

Yale HEALTH

Yale Health New Member Bulletin Information To Help You With Yale Health Membership



The Yale Health New Member Bulletin is a communication for New Members that is sent out periodically with detailed topics related to Yale Health coverage.

This Bulletin's Topic: Referrals and Claims

Referrals

Yale Health coverage works on a referral basis for care above primary care. Most referrals start with your primary care provider (PCP). You may also receive a referral from a provider Yale Health has authorized you to see. A referral from your PCP, or other provider, does not guarantee authorization. Your referral will be reviewed and you will be notified of the status. You should not obtain care until an approved referral is received.

An approved referral (prior authorization) is required for:

- All care outside of the Yale Health Center
- Allergy Department
- Dermatology
- Diagnostic Imaging
- Endoscopy
- Infusion
- Inpatient Care
- Laboratory Services (above routine basic blood draw)
- Nutrition Counseling
- Physical Therapy
- Specialty Services

You do not need a referral for the following services:

- [Acute Care](#)
- [Behavioral Health through Magellan Health](#)
- Chiropractic Services (check your member handbook on your applicable [Coverage Page](#) for more information)
- [Immunizations](#)
- [Obstetrics & Gynecology](#)
- [Routine eye exams in the Optometry Department](#)
- [Screening mammograms](#)
- [Mole Screening in Dermatology](#)

Referrals authorize services for a specific service and time period. The details of the referral are communicated to the provider to whom you are referred. You should also receive a notification about the status of your referral in the mail or you can contact the Referrals Department for a copy of your referral.

Your referral notification will include:

- status of your referral (approval, denial, partial approval, etc.)
- limitations (number of visits, etc.)
- effective date
- end date

If you need a new referral, contact the provider who put in the order.

The Referrals Department can be reached for any referrals questions by phone at 203-432-7397 or [by email](#), Monday through Friday, 8:30-5pm.

Claims

Yale Health has an in-house Claims Department who can assist you with your claim inquiries. The Claims Department can answer questions about:

- bills you received for medical care outside of the Yale Health Center
- Explanation of Benefits (EOB)
- Medical Claims

If you pay out-of-pocket for medical services or equipment and you have an approved referral (such as home health services, durable medical equipment, or other services rendered outside of the Yale Health Center), you should submit a Supplemental Claim Form, found on [the Forms Page](#), for reimbursement. You may also submit a Supplemental Claim Form for Chiropractic Services (a referral is not needed for such services). Complete a separate claim form for each family member.

Claims for medical services should be accompanied by itemized bills and, when available, additional medical records for the service (charge card receipts and balance due statements are not acceptable).

Itemized bills must include:

- Patient name
- Type of service

- Date of service
- Diagnosis
- Charge for service
- Procedure code

Submit your Supplemental Claim Form [via email](#) or mail to:
Yale Health
Claims Department
P.O. Box 208217
New Haven, CT 06520-8217

The Claims Department can be reached by phone at 203-432-0250 or [by email](#), Monday through Friday, 8:30-5pm.

Prescription Drug Claims

Visit the [Pharmacy Page](#) for more information about how to submit a Pharmacy Claim Form for prescriptions purchased at an outside pharmacy. You may submit a pharmacy claim electronically or by paper form.

Appeals Process

You have the right to appeal an adverse claim determination or an adverse benefit determination rendered by Yale Health. Member obligations such as premium contribution, deductibles, or co-payments cannot be appealed.

[Access Pre-Service Appeals Information](#)

[Access Post-Service Appeals Information](#)

Have questions about your membership coverage, or wish to discuss your new Yale Health membership? [Click here to schedule a new member meeting with the Member Liaison via telephone or Zoom.](#)

Call first before you come in
Call your primary care provider

Yale Health

55 Lock Street

P.O. BOX 208237

New Haven, CT 06520-8237

Acute Care 203 432 0123

Member Services 203 432 0246

better together



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