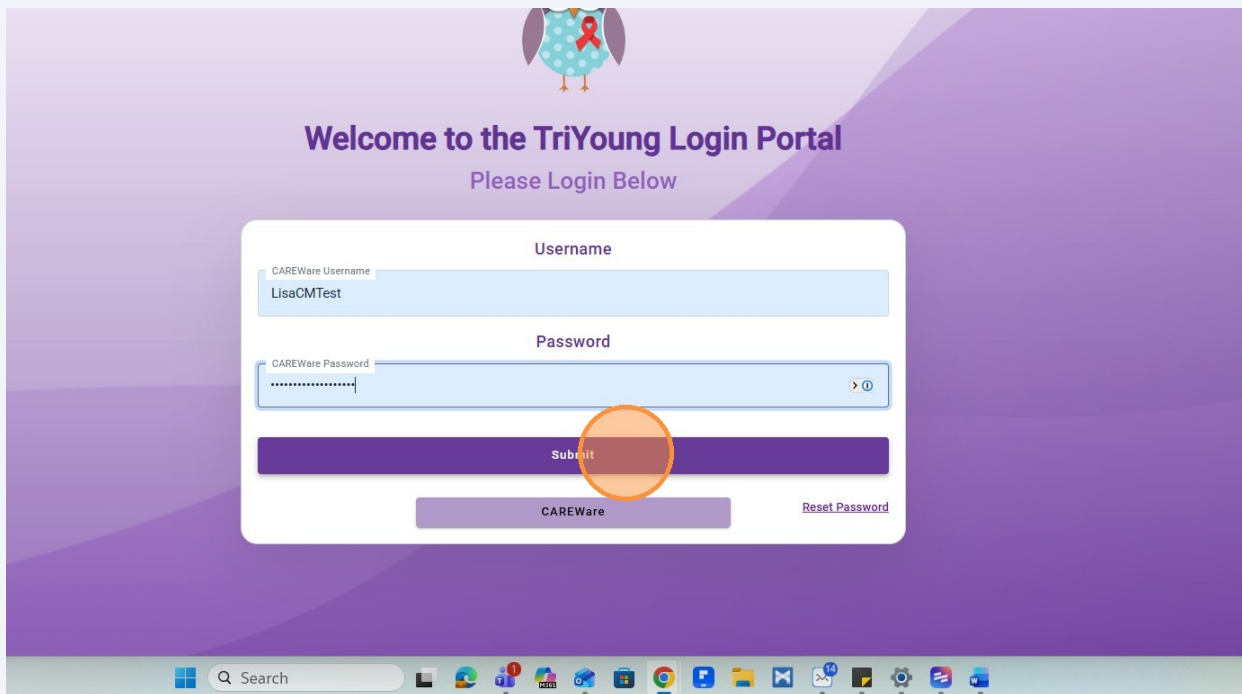


Mohave County Interface for Managing Service Referrals

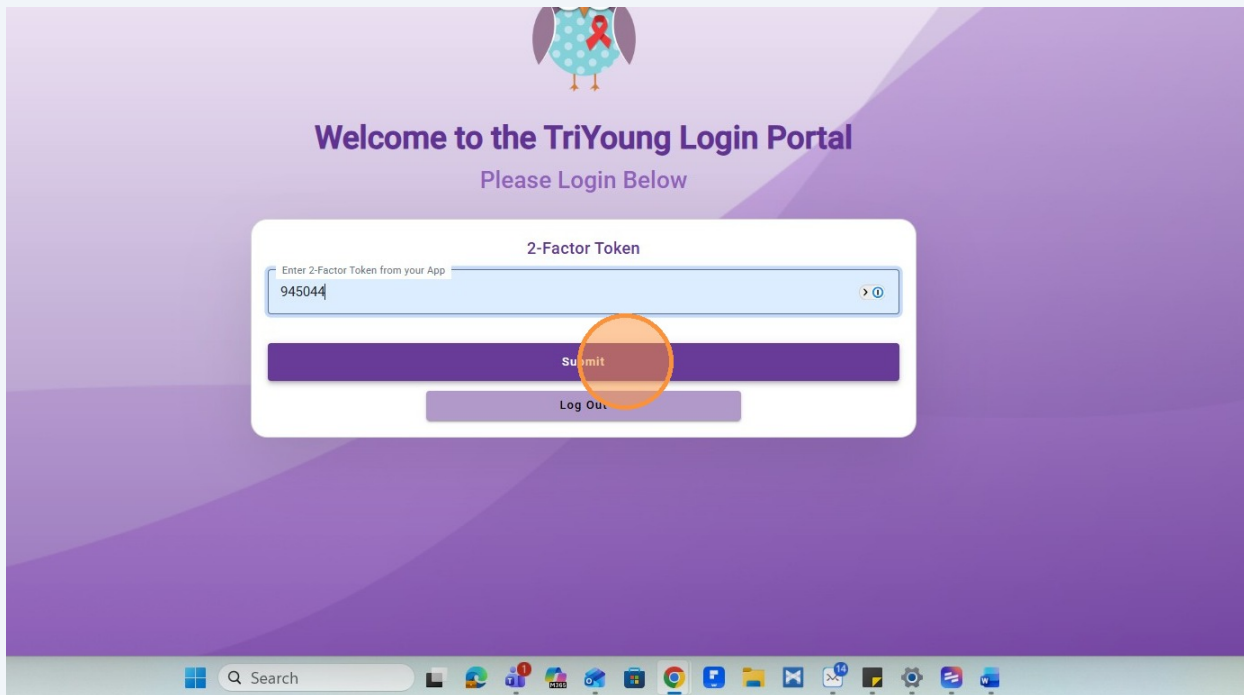


This guide provides a comprehensive walkthrough for managing service referrals for Mohave County for the Las Vegas TGA.

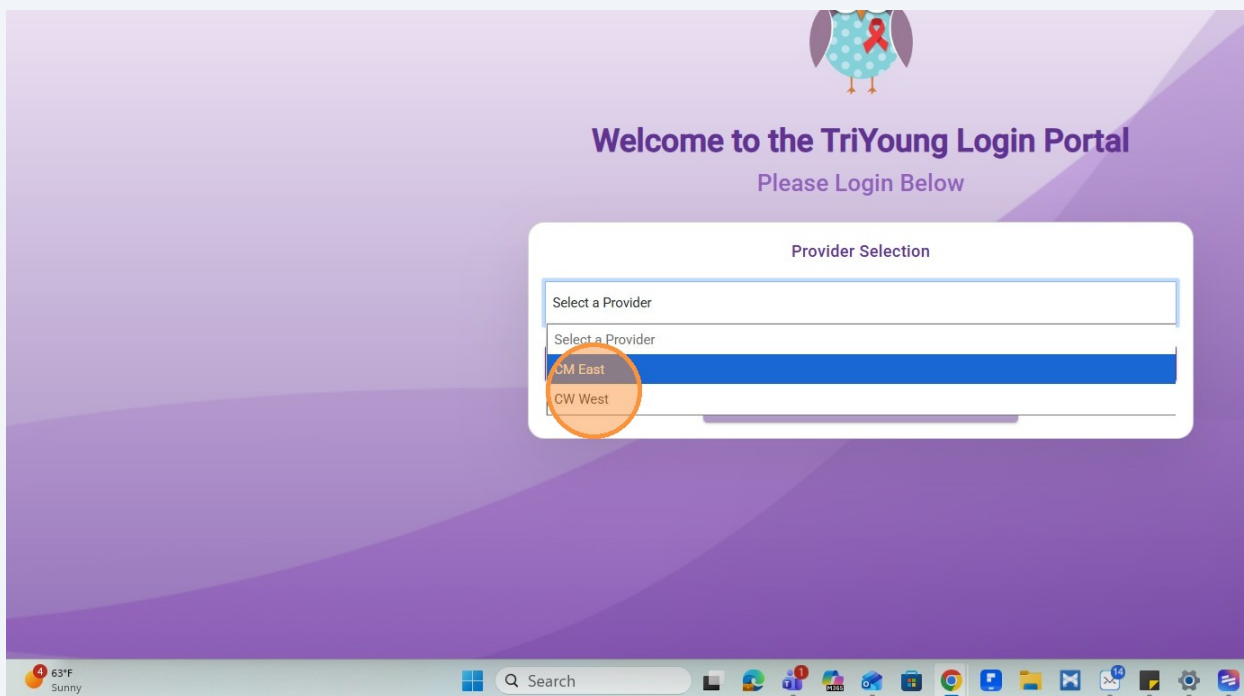
- 1 From the main Login Portal, enter your username, password then Click "Submit"



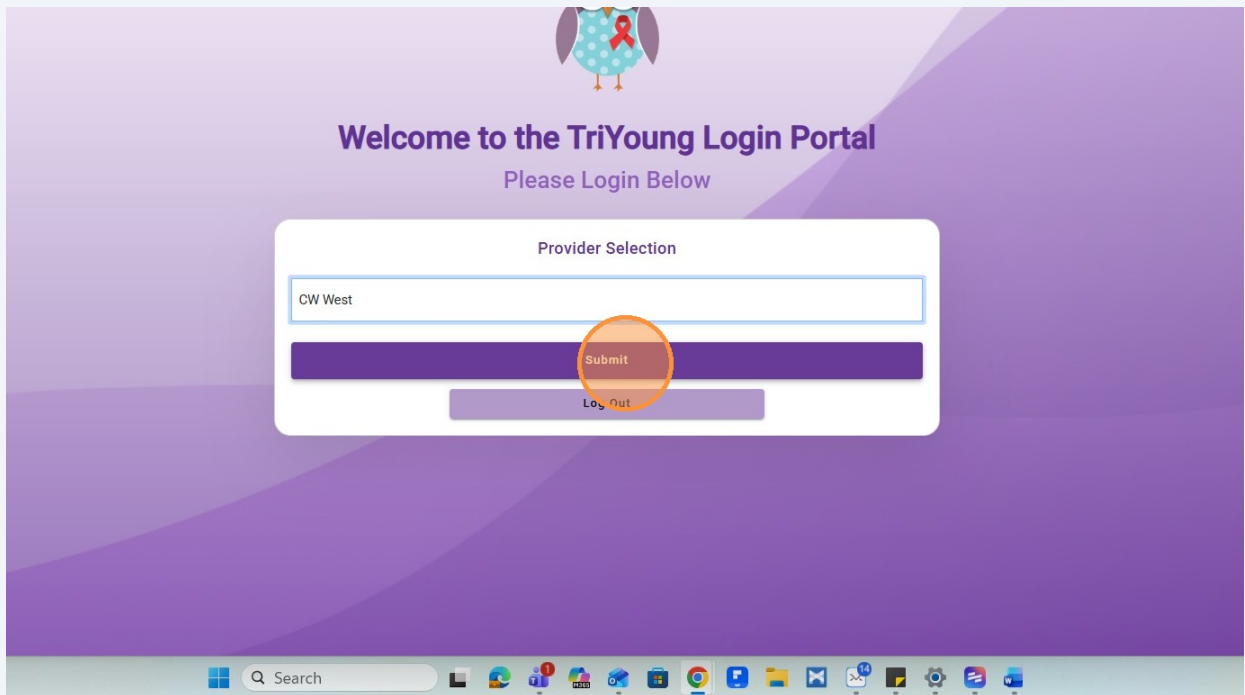
2 Enter your two-factor authentication then Click "Submit"



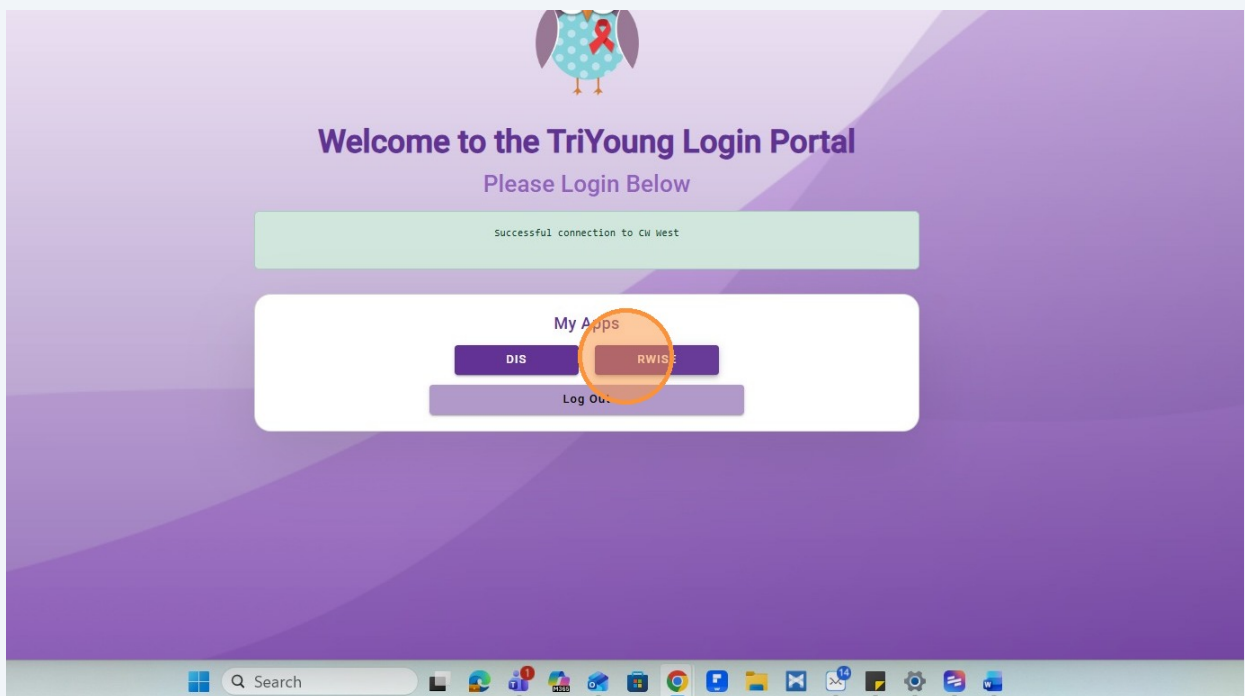
3 Select your provider agency from the dropdown.



4 Click "Submit"



5 Click "RWISE"



6 Click "Service Referrals"

TriYoung Inc. Innovative Information Solutions

LisaCMTest
Domain: CW West
Role: Viewer

Home / Search

Notifications 4

Service Referrals

My Apps

Log Out

Enter search criteria

Partial matches will be included

First Name

Last Name

Date of Birth

Client ID

URN or EURN

Encrypted UCI

RWISE AboutSSN

RWISEUID

Active Only

SEARCH

7 Select the client you would like to work on.

TriYoung Inc. Innovative Information Solutions

LisaCMTest
Domain: CW West
Role: Viewer

Home / Search

Notifications 4

Service Referrals

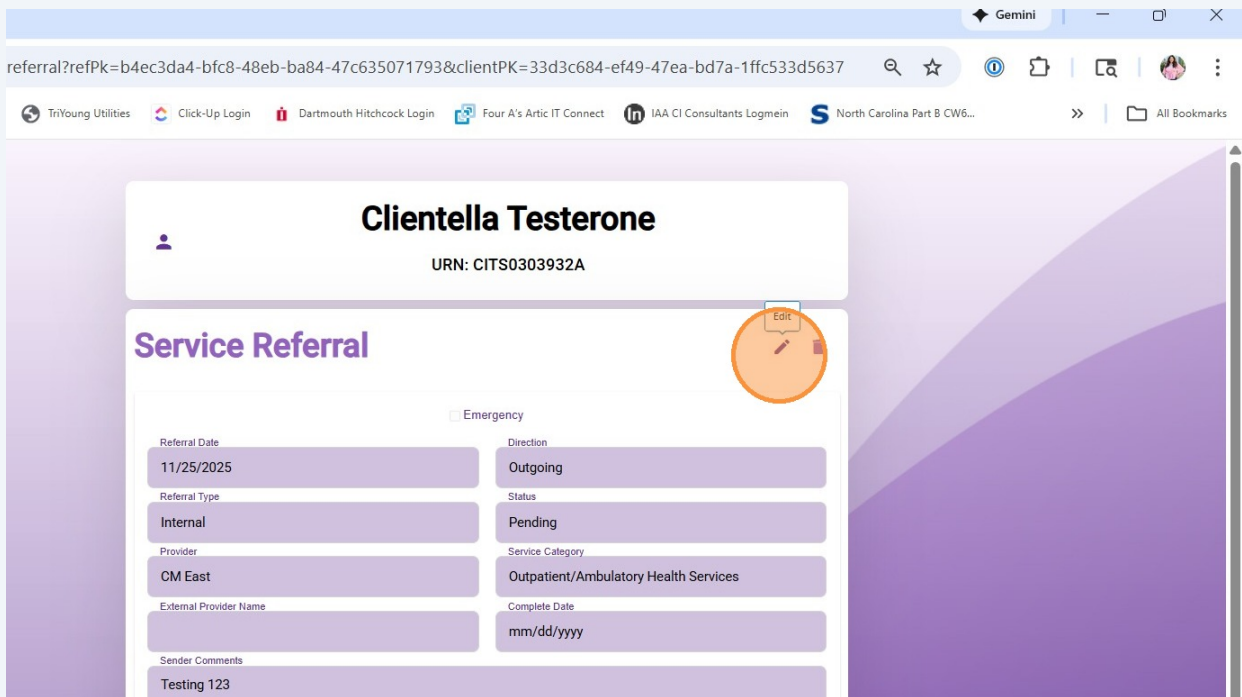
Service Referral Queue

Clear Filters

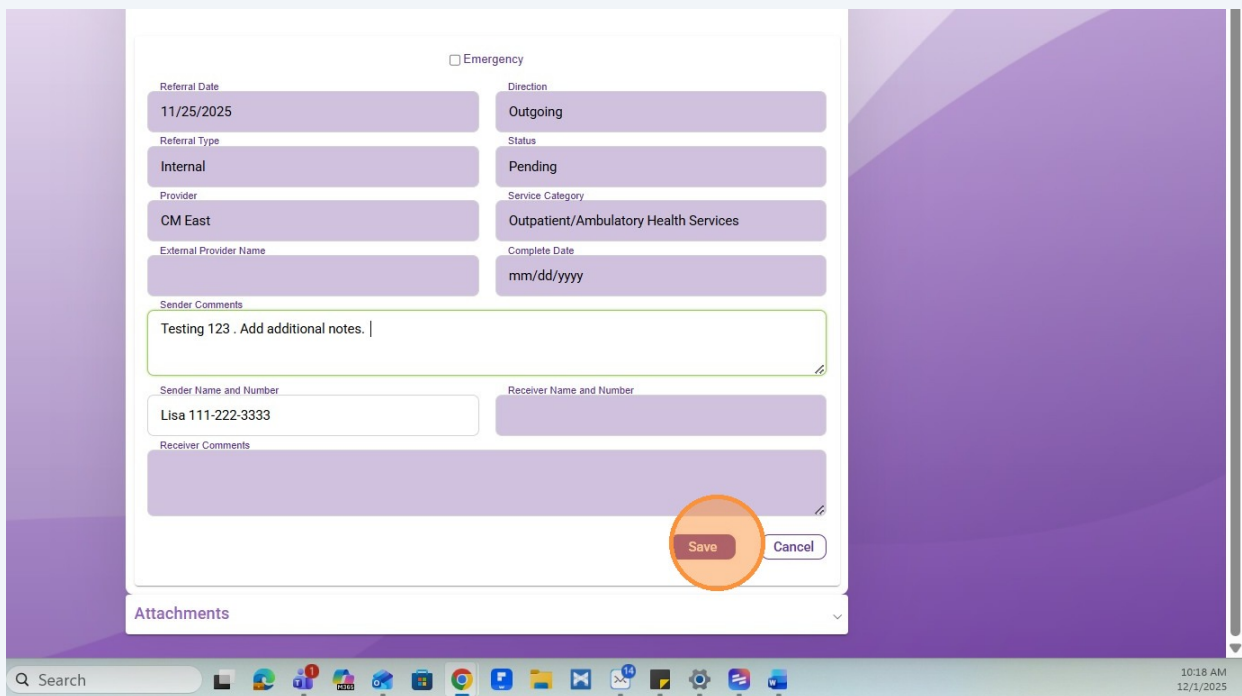
Emergency	RWISEUID	First Name	Last Name	Status	Direction	Date	Provider
	267435	Clientella	Testerone	Pending	Outgoing	11/25/2025	CM East
▲	267632	testa	pepper	Pending	Outgoing	11/25/2025	CM East
	267611	Test	HIVStatus	Pending	Outgoing	11/25/2025	External Provider
	267522	tacotest	tacotest	Pending	Incoming	11/25/2025	CM East
▲	267632	testd	pepper	Pending	Outgoing	11/21/2025	CM East
	207574	Cloient7311	Test7311	Pending	Outgoing	10/20/2025	Client Submitted
	267538	ClientSnow	TestWinter	Pending	Incoming	10/13/2025	RWISE
	267569	ClientBubba	TestGump	Pending	Incoming	10/2/2025	CM East
▲	267650	Client	Test	Pending	Incoming	9/30/2025	RWISE
▲	267634	NVTest	NVLast	Pending	Incoming	9/16/2025	RWISE

Page Size: 10 1 to

8 Click the pencil icon to edit the Service Referral.



9 From an existing service referral, you can add additional comments and edit name and number information. Click "Save" when complete.



10 Click "Attachments" to add additional documents.

The screenshot shows a web form for a referral. At the top, there is a checkbox labeled "Emergency" which is checked. The form contains several input fields: "Referral Date" with the value "11/25/2025", "Referral Type" with "Internal", "Provider" with "CM East", "External Provider Name", "Direction" with "Outgoing", "Status" with "Pending", "Service Category" with "Outpatient/Ambulatory Health Services", and "Complete Date" with the placeholder "mm/dd/yyyy". There is a "Sender Comments" field containing the text "Testing". Below this are "Sender Name and Number" (Lisa Wisa 111-222-333) and "Receiver Name and Number" (empty). A "Receiver Comments" field is also present. At the bottom right of the form are "Save" and "Cancel" buttons. Below the form is a section titled "Attachments" with a downward-pointing arrow icon, which is circled in orange. The Windows taskbar is visible at the bottom of the screen.

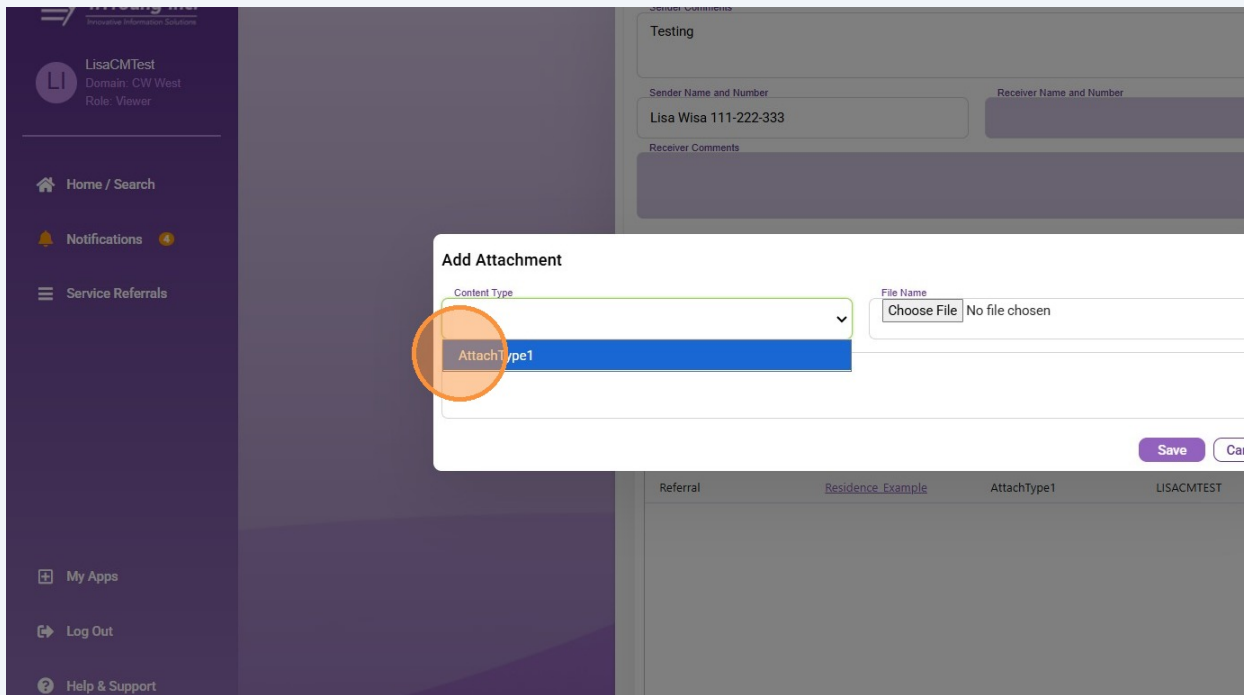
11 Click the paperclip icon to add additional documents.

This screenshot shows the "Attachments" section of the form. It features a "Clear Filters" button and a "Days" dropdown menu set to "All Dates". Below this is a table with the following data:

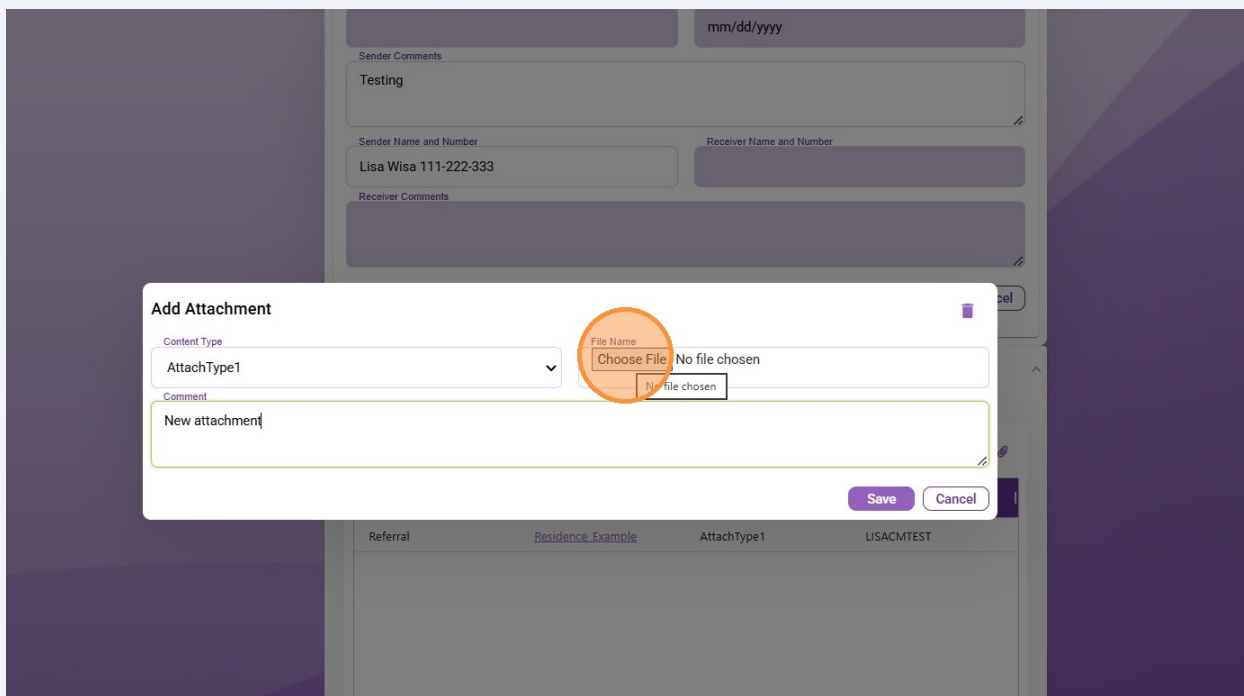
Location	File Name	Content	Uploaded By
Referral	Residence_Example	AttachType1	LISACMTEST

At the bottom right of the Attachments section, there is a paperclip icon, which is circled in orange. The "Save" and "Cancel" buttons from the previous screenshot are also visible above the Attachments section.

12 Select the content type from the dropdown.

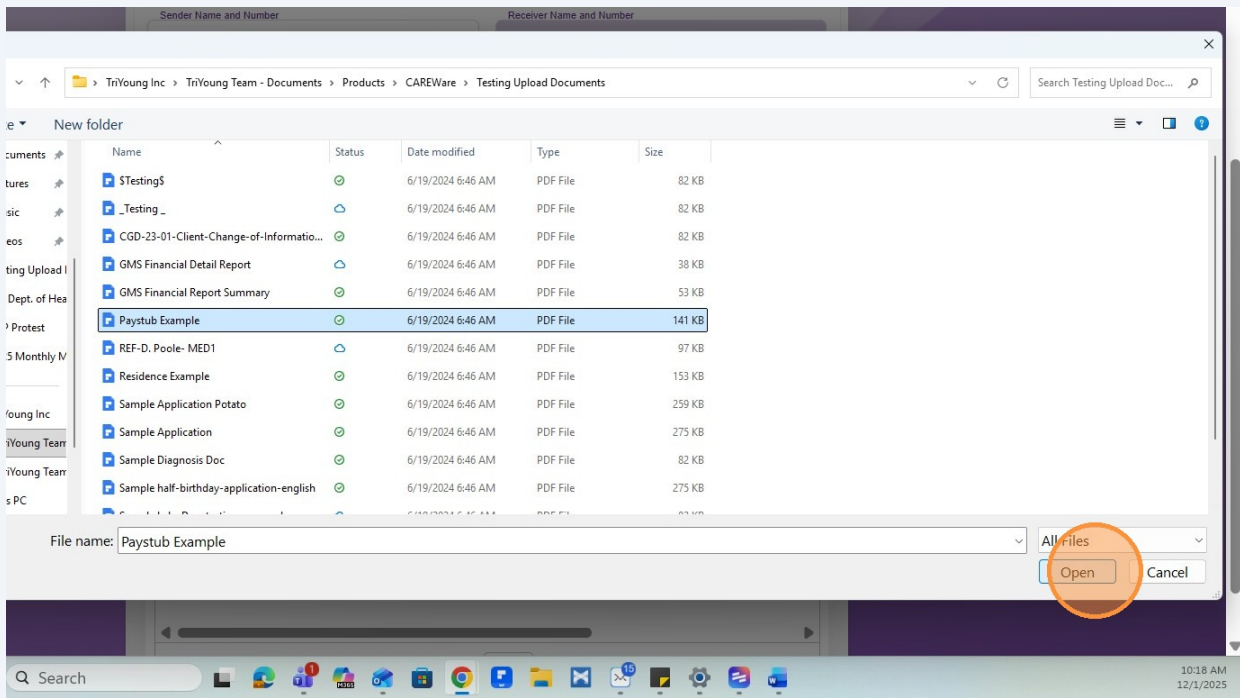


13 Add a comment describing the attachment. Click "Choose File".



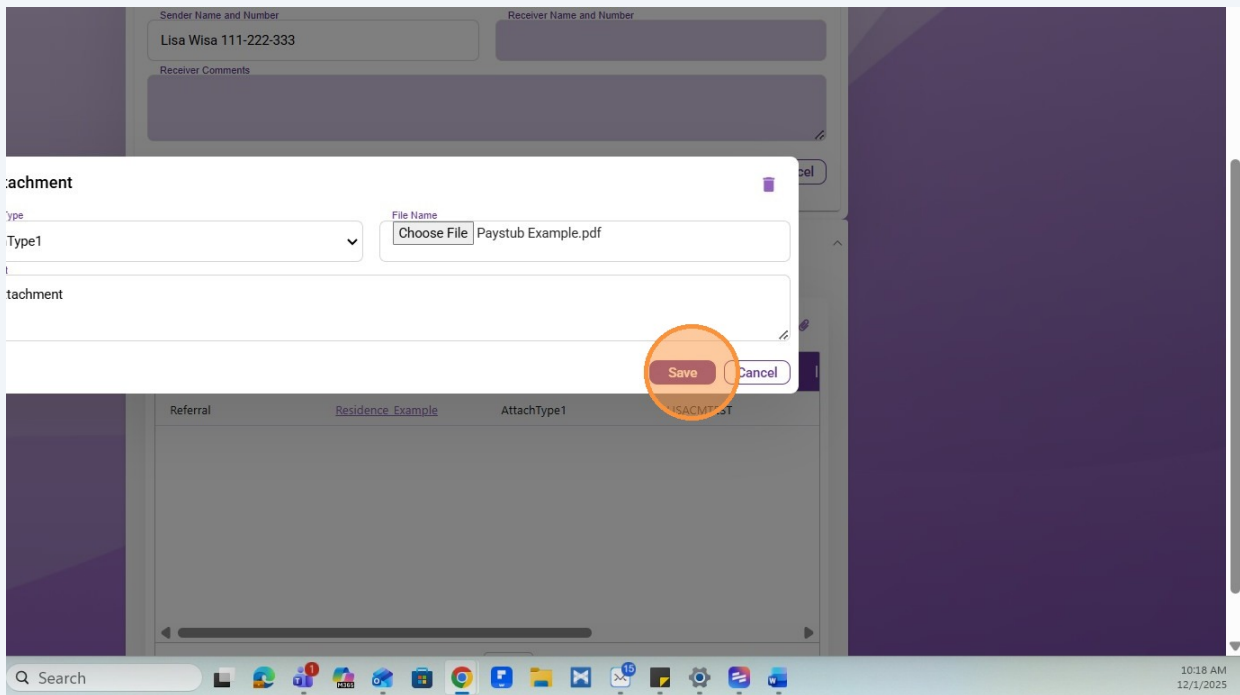
14

Select the document you would like to upload and then click "Open"



15

Once the document is selected, click "Save"



16

Click "Service Referrals" on left hand menu to return to the Service Referral Queue.

TriYoung Inc.
Innovative Information Solutions

LisaCMTest
Domain: CW West
Role: Viewer

Home / Search

Notifications

Service Referrals

My Apps

Log Out

Clientella Testosterone

URN: CITS0303932A

Service Referral

Emergency

Referral Date	11/25/2025	Direction	Outgoing
Referral Type	Internal	Status	Pending
Provider	CM East	Service Category	Outpatient/Ambulatory Health Services
External Provider Name		Complete Date	mm/dd/yyyy
Sender Comments	Testing 123 . Add additional notes.		
Sender Name and Number	Lisa 111-222-3333	Receiver Name and Number	
Receiver Comments			

17

Click "Home / Search" to search for a client.

TriYoung Inc.
Innovative Information Solutions

LisaCMTest
Domain: CW West
Role: Viewer

Home / Search

Notifications

Service Referrals

testd pepper

URN: TSPP0202023U

Service Referral

Emergency

Referral Date	11/25/2025	Direction	Outgoing
Referral Type	Internal	Status	Pending
Provider	CM East	Service Category	Outpatient/Ambulatory Health Services
External Provider Name		Complete Date	mm/dd/yyyy
Sender Comments	Testing		

18 Enter your client search Criteria then Click "SEARCH".

The screenshot shows a search form with the following fields: First Name (Clientella), Last Name (Testeroni), Date of Birth (empty), URN or EURN (empty), RWISE AboutSSN (empty), Encrypted UCI (empty), and RWISEUID (empty). There is a checkbox for "Active Only" and a "SEARCH" button at the bottom. An orange circle highlights the "SEARCH" button.

19 After searching, a list of potential matched will appears. Select the client you are looking for.

The screenshot shows the search results page. The search form is at the top, and below it is a table of results. The table has columns for First Name, Last Name, Date of Birth, URN, and Encrypted UCI. The first row is highlighted in green and circled in orange.

First Name	Last Name	Date of Birth	URN	Encrypted UCI
Clientella	Testeroni	05/05/1995	CITS0505952U	FD7D99C53EC655...
Clientella	Testeroni	04/04/1994	CITS0404942C	4EASF8FABA19F3...
ClientAtdark	TestAtDark	02/02/1989	CITS0202891U	A627F6E0F4B3693...
Clientella	Testestone	03/03/1993	CITS0303932A	3F969CF9AD6F55...
Clienttester11111	Testerclient11111	12/12/1988	CITS1212881U	96CB695F48E41E...

20

On the main client profile page, scroll to the bottom and click "Service Referrals"

The screenshot shows a client profile page with the following sections:

- Client Info**
 - First Name: Clientella
 - Middle Name: [Redacted]
 - Last Name: Testeroni
 - AKA: Tella
 - RWIS UID: 267563
 - DOB: 05/05/1995
 - URN: CITS0505952U
 - Residential Address: 12345 W. Street
 - City: Town
 - State: NC
 - County: Anson
- Client Contact Information
- Other Client Info
- Client Level Data
- Medicaid
- Service Referrals** (highlighted with an orange circle)

The bottom of the page shows a Windows taskbar with a search bar and various application icons. The system clock in the bottom right corner displays "10:19 AM 12/1/2025".

21

Click the "+" sign to add a new service referral.

The screenshot shows the 'Service Referrals' section of the client profile page. The section is currently empty and contains a 'Clear Filters' button and a '+' sign, which is highlighted with an orange circle. Below the '+' sign is a dark purple horizontal bar. The rest of the page shows the same client information sections as in the previous screenshot.

The bottom of the page shows a Windows taskbar with a search bar and various application icons. The system clock in the bottom right corner displays "10:19 AM 12/1/2025".

22

Next, select the Service Referral Type. Internal referrals are any providers within Clark County CAREWare.

URN: CITS0505952U

Create Service Referral

Emergency

Referral Date: 12/01/2025

Direction: Outgoing

Referral Type: **Internal**

Status: Select Status

Service Category: Select Service Category

Complete Date: mm/dd/yyyy

Sender Comments

Sender Name and Number

Receiver Name and Number

Receiver Comments

Save Cancel

23

Now select the service referral status of "Pending".

Create Service Referral

Emergency

Referral Date: 12/01/2025

Direction: Outgoing

Referral Type: Internal

Provider: Select Provider

External Provider Name

Status: **Pending**

Sender Comments

Sender Name and Number

Receiver Name and Number

Receiver Comments

Save Cancel

24 Select the provider you would like to send the service referral to.

The screenshot shows the 'Create Service Referral' form in a web application. The form is titled 'Create Service Referral' and includes an 'Emergency' checkbox. The fields are as follows:

- Referral Date: 12/01/2025
- Referral Type: Internal
- Direction: Outgoing
- Status: Pending
- Provider: Select Provider (dropdown menu is open, showing options: AA Office Expenses, CAN Community Health, CM East, Rapid Start - Clinic SouthWest, State ADAP, TestProviderTB, TriYoung Clinic, TriYoung Training. 'CM East' is highlighted with a blue bar and a red circle).
- Service Category: Select Service Category
- Complete Date: mm/dd/yyyy
- Receiver Name and Number: (text input field)

Buttons for 'Save' and 'Cancel' are located at the bottom right of the form.

25 Select the Service Category you would like to refer the client for. Please note the service listed are services the provider is contracted to provide.

The screenshot shows the 'Create Service Referral' form with the 'Service Category' dropdown menu open. The form fields are:

- Referral Date: 12/01/2025
- Referral Type: Internal
- Direction: Outgoing
- Status: Pending
- Provider: CM East
- Service Category: Select Service Category (dropdown menu is open, showing options: Administration, Early Intervention Services, Emergency Financial Assistance, Health Education/Risk Reduction, Health Insurance Program (HIP), Housing Services, Medical Case Management, Non-Medical Case Management Services, Oral Health Care, Outpatient/Ambulatory Health Services, Outreach Services. 'Housing Services' is highlighted with a blue bar and a red circle).
- External Provider Name: (text input field)
- Sender Comments: (text input field)
- Sender Name and Number: (text input field)
- Receiver Comments: (text input field)

Buttons for 'Save' and 'Cancel' are located at the bottom right of the form.

26

Enter a comment describing the need for referrals. Under Sender Name and Number, enter your name and contact number.

Create Service Referral

Emergency

Referral Date: 12/01/2025 | Direction: Outgoing

Referral Type: Internal | Status: Pending

Provider: CM East | Service Category: Housing Services

External Provider Name: | Complete Date: mm/dd/yyyy

Sender Comments: Client needs housing assistance.

Sender Name and Number: | Receiver Name and Number: |

Receiver Comments: |

Save Cancel

27

Click "Save"

Create Service Referral

Emergency

Referral Date: 12/01/2025 | Direction: Outgoing

Referral Type: Internal | Status: Pending

Provider: CM East | Service Category: Housing Services

External Provider Name: | Complete Date: mm/dd/yyyy

Sender Comments: Client needs housing assistance.

Sender Name and Number: Training 123-456-7899 | Receiver Name and Number: |

Receiver Comments: |

Save Cancel

10:20 AM 12/1/2025

28

Please note: The Emergency checkbox can be selected if the service referral is urgent.

Clientella Testeroni
URN: CITS0505952U

Service Referral

Emergency

Referral Date	12/01/2025	Direction	Outgoing
Referral Type	Internal	Status	Pending
Provider	CM East	Service Category	Housing Services
External Provider Name		Complete Date	mm/dd/yyyy
Sender Comments	Client needs housing assistance.		
Sender Name and Number		Receiver Name and Number	

29

Click "Attachments" to add any applicable attachments. Follow steps 11 through 15.

Service Referral

Emergency

Referral Date	12/01/2025	Direction	Outgoing
Referral Type	Internal	Status	Pending
Provider	CM East	Service Category	Housing Services
External Provider Name		Complete Date	mm/dd/yyyy
Sender Comments	Client needs housing assistance.		
Sender Name and Number	Training 123-456-7899	Receiver Name and Number	
Receiver Comments			

Attachments

30

Click "Service Referrals" on left hand panel to return to the Service Referral Queue.

The screenshot displays the TriYoung Inc. web application interface. On the left is a dark purple sidebar with the company logo and user information for LisaCMTest (Domain: CW West, Role: Viewer). Navigation options include Home / Search, Notifications (4), Service Referrals (highlighted with an orange circle), My Apps, and Log Out. The main content area shows the profile for Clientella Testeroni (URN: CITS0505952U) and a Service Referral form. The form includes a checked 'Emergency' checkbox and fields for Referral Date (12/01/2025), Direction (Outgoing), Referral Type (Internal), Status (Pending), Provider (CM East), Service Category (Housing Services), External Provider Name, Complete Date (mm/dd/yyyy), Sender Comments (Client needs housing assistance.), Sender Name and Number (Training 123-456-7899), Receiver Name and Number, and Receiver Comments.