



Important Information for Contracted Providers Regarding Referral Authorizations

Effective, February 1, 2014, our policy regarding services rendered without a referral authorization has changed. Claims submitted without a referral authorization will be denied. We will no longer review claims for unauthorized services that are submitted with an explanation regarding why the patient was seen without a referral authorization. All services need to be authorized in advance unless the services fall within the guidelines outlined below.

There will be instances where your office is unable to request a referral authorization in advance due to the emergent nature of the treatment. Services are emergent if waiting to get care could be dangerous to the patient's life or a part of his/her body. The emergent services are necessary to prevent damaging health effects.

If services were performed and fall within the guidelines mentioned, a referral request must be submitted within 48 hours of the date of service via our online provider portal, **MemorialCare Link** and include a call to the patient's Referral Coordinator located in their primary care physician's office. We have attached an updated Referral Coordinator Contact List for your reference.

The **MemorialCare Link** referral request needs to be marked with a priority status of "Emergency" and include a note with the date of service and the reason why prior authorization was unable to be obtained. This request is not a guarantee that the services will be retroactively authorized, as the services need to meet the guidelines listed above and patient needs to have eligible insurance at the time of service.

As a reminder, for routine services a referral request should be requested via **MemorialCare Link** a minimum of 5 business days in advance. Emergency (STAT) referrals should be requested within 24 hours of services being rendered and Urgent (ASAP) referrals should be requested within 48 hours of service.

Please note: Referrals should never reflect an Emergency or Urgent status solely for the benefit or convenience of the patient, the patient's family, or the provider's office.

If you have questions regarding this policy, or the **MemorialCare Link** provider portal, please contact the Provider Services team at **(714) 665-1674** or at **providerrelations@memorialcare.org**.

-Provider Services



MEMORIALCARE[®] MEDICAL GROUP

Referral Coordinator Contact List

Facility	First Name	Last Name	Extension	Phone	Fax
Aliso Viejo	Merle	Rhodimer	52410	(949) 425-2410	(714) 665-4626
Anaheim	Helena	Rivas	45360	(714) 229-5360	(714) 665-4625
Costa Mesa	Kendel	Doyle	69522	(714) 966-9522	(714) 665-4624
Dana Point	Irene	Magaña	74217	(949) 542-4494	(714) 665-4697
Fountain Valley	Maggie	Guzman	33104	(714) 433-3104	(714) 665-4623
Fountain Valley	Mauri	Cruz	33120	(714) 433-3120	(714) 665-4623
Huntington Beach	Maria	Sedano	202	(714) 891-1731	(714) 891-0129
Irvine	Carmina	Santiago	79422	(714) 665-1694	(714) 665-4622
Irvine	Evelyn	Leon	79119	(714) 665-1600	(714) 665-4622
Irvine	Marie	Formby	79484	(714) 665-1784	(714) 665-4622
Long Beach-Spring St	Valerie	Silva	N/A	(562) 933-0068	(562) 933-0074
Long Beach-Spring St	Dolores	Ruvalcaba	N/A	(562) 933-0068	(562) 933-0074
Long Beach-Spring St	Sonia	Garcia	N/A	(562) 933-0068	(562) 933-0074
Long Beach-Spring St	Johanna	Veliz	N/A	(562) 933-0068	(562) 933-0074
Long Beach-Los Altos	Tiffany	Banks	68230	(562) 546-8230	(562) 546-8210
Mission Viejo Madero	Kristi	Aque	83322	(949) 598-3322	(714) 665-4621
Mission Viejo Madero	Andrea	Dodd	83321	(949) 598-3321	(714) 665-4621
Rancho Santa Margarita	Vanessa	Martin	42530	(949) 766-2530	(714) 665-4620
San Clemente-Los Mares	Irene	Magaña	74217	(949) 542-4494	(714) 665-4697
San Clemente-Talega	Irene	Magaña	74217	(949) 542-4494	(714) 665-4697
San Juan Capistrano	Cindy	Cuevas	36260	(949) 443-6260	(714) 665-4619
San Juan Capistrano	Maria	Severt	36261	(949) 443-6261	(714) 665-4619
Santa Ana	Sofia	Martinez	66231	(714) 796-6231	(714) 665-4692
Santa Ana	Michelle	Guevara	66214	(714) 796-6214	(714) 665-4692

Provider Services Representatives

Andy Llamas	South Orange County	(714) 665-1674 ext. 79143 Allamas@memorialcare.org
Jennifer Aguirre	North OC/Long Beach	(714) 665-1674 ext. 79146 JDominguez@memorialcare.org
Marsha Diy	Internal	(714) 665-1674 ext. 79145 MDiy@memorialcare.org

Miscellaneous

Business Center RC's	(714) 665-1702	MemorialCare Medical Foundation 2742 Dow Avenue Tustin, CA 92780
Claims Dept/Customer Service	(714) 665-1730	
Business Center	(714) 665-1600	