Except for emergency and urgent care as defined in the Employee Coverage Booklet or Student Handbook, healthcare services outside of Yale Health Center require prior authorization by Yale Health.

Prior authorization may be requested in one of two ways:

1. You may ask your primary care clinician for a referral. A referral requested by your clinician does not guarantee authorization. The referral will be reviewed and you will be notified of the status.

2. If you are unable to reach your primary care clinician or your primary care clinician is unwilling to refer you for the service(s) you request, you may call the Yale Health Referrals Department at 203-432-7397 during regular business hours.

All specialists and other healthcare providers require prior authorization for covered services and supplies.

If an outside specialist refers you to another outside specialist, you must have prior authorization from Yale Health for those services to be covered.

If you need lab testing ordered by an outside specialist or other healthcare provider, the lab test must be performed at a Quest Diagnostics location in the six New England states (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont) unless prior authorization is given by Yale Health.

If you need Diagnostic Imaging ordered by an outside specialist or other healthcare provider, all imaging including CT scan, x-ray, ultrasound, and MRI, must be performed at the Yale Health Center unless prior authorization is given by Yale Health.

If you have any questions regarding a referral or prior authorization, please contact the Yale Health Referrals Department at 203-432-7397.