

Referral Authorization Form (RAF) Exceptions

Referral Authorization Form (RAF) is required for all case managed CenCal Health members; however, there are a number of exceptions to this rule. Please reference the Authorization section of our website or the Provider Manual for more information.

Emergency Services & Emergency Ambulance are covered any time a member is inside or outside of the service area (Santa Barbara or San Luis Obispo Counties) and you believe they need medical care immediately. <https://www.cencalhealth.org/members/call-nurse-line/>

Limited Services include Audiology, Acupuncture, Chiropractic, and Hearing Evaluations, authorization required if exceeds two (2) visits per month of any of the limited services above (i.e. 1 chiropractic visit + 1 acupuncture visit). (Reference E2 Provider Manual)

Vision Services, Optometry and Optician Service for SBHI and SLOHI Members include an eye examination every two (2) years. Eyeglasses are a covered benefit every two (2) years for Members who are exempt from the optional benefit elimination. A referral from the Member's PCP is not necessary for eyeglasses, eye appliances and related services in addition to optometry services. Prior authorization is required for services, please refer to the Provider Manual Section H, H20 for authorization guidelines. (Reference E2:13 and E2.14 of the Provider Manual)

Physical Therapy services include treatment prescribed by a physician or podiatrist of any bodily condition by the use of physical, chemical and other properties of heat, light, water, electricity or sound, and by massage and active, resistive, or passive exercise. Prior authorization is required for services beyond 18 visits (Reference E2.15 Provider Manual)

Physician consults for members admitted to acute hospitals

Post-partum home health initial visit and post-partum home visits (Reference E11 Provider Manual)

Self-Referral Services, members have the right to confidentiality when receiving sensitive services or family planning services. Members may obtain these services with their PCP or directly with any qualified Medi-Cal provider within or outside of the health plan or provider network. PCPs, County clinics, family planning providers, gynecologists, obstetricians, or multi-specialty groups can provide sensitive services. Please refer to your Contracted Provider Listing for a listing of providers. (Reference H3 Provider Manual)

- Sensitive services include pregnancy testing/counseling, birth control, AIDS/HIV testing, drug and alcohol abuse services/counseling, sexual assault services, etc.
- Family planning services include birth control, pregnancy testing and pregnancy counseling

Special Class members are not case managed by an assigned Primary Care Physician and can be seen by any CenCal Health contracted provider without the requirement of a RAF. Services rendered to Special Class members are paid at fee-for-service

Categories:

- Member's first month of eligibility with CenCal Health (newborn child under mothers ID#, etc.)
- Have met share of cost (SOC)
- Reside out of county (i.e. students)
- Are in Long Term Care (LTC) Facilities
- Are hospice certified

Urgent Care/After Hour Services, CenCal Health members may call for urgent care services and need an after-hours or weekend appointment.

<https://www.cencalhealth.org/members/call-nurse-line/>