E-Referral Process

Important Note: E-Referrals are submitted through the API. Manual submission of an E-Referral is only required if you are not submitting the E-Referral through the API.

Manual Submission Turnaround Time

If an E-Referral is being entered manually, it must be "matched" by a member of the Community Long Term Care (CLTC) staff. They will handle manual submissions in order of submission. If the E-Referral is missing information, it will be rejected and the MMP contact will receive a notice of rejection. A rejection means further delays in the process so accurate and complete E-Referrals are important. Once the E-Referral is matched, a Prime application will be created and the Prime Specialist will assign the Application to the Service Coordinator Administrator's dashboard for them to further assign to the Care Coordinator. The Service Coordinator Administrator may login at any time to check their dashboard and query the E-Referral.

What Is Included in a Query or on the Dashboard?

You will find the Client ID and Client Application ID in your E-Referral query and on the Dashboard once the Prime application is generated.

Entering an E-Referral via API

Sending the E-Referrals through API, will significantly decrease the processing time, as it will automatically generate a Prime application for that E-Referral. This process will skip the manual matching required from State staff, and will allow the Prime Specialist to assign it much quicker.

How to Tell If an E-Referral Has Generated a Prime Application

There are two ways to tell if the E-Referral has generated a Prime application:
1. Submitting the E-Referral through the API will automatically generate the Prime application
2. The member can be seen on your Service Coordinator Administrator's dashboard in Phoenix, and will be ready to be assigned to a care coordinator

How to Enter an E-Referral Manually

1. Login to Site: https://phoenix.scdhhs.gov/session/new
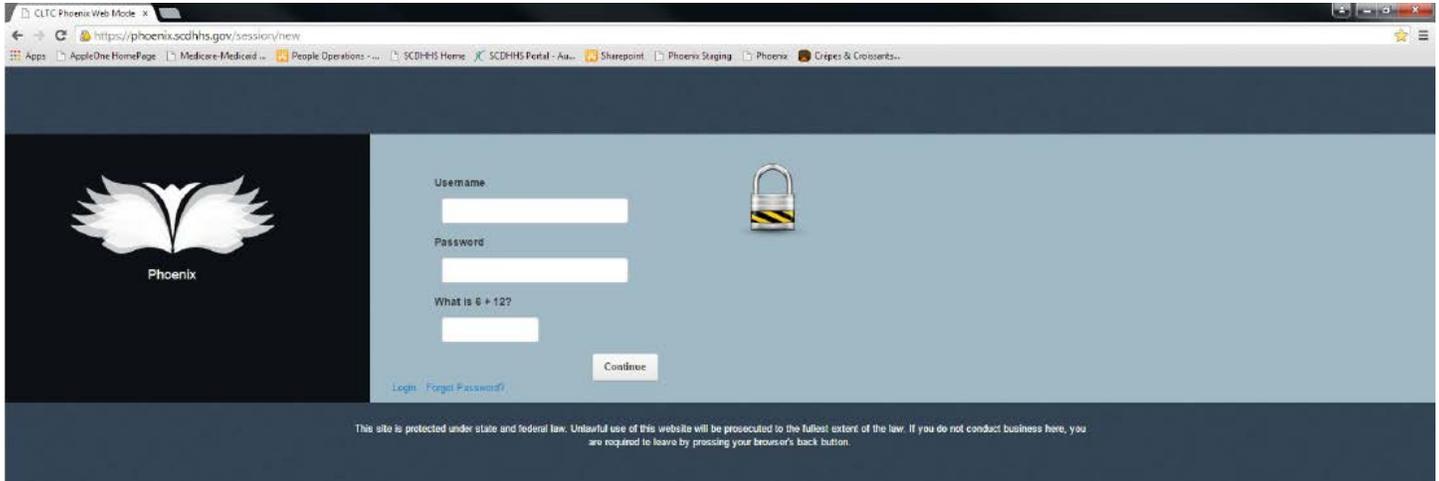
2. Start a New Referral in the Dashboard

a. Step 1 Click on Participants

b. Step 2 Click on New CLTC Referral
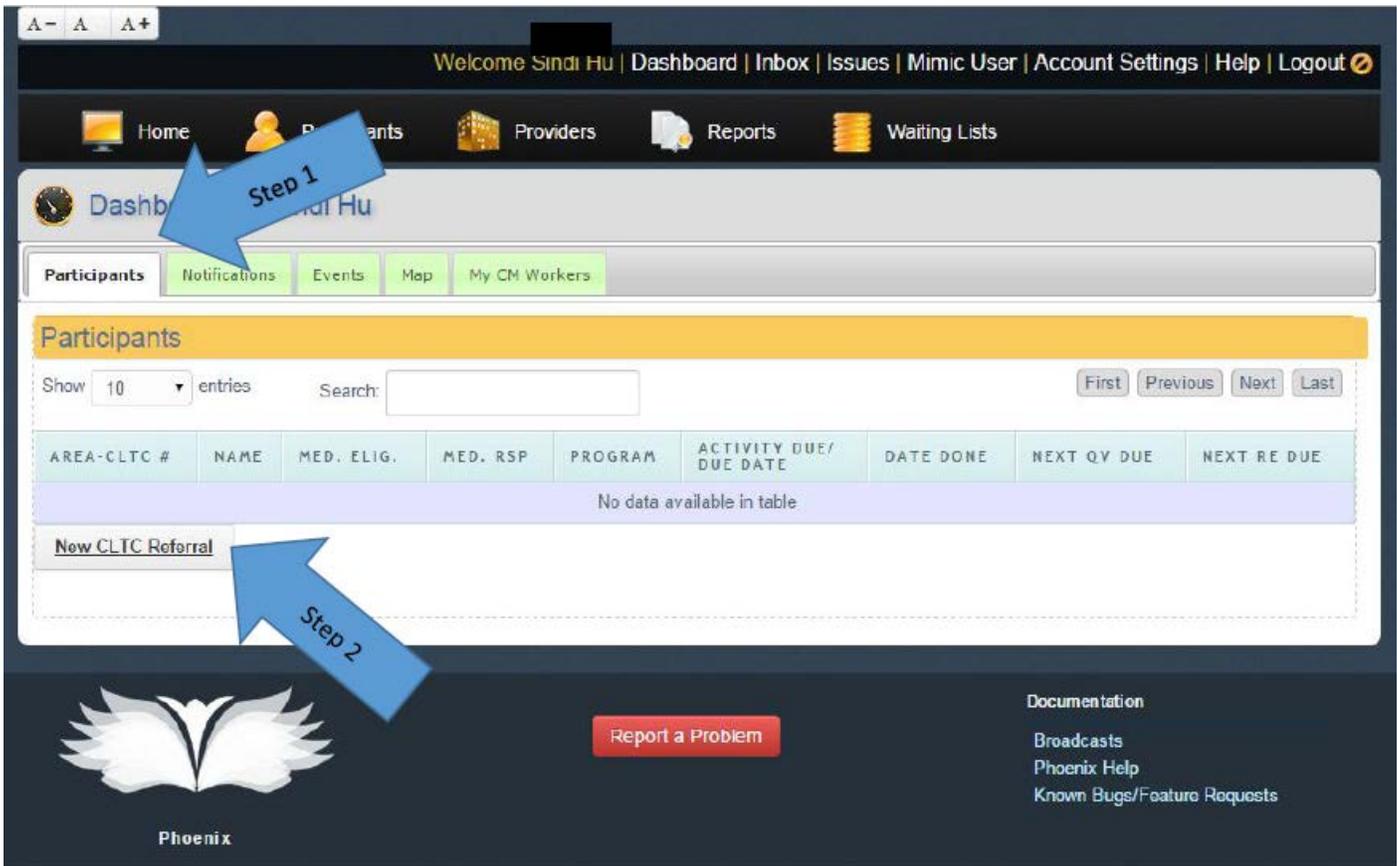
3. Complete the New Referral Screen

a. Complete the following sections completely:
    i.   Applicant Information
    ii. Demographic Data
    iii. Permanent Address
    iv. Mailing Address
    v.   Present Location
    vi. Contact Person

    vii. Referral Information
        1. "Reason for Referral" – choose "Health Connections Prime " from the drop down
        2. "Select a Plan determined risk" – drop down includes Low, Medium, High
        3. Check the box for "If current Medicaid recipient"
        4. "Comment" section if they are in a waiver please enter that service here
    viii. Referral Source Information
        1. "Referral source" – choose "CICO" from the drop down
        2. "Referral location" – choose which applies
        3. "Referral Source Name" – Enter the name of the person you want this assigned to
        4. "Agency/Institution" – enter your company name
        5. "Address" –enter company address

6. "Phone Number" – enter phone number of person that can help with any questions regarding the referral.

Referral Information

Reason for Referral ❓ required

Healthy Connections Prime ▾

Select a Plan determined risk

High ▾

☑ Check if current medicaid recipient

Comment

Referral Source Information

Email address for updates

Referral source

CICO ▾

Referral location

Community ▾

Referral Source Name required

Person to be Assigned to

Agency/Institution

Bogus Prime Plan

☐ Check if applicant knows referral is being made

If not, why not?

ix. Primary Physician Information

Primary Physician Information

name

Address

street 1   street 2

city   ▾   zip

Phone Number

(   )   -   ext.

Submit   Cancel

b. Hit "Submit" at bottom of page

Confirmation of Submission

The system will give you a confirmation number immediately after your manual entry. This number can then be used to query the current status of the E-Referral. If the member ID is entered incorrectly, you will receive an immediate response.

CLTC Phoenix System

← Back to Welcome page

Electronic Referral for Confirmation # 93b72b34

Important

Be sure to record this confirmation number. Because of HIPAA regulations, all further information regarding this referral will contain no identifying information except for this confirmation number.

Confirmation Number:
93b72b34

Reason for Referral:
Healthy Connections Prime

Created On:
01/30/2015

Status:
Received by CLTC