Access Information Online**

[UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com) > **Tools & Resources** > **Products & Services**

- Product overviews and frequently ask questions
- Online tutorials, quick reference guides and reports
- Referral requirements and administrative protocols

**Contact**

If you have questions about [UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com), please call 866-842-3278 (866-UHC-FAST) and select option 2.

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