



### Matrix Contact Request Form for Stars Preventive Screenings

Please add member full name and full date (MMDDYYYY) in the file name, complete the required information below and submit to [ReferralsforStarsGaps@Highmark.com](mailto:ReferralsforStarsGaps@Highmark.com)

*Please note this request form should only be used for Highmark Members.*

Member Information			
Member Name		Member DOB	Member ID (UMI/ Numeric value ONLY)
Member Phone Number		Alternate Phone Number	
Alternate person to schedule appointment if other than member		Alternate Person Phone Number	
Best Days to Contact		Best Times to Contact	
Member Address			
BMD Due by Date		Is Member Homebound/Facility?	
Additional Information			
Request Information			
<input type="checkbox"/>	The member (or family designee) has verbally agreed to be contacted by vendor for scheduling of test(s) indicated below.		
Primary Screening (DRE or BMD required)	<input type="checkbox"/> Diabetes Retinal Eye (DRE) Exam <input type="checkbox"/> Bone Mineral Density (BMD) Scan	Requester of Referral	
Phone Number of Requester		Requester Email	
Primary Care Physician/Referring Provider Information			
Provider Name		Practice Name	
Provider Phone Number		Provider Fax Number	
Provider Address			
Date of Referral Request			
Requestor Channel			
<input type="checkbox"/> Highmark CTC <input type="checkbox"/> Highmark Member Services <input type="checkbox"/> Highmark Clinical team (CM/DM, MTM, Pharmacy, SW, BHS) <input type="checkbox"/> Provider Office			



## **READ THESE LEGAL TERMS**

By submitting this Request Form to Matrix Medical, the requestor identified above (“Provider” or “Highmark”) covenants, represents and warrants the following:

- The services rendered and related report (“Service”) provided by Matrix Medical on behalf of Highmark Inc., including its subsidiaries and affiliates, as applicable, (collectively, “Highmark”) is for informational purposes only.
- The Service is NOT a substitute for professional medical advice, diagnosis, or treatment and Provider is responsible for any and all member, identified above, (“Member”) care related to the Service.
- Provider should contact their Highmark Clinical Transformation Consultant for a status update of the referral activity.
- Provider will not charge or seek remuneration from Highmark, Matrix Medical, and/or Member for the Service.
- Provider received the Member’s consent for Matrix Medical on behalf of Highmark to contact the Member by telephone, letter, and other communication as may be required for purposes of the Service.
- Provider is contracted with Highmark as a Medicare Advantage provider. If Provider is NOT an in network provider, do not submit this Request Form.
- Highmark, Matrix Medical, or the Member is under no obligation to render or complete the Service.
- Mammography referrals will be scheduled on Matrix Mobile only.
- The access to, use, disclosure or receipt of “Protected Health Information” as defined at 45 C.F.R. §160.103, and, as such, are subject to specific requirements with respect to the Privacy and Security of said information under the terms of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH) and their implementing regulations.
- Requestor agrees to only submit this Service request for Medicare Advantage members residing in Pennsylvania or West Virginia.
- Requestor agrees to provide this request to Matrix Medical at least 30 days before the member’s fracture remediation expiry date.



## Frequently Asked Questions (FAQs)

**Q: Which tests can I make a referral for Matrix outreach?**

**A:** Matrix accepts referrals for Highmark members for diabetic retinal eye exams (DRE) and bone mineral density (BMD) scans when a member agrees to be contacted by Matrix.

**Q: Should I discuss my intention to make a referral with the member in which I am referring?**

**A:** Yes. A conversation with the member is required and the member must agree to be contacted by Matrix before a referral for DRE or BMD can be made. Members who have agreed to outreach and an in-home visit show more successful outcomes.

**Q: After submitting the referral through ReferralsforStarsGaps@Highmark.com, as the requester what should I expect?**

**A:** Within 5 business days the requester will receive confirmation of receipt of the referral. The next outreach will be dependent upon if Matrix is able to have a practitioner with the appropriate equipment in the member's area within the next 60 days.

- Matrix will be in the member's area in the next 60 days

If Matrix is able to have a practitioner in the member's area, the requester will not be contacted by Highmark until Matrix has made all call attempts to the member. The final disposition of the outreach attempts may not be available for up to 7 weeks after the initial referral is received. Highmark will notify the requester of the final disposition status of the request (member was unable to be contacted, member declined, member scheduled appointment).

- Matrix will not be in the member's area in the next 60 days

The requester will be contacted within 3 weeks of the initial referral with notification that Matrix is *not* able to have a practitioner in the member's area and the referral cannot be fulfilled.

**Q: How quickly will Matrix visit the member when I make a referral?**

**A:** Matrix evaluates the availability of a practitioner to visit the member in the next 60 days. If a practitioner cannot get to the member's area in the next 60 days, the referral will not be completed. Communication will be sent back to the requester advising of Matrix's inability to complete the referral. However, Matrix will continue to assess opportunity to close the gap should a practitioner be in the area after 60 days and the gap remains open.

**Q: Does a referral to Matrix guarantee a practitioner will be able to see my patient?**

**A:** No. While Matrix makes every attempt to arrange practitioner availability to accommodate referrals, making a referral to Matrix does not guarantee that Matrix will have a practitioner with the appropriate testing equipment in the member's area within the next 60 days. However, the member will remain on the standard outreach list for Matrix contact even if practitioner availability does not allow for an appointment within 60 days.

**Q: Can multiple care gaps be addressed during the appointment for the referred service (DRE or BMD)?**

**A:** Yes. When Matrix conducts an appointment for the referred services (DRE or BMD) the practitioner will also address other gaps in care and conduct testing for Microalbumin and HbA1c. Additionally, a FIT kit will also be left with the member for completion if there is an open gap for colorectal cancer screening.

**Q: How long after the member's appointment should I expect to get the results of the member's screening tests?**

**A:** The length of time between the completion of the test and the member's PCP receiving results depends on the test and result categorization.

- DRE – Normal

Normal DRE results are mailed to the PCP within 10 days of Matrix receiving the results of the exam.

- DRE – Alert

DRE results that have an alert status are shared via phone and fax with the PCP within 2 business days of Matrix's review.

- BMD

All BMD test results are mailed to the PCP 10 days of Matrix receiving the results of the exam.



*Highmark is working with Matrix Medical to conduct screening tests for Highmark. Neither Highmark nor Matrix Medical engages in any follow-up or medical care, diagnosis or treatment. Matrix Medical is an independent and separate company that provides preventive screenings.*

*Highmark Blue Shield, Highmark Choice Company, Highmark Senior Health Company and Highmark Senior Solutions Company are independent licensees of the Blue Cross and Blue Shield Association. Highmark Choice Company, Highmark Senior Health Company and Highmark Senior Solutions Company are Medicare Advantage Plans with a Medicare contract. Health care plans and the benefits thereunder are subject to the terms of the applicable benefit agreement.*