



Special Edition: March 31, 2023

Rocky Mountain Health Plans Transition Update

REMINDER: Referral requirement for certain Individual & Family Plans (IFP) effective April 1, 2023

In an effort to help lower healthcare costs for individuals and families who do not receive their health coverage from their employer, wanted to remind you of some changes we are making in our plan requirements.

Beginning April 1, 2023, we will require referrals for patients seeking services from a specialist for the following Rocky Mountain Health Plans Individual and Family Plans:

- Monument One
- Monument Health HMO
- Rocky Mountain Valley
- Rocky Mountain Sky

Note that referrals are not required for members to receive reproductive or gynecological health care, behavioral health care, or covered eye care services.

We believe engagement with primary care providers will help members effectively navigate the healthcare system and receive care in the most appropriate setting for their specific healthcare needs.

What you need to do

For services provided on or after April 1, 2023, health care professionals will need to submit a referral for their patients for specialty services at UHCprovider.com > **Referrals**. If your practice has services scheduled for April 1, 2023 dates of service or later for a patient on one of the health plans listed above and a referral has not been submitted, please contact the patients primary care provider to have one entered.

We're here to help

An online tutorial regarding the online referral process is available at [Referrals: Interactive User Guide \(chameleoncloud.io\)](https://chameleoncloud.io)

If you have questions, please contact Provider Services at 888-478-4760.

At Rocky Mountain Health Plans, we are dedicated to working with you to help our Members receive the best care possible. Thank you for your commitment to providing quality care. We value your partnership and hope you find this special edition valuable.

- Your Rocky Mountain Health Plans Team