REFERRAL POLICY AND PROCEDURES

Las Vegas Transitional Grant Area
Ryan White Part A Program

Effective 5/1/2015
Last Updated: 08/01/2020

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PURPOSE:

To guide the administration of referrals within the Las Vegas TGA's Ryan White Part A Program. It is the intention that appropriate and timely referrals assist clients in accessing and maintaining core medical and supportive services. The intention is for referrals to be completed consistently among all Ryan White Part A funded agencies.

POLICIES:

Referrals are to be completed within the CAREWare database. Faxed referrals are no longer accepted. There are two types of referrals within CAREWare: internal and external. Internal referrals are made between providers within the Ryan White Part A provider network via CAREWare electronic transmittal and upload of scanned referral documents. External referrals are referrals made to non-Ryan White Part A funded agencies and are the responsibility of the referring provider to track or resolve. Ryan White Part A funded agencies are only required to enter in CAREWare internal referrals.

Internal Referrals

Responsibilities of Provider Making Internal Referrals

It is the responsibility of the referring provider to check client's Ryan White Part A eligibility prior to making any referral. Referring providers are to complete all the required data fields in the CAREWare **Referral**, as well as scan and upload all necessary documentation to the **Referral Attachments** area. Providers making referrals are expected to contact the agency, they are referring to for their current referral policy.

The referring provider must ensure the specific purpose of the referral is clear. **Incomplete or inappropriate referrals may be rejected at the discretion of the provider receiving the referral.** Internal referrals must be documented in CAREWare within 5 days of the client encounter. Any referrals documented in CAREWare more than 5 days from the client encounter must be pre-approved by the grantee office.

It is the responsibility of each provider to track the status of the referrals they make (completed, rejected, lost to follow-up), and notify the client accordingly.

Responsibilities of Provider Completing Internal Referral

It is the responsibility of all providers receiving referrals to address all incoming internal CAREWare referrals in a timely manner. **Incoming Internal Referrals** can be found under **System Messages** listed under the **Main Navigation Menu**. Providers completing/receiving referrals must verify client's Ryan White Part A eligibility prior to completing all referrals. Clients shall be contacted by provider completing referral within 5 business days of receiving all necessary referral documents. Clients shall receive an appointment with the receiving agency within 30 days of being contacted.

Providers receiving internal referrals are responsible for updating the **Referral Status** in CAREWare, entering a **Referral Complete Date**, as well as the **Name of employee completing referral**. Referrals are considered complete when an appointment has been scheduled, check has been issued, or other applicable item/service has been prepared.

Providers marking incomplete or inappropriate referrals as "Rejected" must indicate **Name of employee completing referral** and clearly state reason for rejecting referral in the **Comments from employee completing referral** field.

All internal referrals should be resolved, e.g., **Referral Status** changed to "Completed, Lost to follow up, or Rejected," within 30 days. A minimum of three attempts must be made to contact the client prior to changing the **Referral Status** to "Lost to follow up."

External Referrals

External referrals made to non-Ryan White Part A providers must be tracked/resolved by the agency making the referral. As with internal referrals, providers have 30 days to mark outgoing external referrals as complete.

- It is the responsibility of the referring provider to track, resolve and complete these referrals.
- Ryan White Part A funded agencies are only required to enter in CAREWare internal referrals.

For more information on making and completing referrals, please see Ryan White Part A Referral Procedures guide or contact the grantee office.

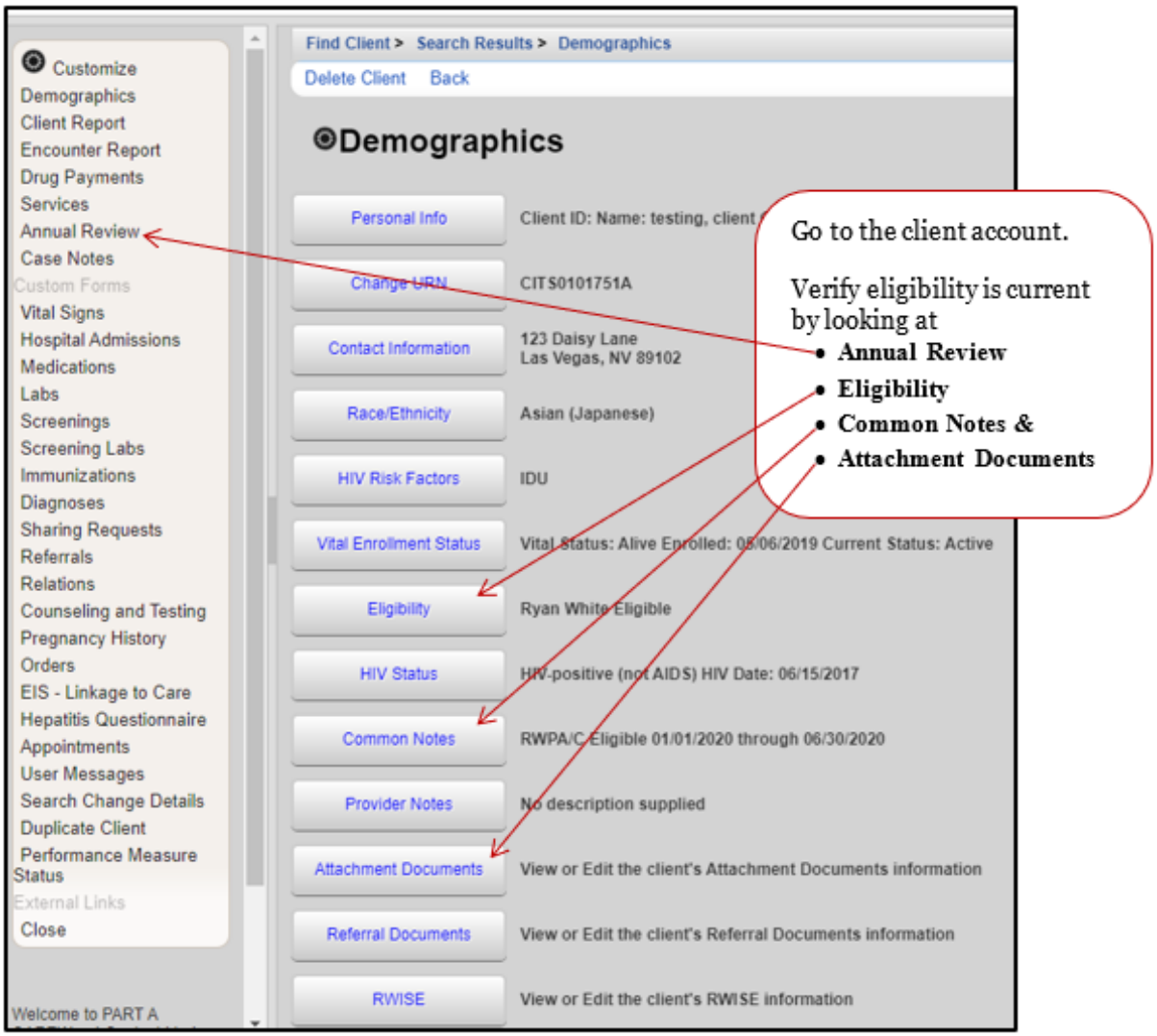
PROCEDURES

All internal referrals are to be made in CAREWare. This includes sending a CAREWare internal referral and scanning and uploading all applicable referral documents to CAREWare. External referrals can also be entered in CAREWare but are not required. It is up to each agency to decide whether to enter external referrals. The procedures for making internal referrals, completing an internal referral, entering external referrals, and using the outgoing referral queue are detailed below.

Access client account and verify eligibility

1. Log in to CAREWare and go to the account of the client for whom you are making a referral.

2. Verify that the client is currently eligible before proceeding.



Prepare the Scanned Referral Document Packet

When uploading a scanned document packet, ensure that:

- ☑ All pages are saved and uploaded as 1 PDF file
- ☑ There is only 1 PDF file for 1 referral
- ☑ The referral cover sheet is the first page of the PDF file
- ☑ All pages are face up, in the same direction, and legible
- ☑ All required documents are included per the agency's referral policy

3. Only referral-related documents should be scanned and uploaded to the *Referral Attachments* area. Ensure that documents are current and within 5 days of the client encounter. Please consult the agency you are referring to for information on their required referral documents.

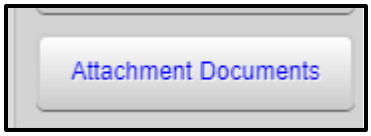
4. When scanning, all pages must be face up and face the same direction. Make sure any documents with small print, such as ID or insurance cards, are enlarged so that the text is legible.

5. Scan all referral documents as one PDF file. CAREWare can only accept PDF files. Clearly label the file with the client name, referral type, and date. For example: "ClientName_HousingAssistance_07-22-2020"

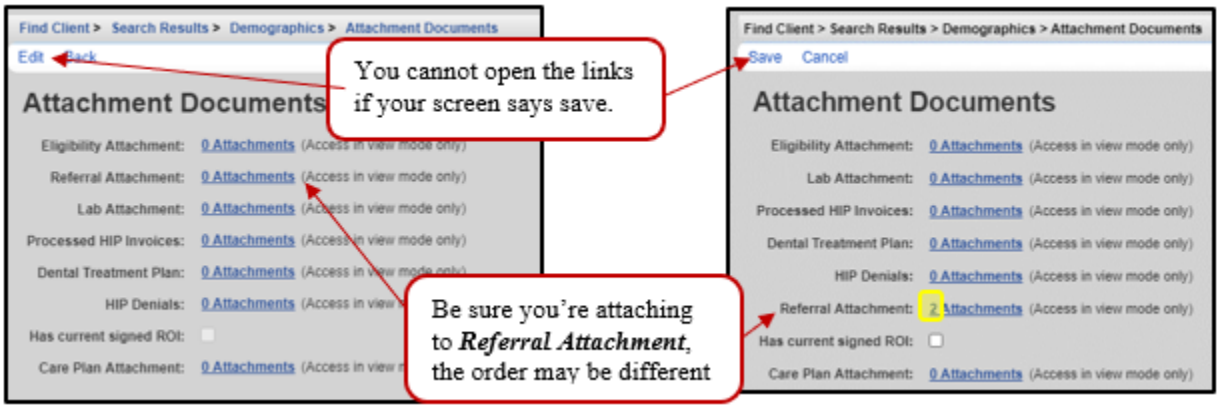
Each scanning and computer system is different. If you have questions on how to scan to your computer, consult with your IT staff.

Upload Scanned Referral Packet to CAREWare

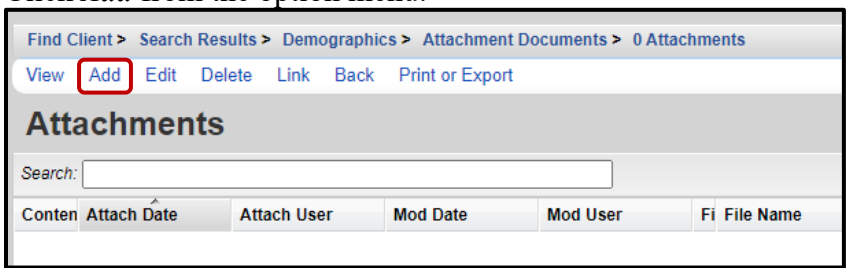
6. When you are ready to upload your file to CAREWare, go to the *Attachment Document*s button.



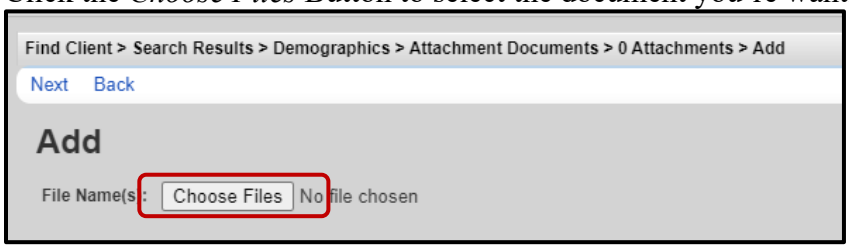
7. Select the *Attachments* link listed next to **Referral Attachment,** if available, this link will list the number of existing attachments. *Example: 4 Attachments*



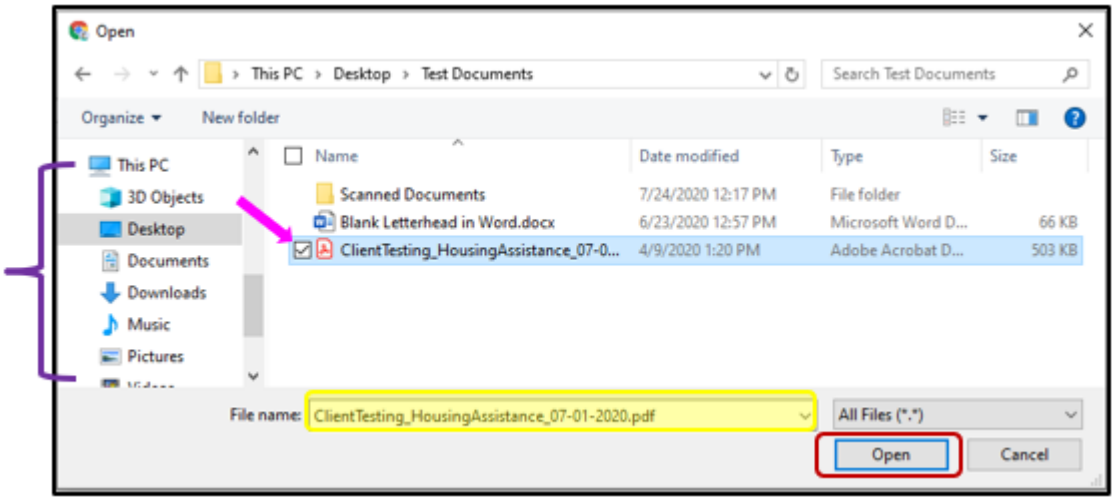
8. Click *Add* from the option menu.



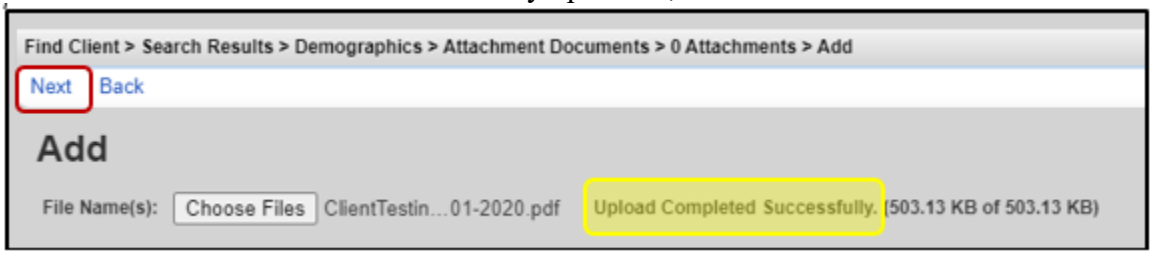
9. Click the *Choose Files* Button to select the document you're wanting to upload.



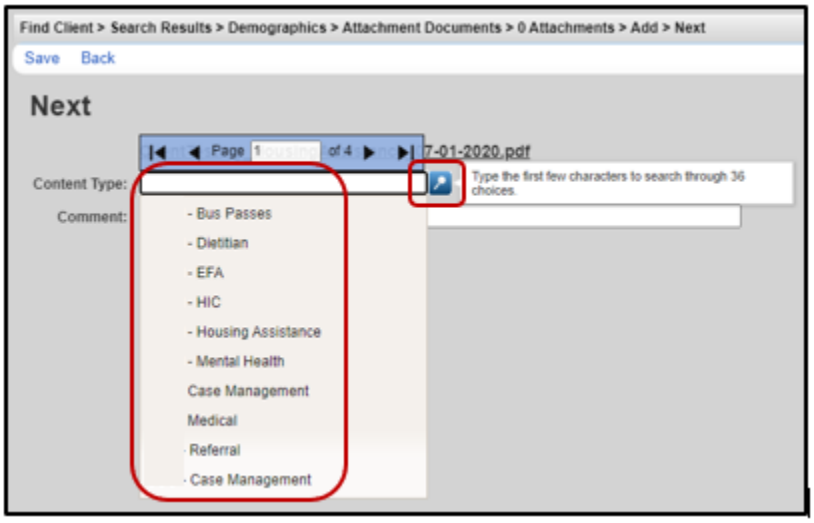
10. A screen with your computer files will appear.
    a. Navigate to the folder/place you scanned/saved the referral packet
    b. Select the document (it will become highlighted, and the name will populate in the filename field)
    c. Select *Open*



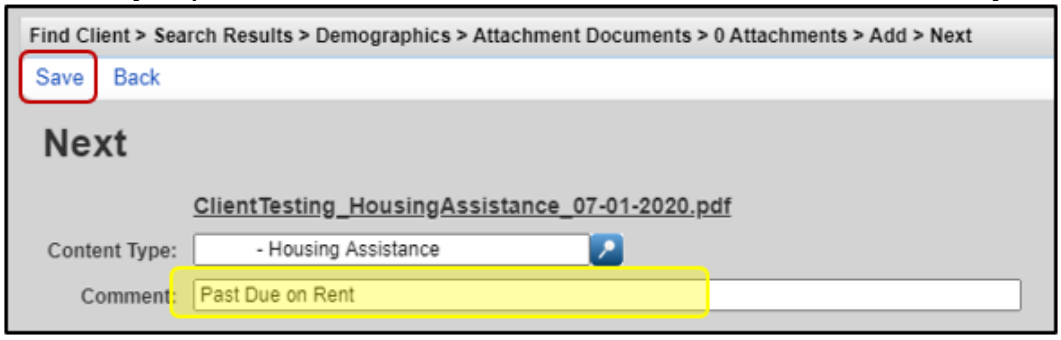
11. Once the attachment has been successfully uploaded, select *Next*



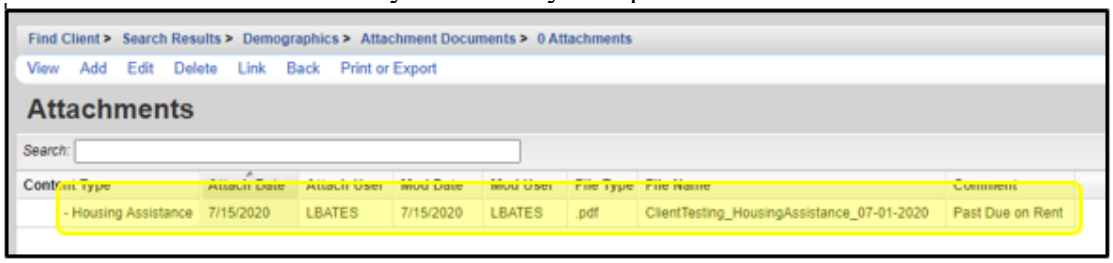
12. Use the *Magnifying Glass* next to the **Content Type** to look for the name of the agency you are referring to and the type of service. Please contact the grantee's office if you are unable to find the appropriate service type.



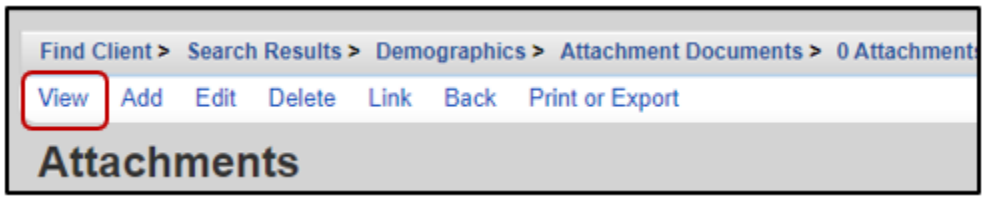
13. Include any important information in the comment field and click *Save* when you are done.



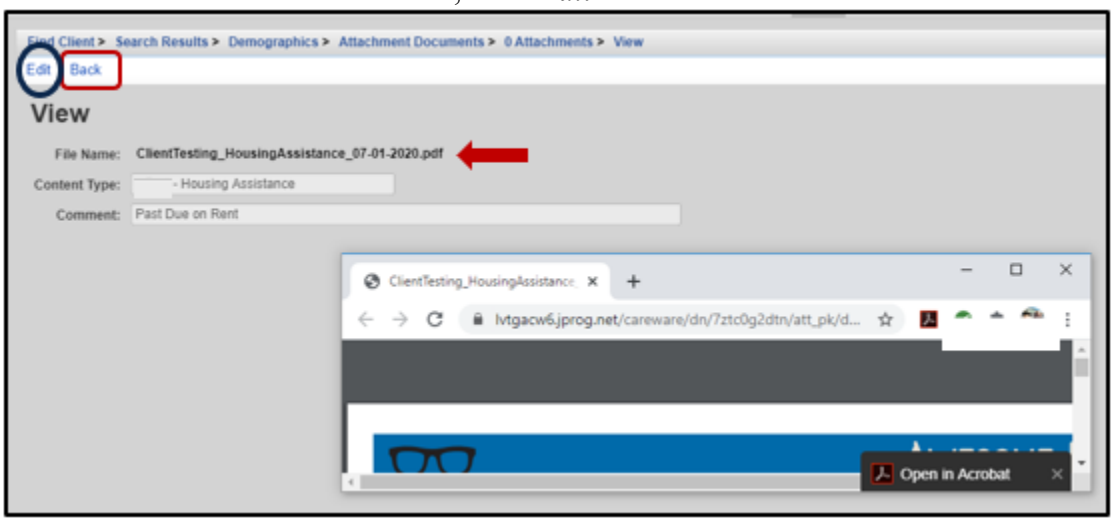
14. From the Attachments Screen you can see your uploaded document.



15. Verify that the packet uploaded correctly by selecting the file from the list and then clicking *View* from the menu.



16. Here you can view the packet by click on the File Name.
    a. The document will open. Depending on your computer settings, it will open in a new browser window, OR in Adobe.
    b. When finished, viewing, click *Back*
        i. To edit the comment, click *Edit*



******Uploaded documents can only be deleted by the Grantee's office. If a document is uploaded in error, please contact Linda Montgomery to delete.******

Making an Internal Referral

The following CAREWare fields must be completed in the **Referrals** form for all internal referrals. These fields will be completed in two steps:

These four fields are completed when setting up the referral

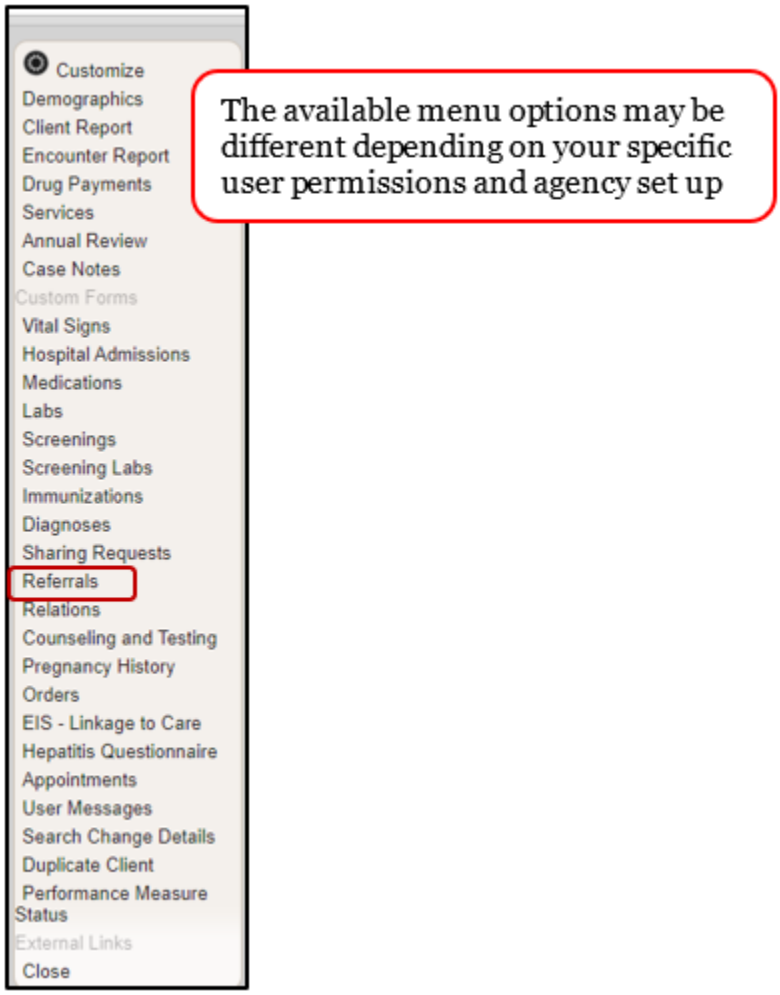
- ☑ Date
- ☑ Type
- ☑ Provider
- ☑ Service Category

These three fields are updated prior to submitting to the next provider

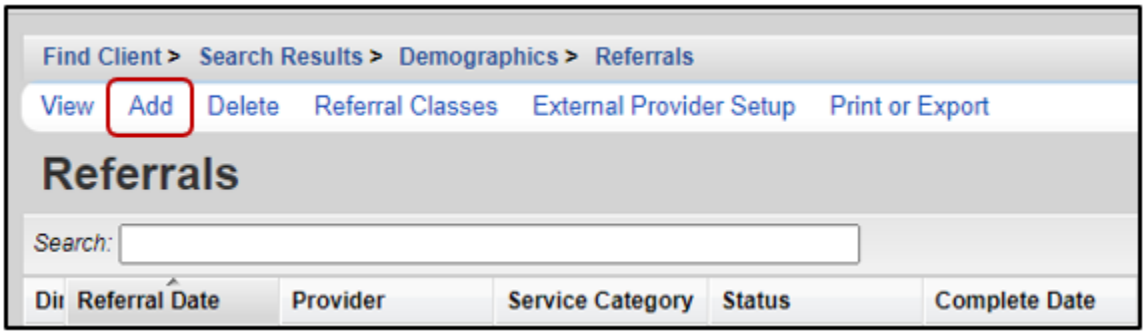
- ☑ Referral Class
- ☑ Name of employee making referral
- ☑ Comments from employee making referral

After you have uploaded and reviewed your referral document packet, you must create an ***internal*** referral in CAREWare. This notifies the provider that a referral is waiting for them.

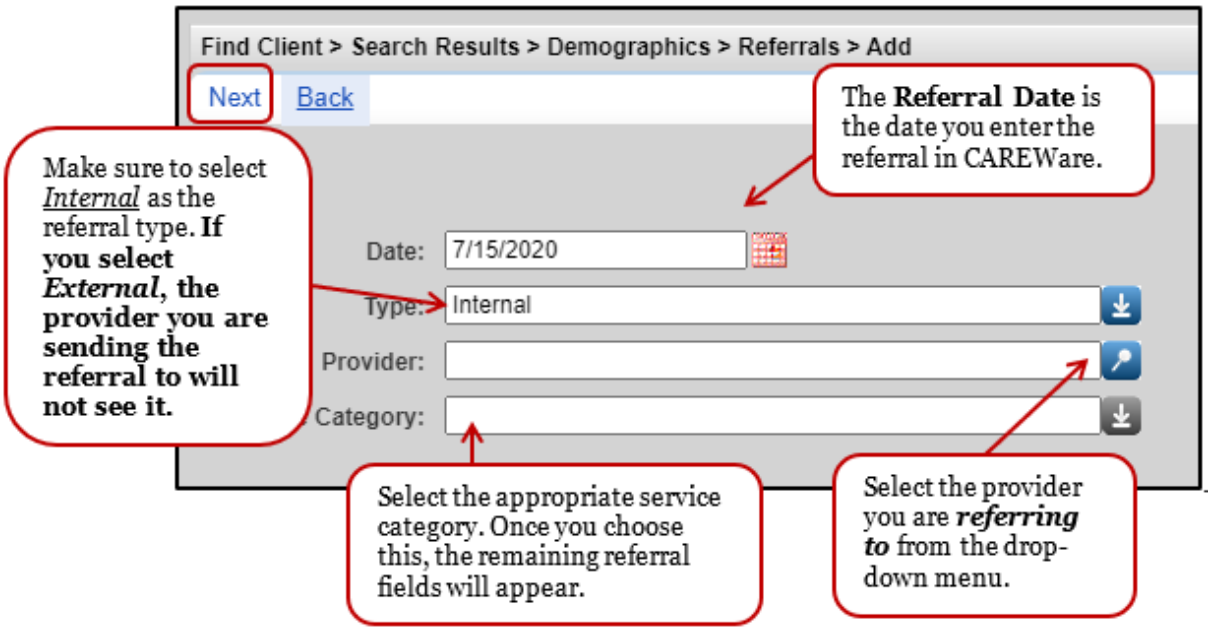
17. Click *Referrals* from the Navigation Menu



18. Select *Add* from the menu.



19. Complete the fields as required:
    a. **Date –** Today's Date
    b. **Type –** Internal
    c. **Provider** – Use the *Magnifying Glass* to search for the Provider receiving the referral
    d. **Service Category** – Make the appropriate selection based on your referral need
    e. When complete, select *Next*



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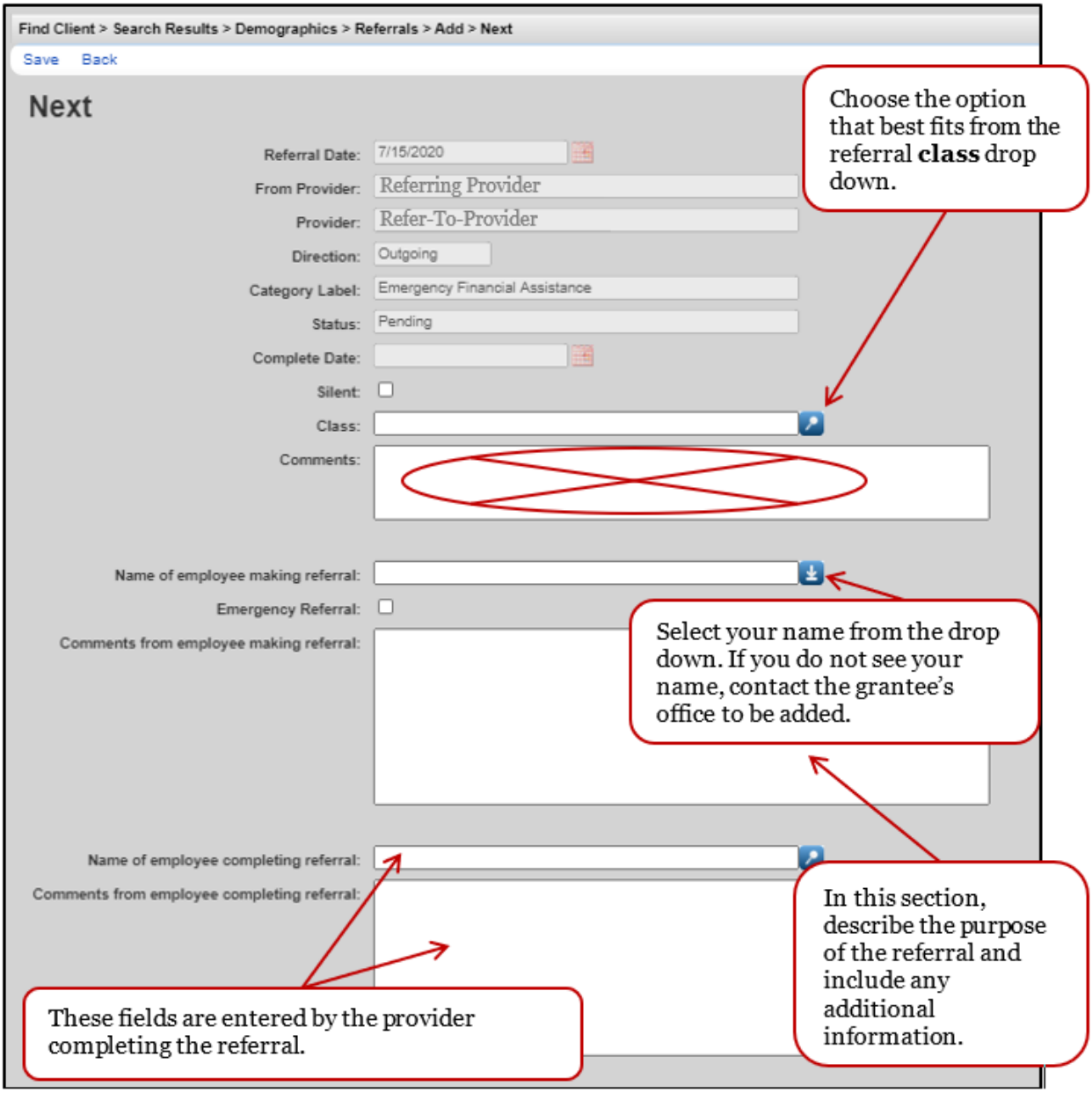
20. On this screen you will need to complete the following fields, the other fields will be greyed out. If a greyed-out field needs to be change, click *Back*
    a. **Class –** Use the *Magnifying Glass* to search for the best option
    b. **Comments** - Leave this blank
    c. **Name of employee making referral** – Select your name from the drop down
    d. **Comments from employee making referral –** Add comments regarding client/referral
    e. **Name of employee completing referral -** Leave this blank
    f. **Comments from employee completing referral -** Leave this blank



21. Once you have completed the applicable forms, select *Save*

Referrals > Edit

Save Cancel

Referrals

Referral Date: 7/22/2020

From Provider: Referring Provider

Provider: Refer-To-Provider

Direction: Outgoing

Category Label: Health Insurance Program (HIP)

Status: Pending

Complete Date:

Silent: ☐

Class: ADAP

Comments:

Name of employee making referral: Employee A

Emergency Referral: ☐

Comments from employee making referral: Additional information, Important Notes for all to know

Name of employee completing referral:

Comments from employee completing referral:

22. Your new referral will display as shown below. If you need to make any changes, select *View* and then choose *Edit*

View Add Delete Referral Classes External Provider Setup Print or Export

Referrals

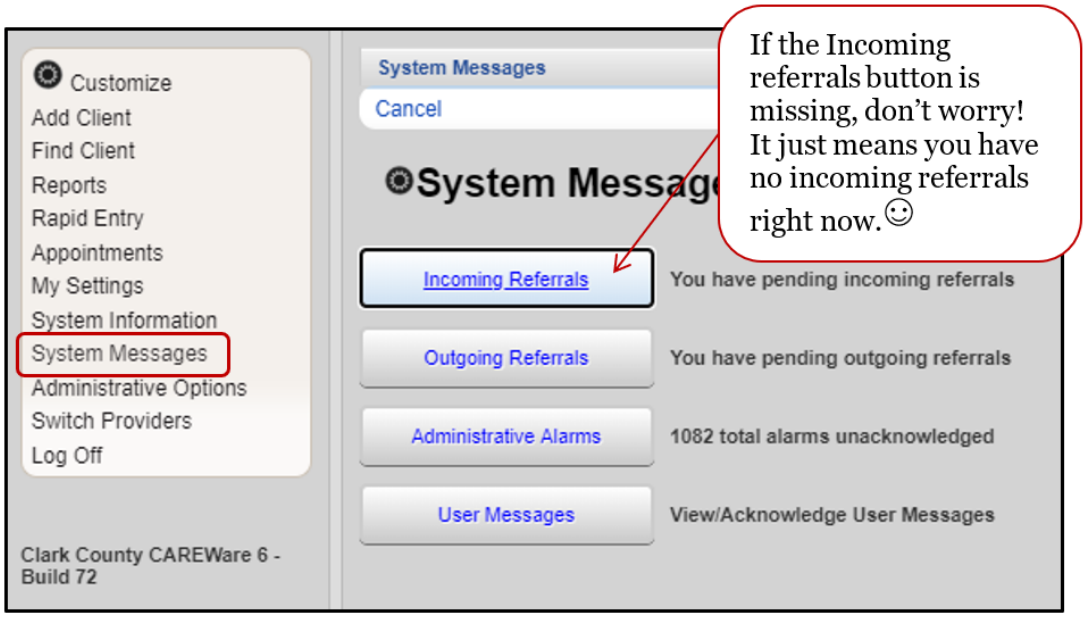
Search:

Direction	Referral Date	Provider	Service Category	Status
Outgoing	07/22/2020	Provider Agency	Health Insurance Program (HIP)	Pending

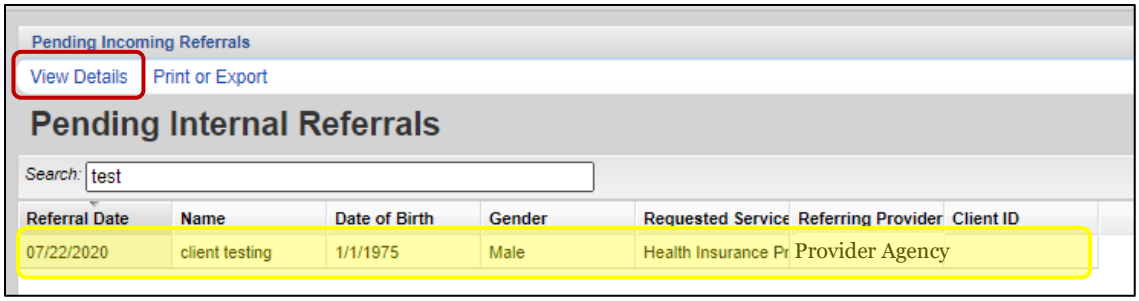
Managing an Internal Referral

If you are a provider who receives referrals, you will use the CAREWare incoming referral list to receive notification of new referral requests.

1. From the main menu, select *System Messages* (this blinks a very light to light grey when messages are available)
2. Select *Incoming Referrals*



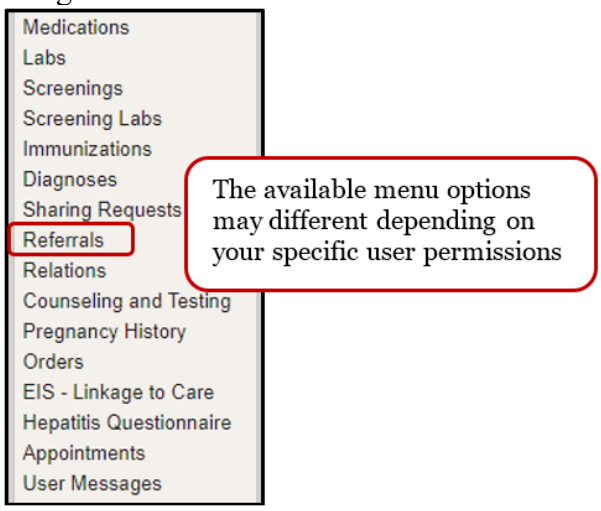
3. From the list of Pending Incoming Referrals. Select the record you want to view, and then click *View Details* .



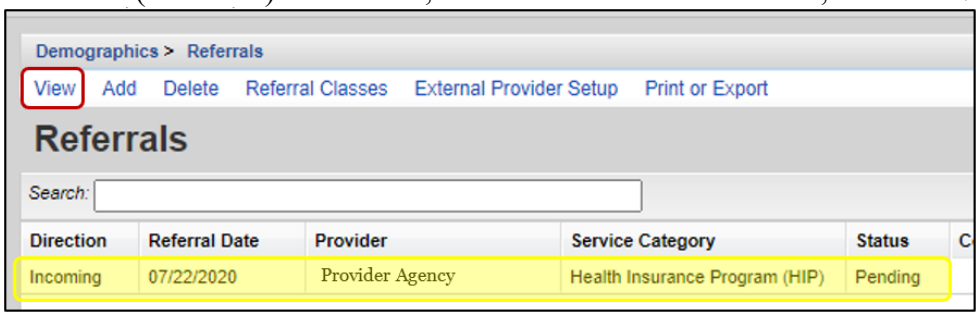
4. You will be taken to the *Referrals* section. Before proceeding, verify that the client's Ryan White eligibility is current by checking the **Annual Review, Eligibility, Common Notes, Attachment documents.** *It is the responsibility of both the person making the referral and the person completing the referral to verify eligibility.*

    a. When viewing the documents, keep the documents related to your referral open or print them for reference. You may need to refer to the documents when working and completing the referral.

5. Once eligibility has been verified, go back to the Referral by selecting *Referrals* from the navigation menu.

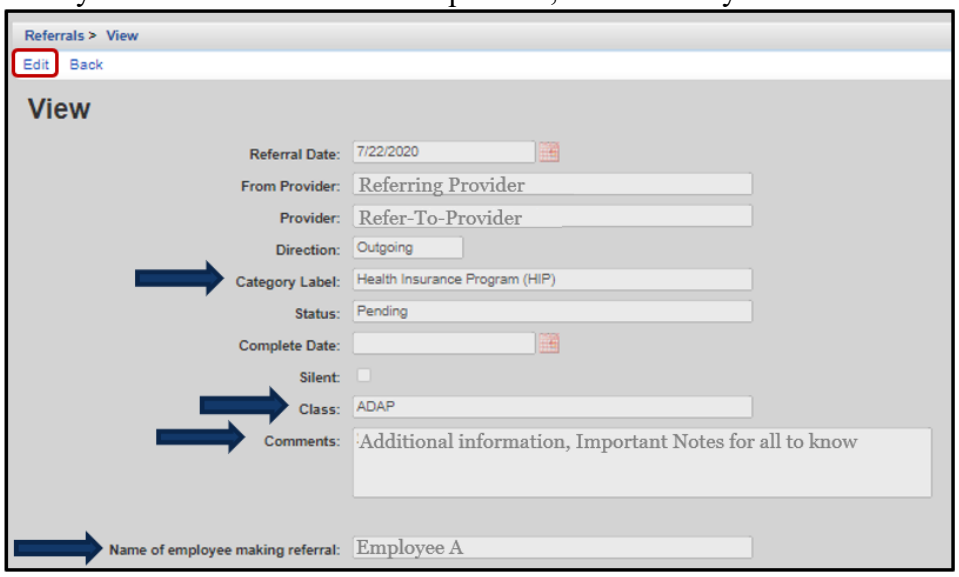


6. To access (view/edit) the referral, Select the record from the list, and click *View*.

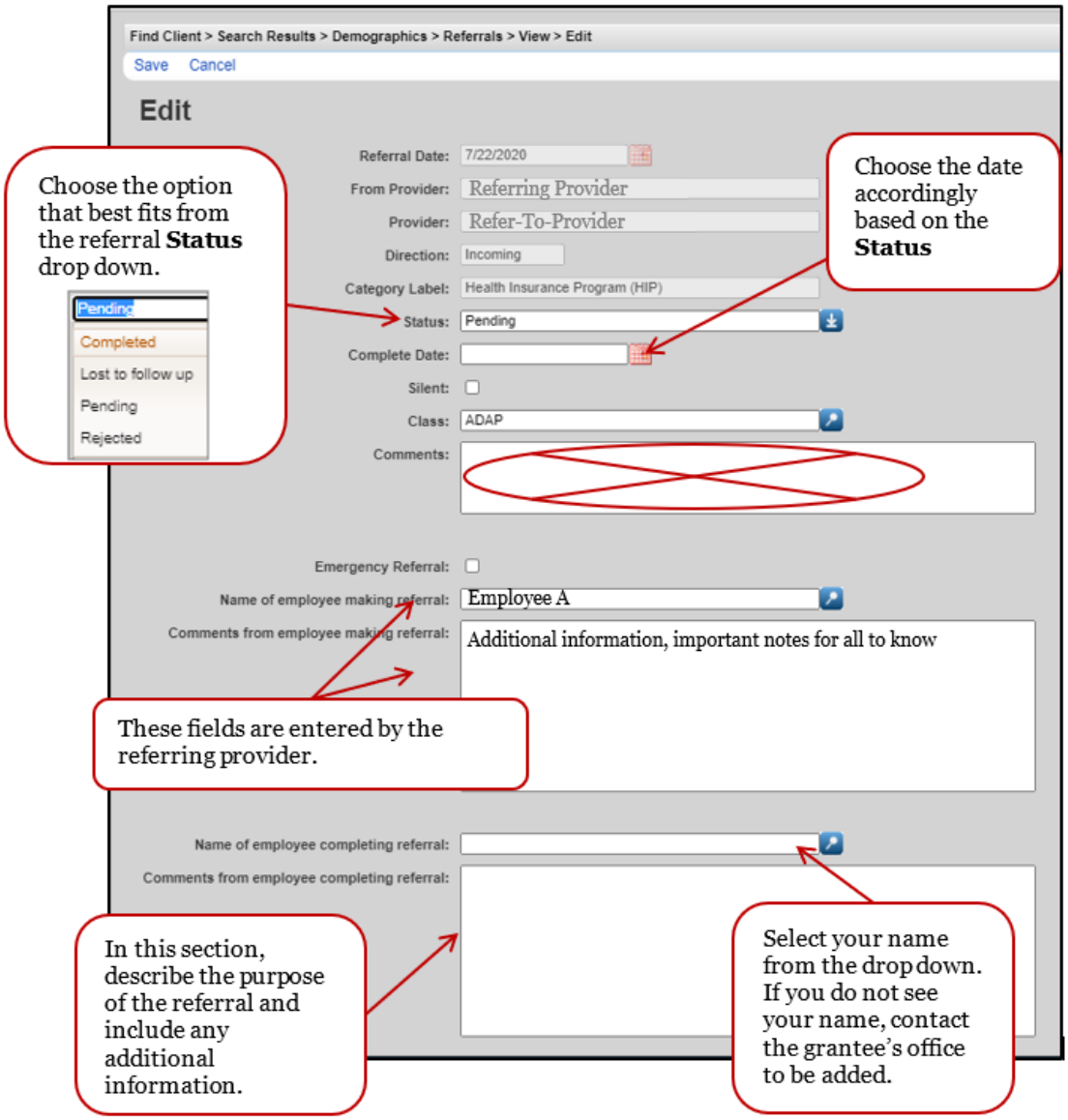


7. View the *Category Label*, *Class*, *Comments*, and *Name of Employee Making Referral* fields to get more information and the purpose of the referral. \

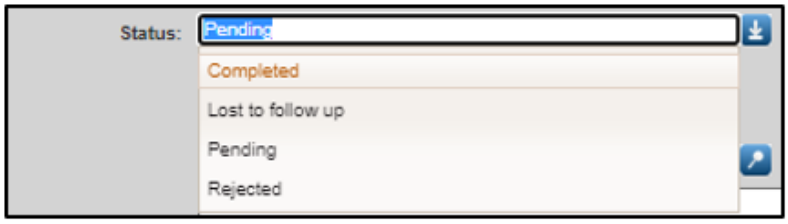
8. Once you have determined how to proceed, and are ready to edit the referral, select *Edit*



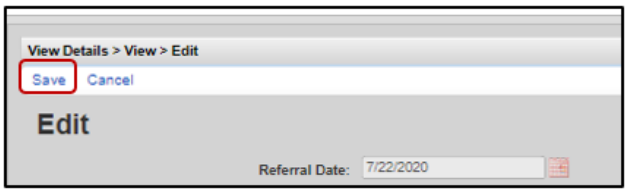
9. On this screen you will need to complete the following fields, the other fields will be greyed out and unable to be edited.
    a. **Status** – Edit accordingly (***see next step***)
    b. **Class –** Do not edit
    c. **Comments -** Do not edit
    d. **Name of employee making referral** – Do not edit
    e. **Comments from employee making referral** – Do not edit
    f. **Name of employee completing referral -** – Select your name from the drop down
    g. **Comments from employee completing referral –** Add comments regarding client/referral. *Be sure to add comments based on Status selection as detailed in next step*



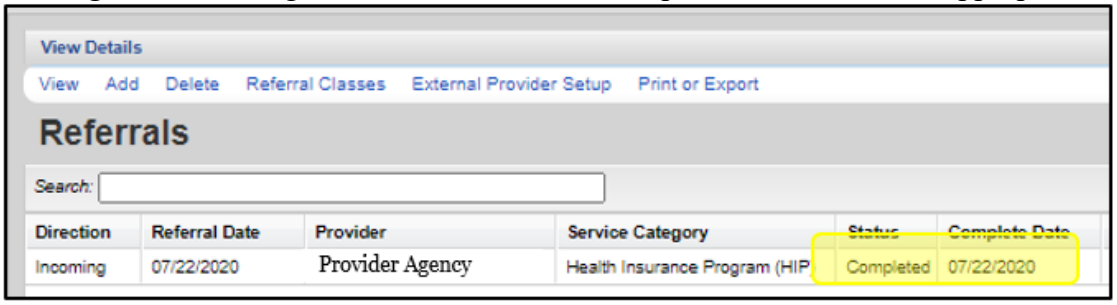
10. You will need to update the applicable fields accordingly.
    h. **Status** – Use the dropdown arrow to select the appropriate status



        i. ***Pending –*** If you are waiting for additional documentation or information, leave the referral as *Pending.*
            1. ***Complete Date:*** *Leave Blank*
            2. ***Comments from employee completing referral:*** Add dated comments detailing steps needed to complete referral
        ii. ***Completed –*** If you were able to schedule an appointment, issue a check, or prepare the applicable item/service, mark the referral as *Complete.* To be considered *Completed* we are only looking at if all the applicable items were prepared. Services entered under the Service section will be used to determine if the client *actually* received services.
            1. ***Complete Date***: enter the date you prepared all items. This will most likely be different than the date the client receives the service.
            2. ***Comments from employee completing referral***: add dated comments
        iii. ***Lost to Follow-Up*** – If you are not able to contact the client or obtain the necessary items to complete a referral within 30 days of the *Referral Date*, select *Lost to follow-up.* A minimum of three attempts must be made to contact the client, prior to changing the referral status to *Lost to Follow-Up.*
            1. ***Complete Date***: enter the date you determined the referral to be *Lost to Follow-Up*.
            2. ***Comments from employee completing referral***: Dated comments of each outreach should be documented
        iv. ***Rejected*** – If the referral does not make sense, e.g. a request for a service your agency does not provide, referral purpose is unknown, or a referral that was entered more than 5 business days after the client encounter, select *Rejected*
            1. ***Complete Date***: enter the date you determined the referral to be *Lost to Follow-Up*.
            2. ***Comments from employee completing referral***: add dated comments of why you rejected the referral.
            3. ***Name of employee completing referral:*** Select name from dropdown
    i. **Name of employee completing referral:** *Use the magnifying glass* to select your name from the dropdown
11. Verify you form fields are filled out completely and accurately.
12. Select *Save*



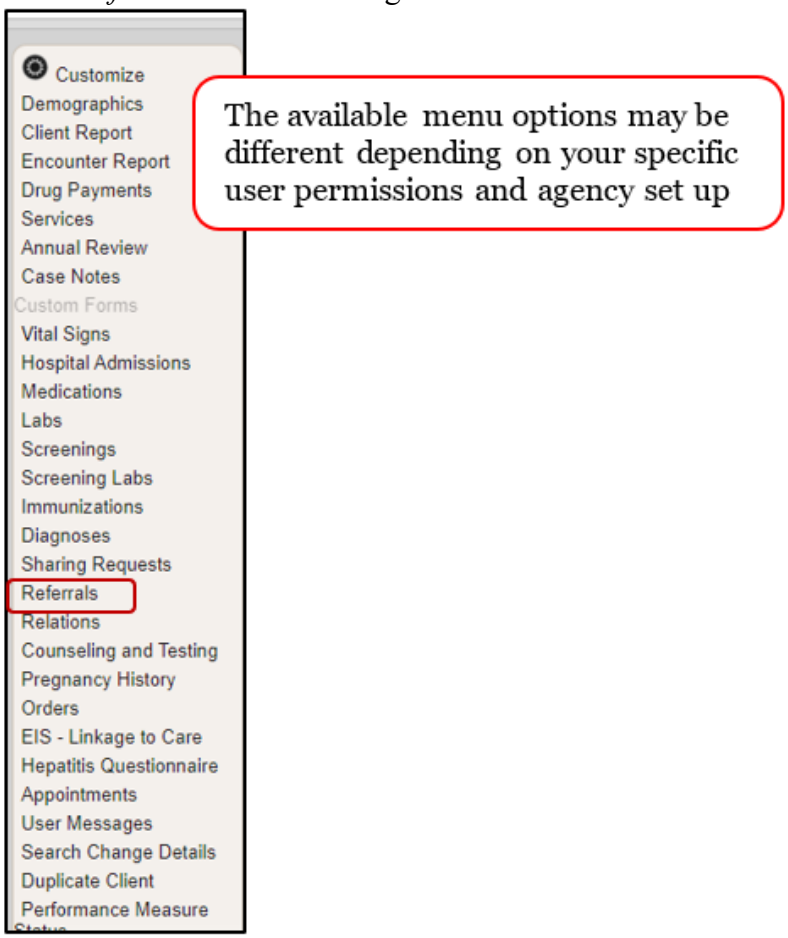
13. The *Referral Status* & *Completed Date* are now updated, and the provider who sent the referral will be able to access the information you entered. If you left the *Referral Status* as *Pending* remember to go back into CAREWare to update the status when appropriate.



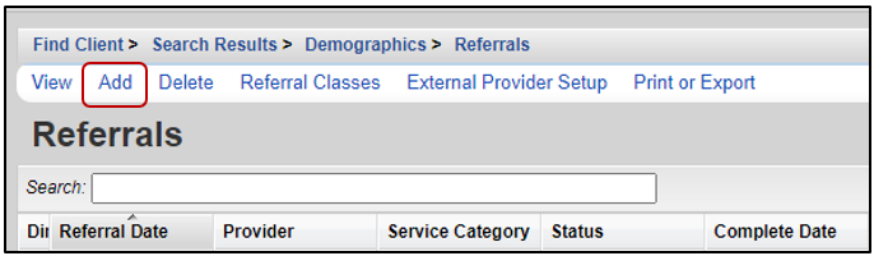
Making an External Referral

External referrals are a way to track client referrals sent to non-Ryan White Part A providers. They are unable to bee seen by other providers and can only be completed by your agency. The Ryan White Part A Grantee's office does not require entry of external referrals in CAREWare, and it is the agency's decision whether to enter external referrals. It is your agency's responsibility to resolve all external referrals within 30 days

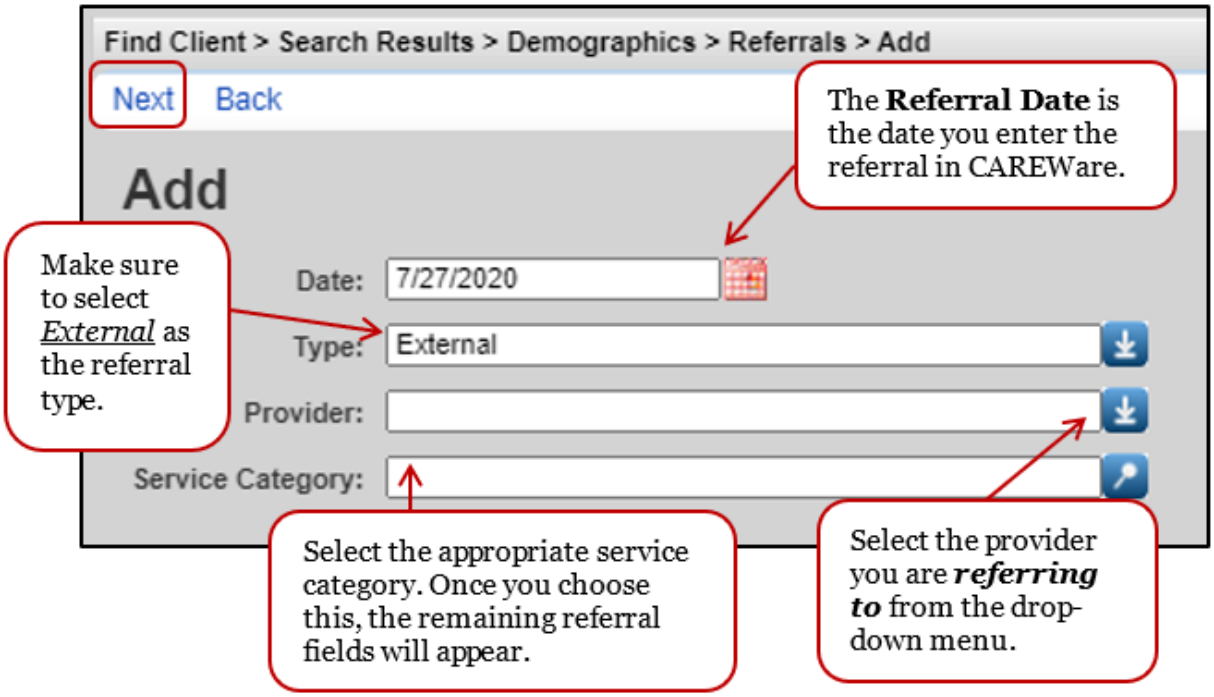
1. Click *Referrals* from the Navigation Menu



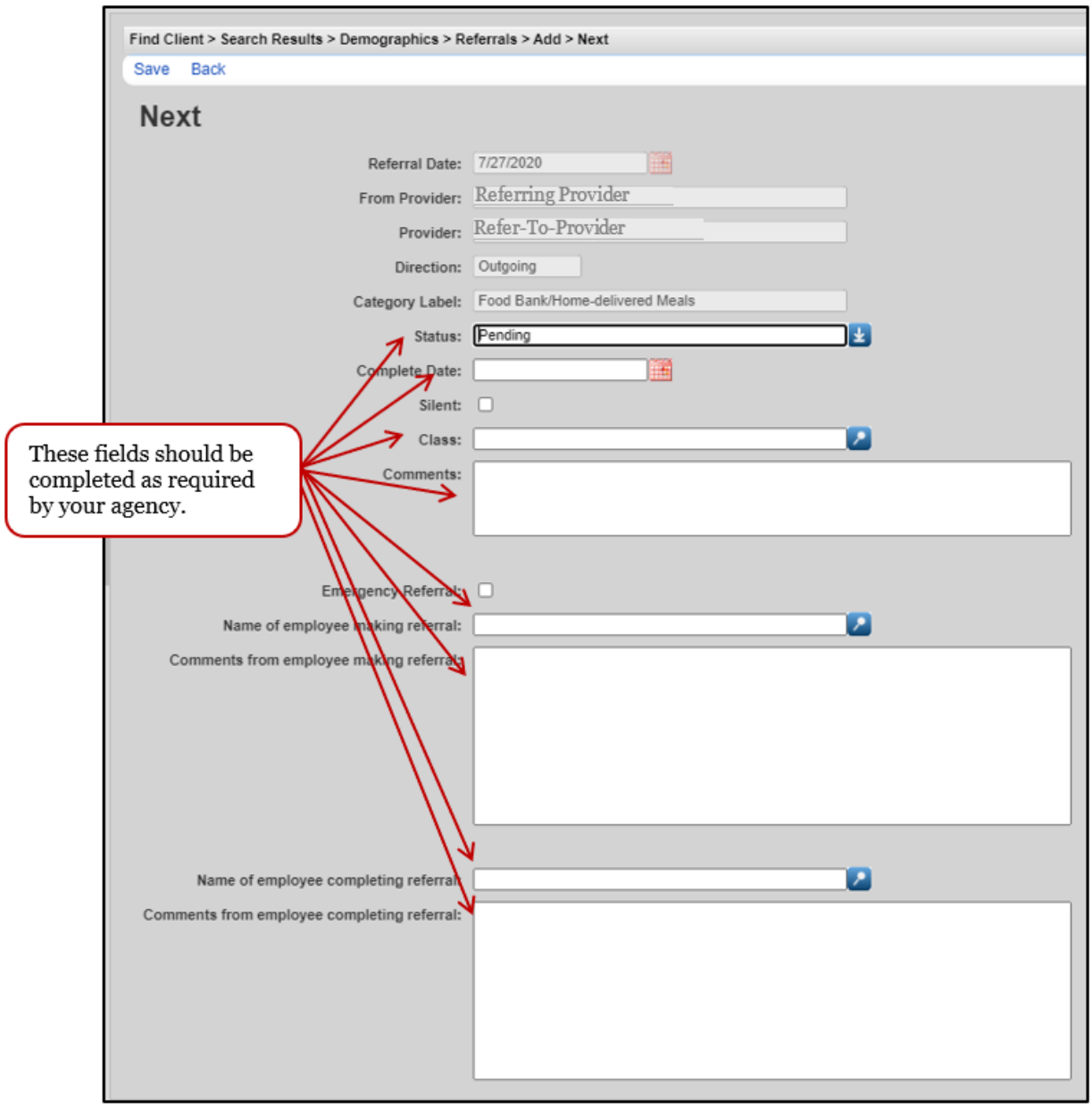
2. Select *Add* from the menu.



3. Complete the fields as required:
    a. **Date –** Today's Date
    b. **Type –** External
    c. **Provider** – Use the *Magnifying Glass* to search for the Non-RW Provider receiving the referral
        i. ***If the provider you are looking for is not listed, please contact the grantee's office to have your provider added as an option***
    d. **Service Category** – Make the appropriate selection based on your referral need
    e. When complete, select *Next*



4. Complete all remaining information ***as required by your agency's policies and procedures***



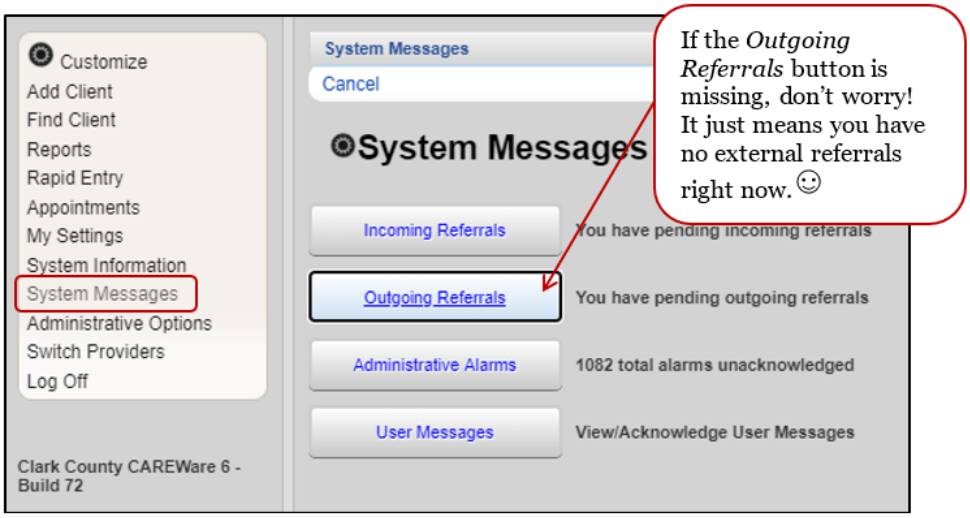
5. Select *Save*
    a. The Referral Status must be resolved to *Pending*, *Lost to follow-up*, or *Rejected* within 30 days of the *Referral Date*.

Managing an External Referral

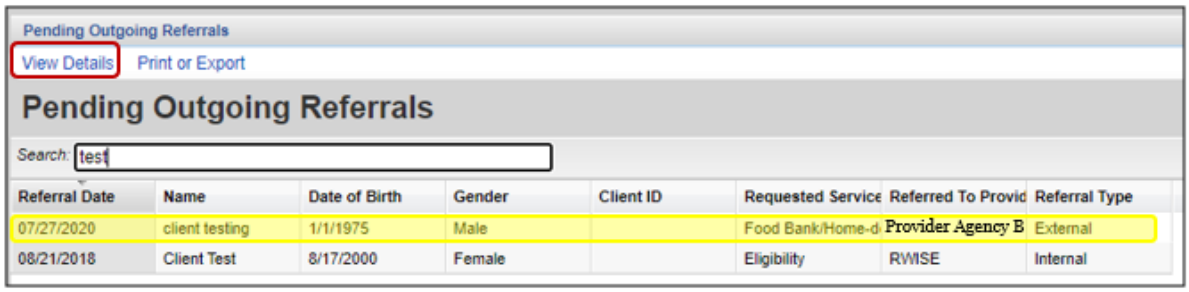
If you are a provider who creates external referrals, you will use the CAREWare outgoing referral list to keep track of the pending/in-progress referral requests.

1. From the main menu, select *System Messages* (this blinks a very light to light grey when messages are available)

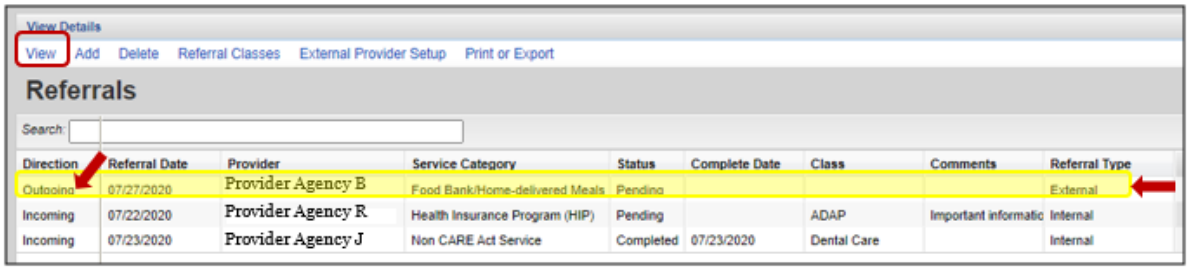
2. Select *Incoming Referrals*



3. From the list of *Pending Outgoing Referrals*. Select the record you want to view, and then click *View Details* .



4. To access (view/edit) the referral, Select the record from *Pending Outgoing Referrals* list, and click *View*



   a. If you only want to view the referral, you can view the information from here, when finished, select *Back*
   b. If you want to edit or add information, or close the referral you will need to select *Edit*

5. Complete the referral, and update all fields ***as required by your agency's policies and procedures***.

6. Select *Save*
    a. The Referral Status must be resolved to *Pending*, *Lost to follow-up*, or *Rejected* within 30 days of the *Referral Date*. Scroll down and click *Save* when you are done.