



1350 Concourse Ave, Ste. 142
Memphis, TN 38104
Phone 901-272-7170
Office Fax 901-261-8831
Clinic Phone 901-272-0003
ChurchHealth.org

Dear Provider,

Every day, because of the generosity of primary care physicians like you, the MEMPHIS Plan provides essential medical services to over five thousand lower-wage, uninsured workers to those who could not otherwise afford healthcare in our community. Our patients make less than 200% of the poverty level, are not offered or cannot afford group health insurance, do not qualify for government assistance and the need for primary care services continues to grow each day as we enroll more participants on the MEMPHIS Plan. To better serve you, your staff and our participants, a few changes are necessary in the way our office handles MEMPHIS Plan referrals. These changes are focused on making the referral process more accurate so that we may accommodate our mutual patients in a timely manner.

REFERRAL PROCEDURES:

- **ALL Referrals should be faxed into the MEMPHIS Plan office.**

We have provided a MEMPHIS Plan Specialist Referral Form for your convenience. Please fax to 901-261-8831 ATTN: Referral Department

Please Include:

- Provider notes from recent visit and diagnosis history
 - Patient's current medications
 - Copy of recent labs and relevant diagnostics (CT, MRI, Pap Smear, X-Ray, Ultrasound results)
 - Surgical Summaries
- Hospital Discharge notes and referral to specialist

Referrals cannot be scheduled without the doctor/office visit notes. the referral department will contact the patient by mail and/or phone.

**If the referral department has made multiple attempts to schedule an appointment, the patient declined the appointment, cancelled multiple times, or no-show/no-called for the appointment, the referral will be cancelled, and the provider's office notified by fax. **

- Diagnostic testing (MRI's, CT scans, X-Rays, Mammograms, Ultrasounds etc.) are not scheduled by the referral department. **Testing may be ordered by your office and scheduled at the patient's assigned hospital which can be found on the MEMPHIS Plan Master Patient List that is sent out monthly. Please DO NOT schedule any diagnostic testing at The Flinn Clinic as they do not donate services and patients will be responsible for services. Scheduling does not require a pre-authorization or pre-certification from MEMPHIS Plan.** ** Sleep Studies, Audiograms, and EGD/Colon Screenings are the exception and must be ordered as a referral **



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LABS:

- The MEMPHIS Plan utilizes the following labs: **AEL, LabCorp, Memphis Pathology Group and Quest.**
 - **Should you choose to use LabCorp, please provide them with MEMPHIS Plan’s account number which is 41118905.** For all other labs, you MUST indicate on the requisition form that they are a MEMPHIS Plan Participant.

** Specialist referral lab/diagnostic test requisitions may be scheduled with Church Health. Please call our office if you have received a request from a specialist to schedule additional testing. **

Since we are not an insurance company, we do not process Health Insurance Claim Forms (HCFAs) or patient bills for payment. **Please refer all patient billing issues to the MEMPHIS Plan office.**

Your office staff may call our Healthcare Advisory Team at (901) 272-7526 to confirm effective dates and to verify participants on the MEMPHIS Plan.

HOSPITALIZATION:

- The MEMPHIS Plan has agreements with **Methodist University Hospital and Baptist Memorial Hospital only.** Patients are assigned to one of these two hospitals to use for emergency room visits or should they need surgery. Should your patient require any type of hospital visit, please send them to the hospital that they are assigned to on the back of their MEMPHIS Plan card.

PATIENT SCHEDULED APPOINTMENTS:

- For services not requiring a provider referral or prior authorization, please have the patient call Church Health at 901-272-0003 to schedule their first initial appointment. Outside providers for these specialties are NOT COVERED under the MEMPHIS Plan and therefore would be considered self-pay.
 - **Ophthalmology/Optometry – 901-272-0003**
(Routine checkups, including diabetic eye exams)
 - **Physical Therapy – 901-272-0003 Ext. 4124**
Patients may be referred to PT by their primary care provider.
 - **Counseling – 901-701-2062**

No referral needed. Charges based on sliding scale. No psychology available.

- **Dental Services – 901-272-0003**

Limited availability. Charges based on sliding scale.



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IMPORTANT INFORMATION

- **For WELL WOMAN appointments, Church Health follows the USPSTF recommended guidelines for cervical cancer screening in women age 21 to 65 years with cytology (Pap smear) every 3 years or, for women age 30 to 65 years who want to lengthen the screening interval, screening with a combination of cytology and human papillomavirus (HPV) testing every 5 years. If your office does not perform Pap smears, a referral may be faxed to our office with the most recent consult, patient's gynecological history and we will schedule an appointment.**
- **For Colorectal Cancer Screenings, Church Health follows the USPSTF recommended guidelines for colorectal cancer screening. For average risk patients, USPSTF guidelines utilize FOBT as the first line screening test. USPSTF does not recommend routine screening colonoscopies for average risk patients. Please see the attached letter from Dr. Susan Nelson, Chief Medical Director for Church Health, for more information concerning colorectal cancer screenings.**
- **Specialty Protocols: Please review attached protocols for Cardiology, Gynecology, General Surgery, Nephrology, Orthopedic, Pulmonology, and Urology referrals.**

If you have any questions or concerns, please do not hesitate to call MEMPHIS Plan at (901) 272-7526 or the Church Health Referrals department at (901) 272-0003 x1814.

For more information and frequently asked questions, please visit our website at MEMPHISPlan.org or Churchhealth.org.

Church Health ministries, and those we serve, deeply appreciate your support and assistance.

Thank You,
Specialty Care and Diagnostic Services