



Pelham Healthcare Associates PLLC
49 Atwood Road, Unit 1
PO Box 434
Pelham, NH 03076

REFERRAL POLICIES

Please note that our referral policy has changed in 2013.

1. Your physician recommends specialists depending upon your healthcare needs.
 2. Your referral **must be approved by your primary care physician** before you make an appointment with a specialist. As your primary care physician we try to coordinate the care to the best of our abilities.
- Call us for a referral at least one week prior to your appointment. Except in emergency situations, referrals take one week to be processed. When you call please make sure that you have physician's name, phone number, NPI number, and the reason for the visit. Please let us know if your insurance has changed. Without any of this information we are unable to process your referral.
 - It is the patient's responsibility to confirm with their insurance that the visit to the specialist and additional procedures will be covered by the insurance.
 - Since we are located on the border of Massachusetts and New Hampshire we have patients from both states with different insurance companies. Some insurance companies do not allow you to see a specialist in New Hampshire or Massachusetts. However we have privileges in both states so we are allowed to accept patients from Massachusetts and New Hampshire also.
 - Pelham Healthcare Associates may not approve or process the referral if you do not comply with the office policies.
 - *Urgent care and /or Emergency room visits:* Pelham Healthcare Associates is certified as level 3 Patient-Centered Medical Home. We leave some appointments open every day for sick visits and urgent visits. When you call for a sick visit we offer you an appointment on the same day. Pelham Healthcare Associates may not be able to authorize a referral for an urgent care visit when we offer you an appointment.