



Physician Relations

Marina Delgadillo Physician Liaison

Covering Polk County & East
Marina.Delgadillo@Moffitt.org

813-745-4798

813-449-8928 FAX

My goal is to partner with you to ensure your satisfaction with Moffitt's services and communications.

- Communication with Moffitt faculty and staff
- Information about new treatments and technologies
- Clinical trial updates
- Online referral support
- Access to medical records
- Continuing medical education programs
- Moffitt facility tours

Please reach out to me directly if you would like to schedule an appointment for me to come by your practice to better understand how I can be of assistance.

How do I Request Authorization for an Out-of-Network Insurance plan?

Please request authorization for both Moffitt Hospital and the Moffitt Physician (Moffitt Medical Group):

- Hospital Tax ID: 59-3238634
- Physician/MMG Tax ID: 59-3238640
- Hospital NPI: 1780653618
- Physician/MMG NPI: 1306833595
- Hospital Medicaid #: 012032402
- Hospital Medicare #: 100271

How Do I Refer A Patient To Moffitt?

Referrals can be submitted online or by phone.

- Go online to Moffitt.org and select "schedule" from the top toolbar:
OR
- Call **1-888-MOFFITT (888-663-3488)** and select 1 for a New Patient or 2 for an Existing Patient.

How Do I Obtain Medical Records?

- Email your request to MedicalRecordRequest@Moffitt.org from your office email.

1. In *Subject Line*: "Records needed by..." and provide the **<Date/Time>** you want the records (Indicate in subject line if this is a STAT request).

2. In *Body of Email*: Specify patient name and DOB; Records needed and Dates of Service.

OR

- Fax your request on your facility's cover sheet to 813-449-8001.
 1. Indicate the Date/Time you want the records.
 2. Provide patient name, DOB, records requested and dates of service.
- For any questions, please call HIM-Release of Information at **813-745-3991**.
- Please allow 24 hours for processing

How Do I Request A Peer-To-Peer Consult?

- Call the Patient Care Hotline at **813-745-8000** and **select 0 (zero)**.
- Provide the name of the Moffitt physician with whom you wish to speak. To preview all options, go to Moffitt.org and select "find a Doctor" from the top tool bar. Search by Program.
- For reference, provide patient's name and DOB for reference, and the *best* call back phone number (mobile number preferred).
- The Patient Care Hotline is open 7am - 7pm Monday-Friday and 10am - 12noon Saturday.

Which Insurance Plans Are In-Network At Moffitt?

- For a list of contracted insurance plans, request a list from your Moffitt Physician Liaison.
- Moffitt has a dedicated team of Insurance Navigators who will assist with authorization requests, status updates of authorizations, and benefit eligibility.
- To access this team in our Financial Clearance Unit, please call **813-745-7300** (Monday-Friday 7am-6pm).
- To process an authorization you have acquired, please fax a copy to **813-449-6674**.

How Do I Share My Patient's Imaging With Moffitt?

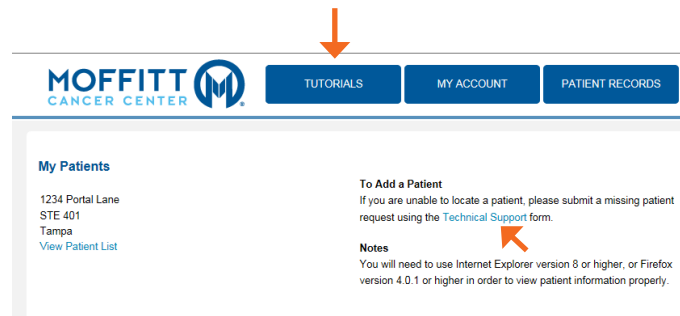
- *Electronic records sharing* is now available at Moffitt with most radiology centers and hospitals. For more information on direct-sharing, or any other imaging questions, please call our PACS Library at **813-745-4995**.
- To *send* images via disc, please save in DICOM format and ship via overnight or priority mail to: Moffitt Cancer Center-PACS Library,
10920 North McKinley Drive, Tampa, FL 33612
Please retain a copy of the tracking number for your records.

How Do I Obtain Medical Records After Hours Or On Holidays (for example for patients in Emergency Room)?

- Call Moffitt's main switchboard **813-745-4673** (staffed 24 hours, 7-days a week).
- Provide the live operator with request for STAT medical records and explain the situation (ex: Moffitt patient checked into ER at local hospital, etc.).
- Operator will connect you to a Nurse Supervisor on Duty or page the person if needed.

■ How Do I View Medical Records In Moffitt's Provider Portal?

- Go to Moffitt.org and select Portal Login from the top toolbar. Then select Provider Portal Login.
- To login, use your full company email as your user name and your chosen password. If you do not remember your password or it is not working, select Forgot Password to reset it.
- If you do not yet have a portal account, please call **813-745-8540** and request our Provider Portal Support team and for immediate assistance.
- If you have questions regarding the navigation or printing functions of the Provider Portal, please call our support team (above) or select the "Tutorials" tab once signed in to the portal.
- If you are experiencing technical difficulties, either call the Provider Portal Support team (above) or complete the "Technical Support" form available under the "Patient Records" tab in the portal.



■ How Do I Enroll My Patient In A Clinical Trial Or Review Potential Trial Options?

- Refer your patient for consultation and/or second opinion with a Medical Oncologist. (See details prior re: How Do I Refer a Patient to Moffitt?)
- For a more comprehensive review of all clinical trial options for your patient, please utilize our online search at Moffitt.org or call **813-745-6100** or toll free **800-679-0775** to speak with a Clinical Trial Navigator.

■ How Do I Request A Pathology Review/Consultation Only?

- A review by a Moffitt pathology expert of a tissue sample (anatomic pathology) or of a blood sample (hematologic pathology) can be obtained for your patient as a separate paid service.
- Go to Moffitt.org/PathologyServices to obtain a Consultation Request form and find more details.
- For questions, please call our Pathology Department at **813-745-3001**.

■ How Do I Request Pathology Specimens?

- To obtain pathology slides or tissue samples, please fax your request to **813-745-8479**.
- For questions, please call our Pathology Department at **813-745-3001**.

■ How Do I Initiate A Hospital-To-Hospital Transfer?

- To request to transfer a patient, the hospital must call the Patient Placement & Transfer Center at **813-745-8404**, select 1.
- The transferring hospital must also fax records and insurance to fax **813-745-5500**.



1-888-MOFFITT | Moffitt.org

Moffitt Cancer Center (Magnolia)
12902 USF Magnolia Drive
Tampa, FL

Moffitt Cancer Center at International Plaza
4101 Jim Walter Boulevard
Tampa, FL

Moffitt Cancer Center, Richard M. Schulze Family Foundation Outpatient Center at McKinley Campus
10920 North McKinley Drive
Tampa, FL