

Davis Square Family Practice

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Specialist Referral Policy and Appeals Process

Davis Square Family Practice is a member of Mount Auburn Cambridge Independent Practice Association (MACIPA), a provider organization that is certified as a “risk-bearing provider organization” (RBPO) by the Massachusetts Division of Insurance. An RBPO is a group of health care providers that work together to coordinate your care and enter into financial agreements with insurance companies to do so.

As being part of this group, we are obligated, with rare exception, to refer all patient to Mount Auburn Hospital and its physicians for testing and specialist visits. We work closely with the MACIPA network of doctors and feel our patients will receive the best possible care when staying within this network. Visits outside of this network will not be authorized with a referral unless cleared for medical necessity by your clinician here at Davis Square Family Practice. **Emergency room visits do not apply this rule.**

For patients wanting to go outside our MACIPA network, you have a right to appeal. Under Massachusetts law, as a patient of an RBPO, you have the right to make a complaint and use an appeals process to resolve your complaint. MACIPA will consider patient complaints about issues like referrals, timely access to treatment or services and other concerns about limitations of care. This process only applies to the following insurers commercial products; **Blue Cross Blue Shield of Massachusetts, Harvard Pilgrim Health Care, and Tufts Health Plan.**

Complaints can be filed by contacting MACIPA in the following ways:

- By phone:
- 617-391-2559 between 8:30am – 5:00pm Monday-Friday
- In writing: Mount Auburn Cambridge Independent Practice Association
Attn: Appeals Coordinator
1380 Soldiers Field Rd, 2nd Floor
Brighton, MA 02135

MACIPA will give you a written answer to your complaint in fourteen (14) days of receiving your complaint. If your complaint involves urgent medical needs, we will give you a written answer in three (3) days of receiving your complaint.

For more information or questions, call 617-391-2559. For more information on your right to make a complaint, contact the Massachusetts Office of Patient Protection at 800-436-7757.

I understand this referral and appeals policy:

Signature

Date