

Specialty Care Referral Process

Access DuPage has hundreds of participating specialists who volunteer their time. Despite the generosity of DuPage area providers, please be advised that some specialties are extremely limited. Other requests may not be covered due to program restrictions detailed below.

Steps to Submit an Access DuPage Specialty Referral

- You may either use your office/EHR referral form or use an Access DuPage form (copies available at [www](http://www.accessdupage.org).). The Referral request should include the following:
 - a. Patient Name and DOB
 - b. Date of Request
 - c. Referring Provider Name and Contact info
 - d. Specialty Request and Diagnoses
- In addition to the actual referral, please include:
 - a. Recent office visits (include patient history and treatment efforts to date)
 - b. Records of prior treatment in your office or elsewhere
 - c. Related diagnostic tests (completed or pending)
 - d. Note: If the patient was seen in the ER related to this diagnosis/referral, indicate location and date and provide records if possible
 - e. If the patient has seen a specialist related to this issue, please advise
- Completed referrals should be sent to Access DuPage by fax at 630-510-8707 or emailed to the care coordination department at the following emails:
 - a. ngarcia@accessdupage.org
 - b. mromero@accessdupage.org

Next Steps

- Questions about the referral or additional record requests will be directed to your office.
- Once a specialist is secured by Access DuPage, copies of completed referrals will be sent to pcp, patient, and specialist.
- If we are unable to secure a specialist, we will contact your office
- Most completed referrals are good for 12 months
- Results of the consultation and follow-up instructions should be sent to your office by the specialist directly.
- Any known costs will be communicated to patient and are patient responsibility; some providers may charge a modest copayment of \$5-\$25
- If you wish to check the status of a referral you may do so at [www](http://www.accessdupage.org).

Tips and Requests

- Please help us to warn patients that specialty care without a referral as described above may result in charges to the patient.
- If your office has relationships with providers that may be willing to treat our patients, we appreciate your advocacy.

- Given limited access to specialists, we ask that preliminary screening and clinical workup be performed by primary care provider, including women's health exams, initial testing, etc. If your office does not perform pap smears we can coordinate screening services through community partners.

Unfortunately Access DuPage is not an insurance program and cannot always provide coverage for all the services patient may need. Medical services not typically covered by Access DuPage include:

- 1- Routine colon cancer screenings without accompanying diagnosis/symptoms
- 2- Ambulance transportation.
- 3- Durable medical equipment and supplies.
- 4- Elective surgery deemed cosmetic
- 5- Bariatric surgery
- 6- Infertility treatment and obstetric care, erectile dysfunction.
- 7- Medical treatment of work related illness or injuries.
- 8- Injuries resulting from Motor vehicle accidents.
- 9- Second opinions

The following services are not available through Access DuPage but may be available through a community partner like the DuPage County Health Department (630)682-7400

- 1- Behavioral Health and Substance Abuse Treatment
- 2- HIV services
- 3- TB Services
- 4- STD treatment
- 5- Adult immunizations and travel medicine
- 6- Dental Services

Family Planning Services including contraceptives are available at a reduced cost through the three Federally Qualified Health Centers:

RFHC Russo Family Health Center P. 630-893-2715 F. 630-893-5837

WCFHC West Chicago Family Health Center P.630-293-5027 F. 630-293-9909

AFHC Addison Family Health Center. P.630-628-1524 F. 630-628-1501