

## Central Coast Oncology & Hematology

Amy McMullen, MD  
Michael Yen, MD, PhD

### What Happens When Your Doctor Refers You to Another Facility?

1. Your doctor lets the CCOH Referral team know what you need, where it needs to be completed, and when it should be completed.( i.e Your doctor wants you to get a CT scan within one week at Radiology Medical Group.)
2. Once the referral team has received the referral information, the team starts working on obtaining authorization from your insurance company. Depending on your insurance, this can take up to *7 business days*. There are some cases when the insurance company requires additional information as to why you are needing the referral. In this scenario, your doctor will make time to speak directly with your insurance. This can add up to *additional 3 business days* to receive a response from your insurance regarding the status of the authorization.
3. As soon as the referral team obtains an authorization approval from your insurance company, they put together the necessary referral paperwork and send it to the correct facility with a request that will contact you to schedule.
4. After the referral is successfully sent, the CCOH staff will contact you with the information of where it was sent, when it needs to be done, and the number to call to get it scheduled.

### Important Things to Remember:

1. When your doctor wants you to get a procedure completed several months into the future, the CCOH referral team will not start working on the referral more than a month in advance of the referral due date. Most insurance plans will not approve authorizations far out in advance of the due date, or the authorization may expire prior to the due date.
2. Referrals only last 30 days. Once your referral is sent, you have 30 days to schedule and complete the procedure. If for any reason you are unable to complete your referral within 30 days, please let your doctor know. The CCOH referral team will need to initiate a new referral for you.
3. If you have a preference where you want your scans done, let us know where at the time of your appointment.

If you have any questions or concerns, please contact our office.