

CFS Provider Portal

How to Manage New Referral Requests

The Referrals Module allows you to review and respond to pending referral requests.

Step #	Description			
1.	Click the Referrals tab on the Provider Portal homepage.			
	Claims	Payment Information (EOPs)	Authorizations	
	ίΞ	\$		
	Referrals	Surveys	Reports	
	Your Organization(s)	нер		
2.	The Referrals page displays account, the Selected Orga your view to a specific orga down.	b. If you are managing mul nization default view will inization by clicking on the	tiple organizations in your be set to All . You can change e Selected Organization drop-	
	ွင်္နွိ Referrals	Selected Organization All	► Export Results	
3.	To provide a response to a referral.	pending referral, click Op	en next to the applicable	
	Request ID V First Name V Last Name V Service V 7 CORY BAACK IN-HOME FAMIL IN-HOME FAMIL	♥ From ♥ Thru ♥ Statu: 6/1/2024 6/30/2024 Pendi	s	

4.	The Referral Response page displays. Review the details of the referral request, then provide a response.			
	Referral Response			
	CORV BAACK 1000283			
	Date Of Birth: 01/01/1990 Appc: 34 Gender: M Race: White Ethnicty: NH Language: English			
	Requested Service NH-HOME SAMV SUPPORT SERVICES (7171) Service Period: 06/01/2024 thru: 06/20/2024 Prequency: Hourly Units: 100 Presenting Problem:			
	An swarpho of a problem. Special Conditions: Camereton Special Conditions:			
	Geak And Outcome: The goals and outcomes. Response:			
	Comments			
	Click the Response drop-down button and choose your response.			
	Presenting Problem: An example of a problem.			
	Special Conditions: Comments on Special Conditions			
	Goals And Outcome: The goals and outcomes.			
	Response:			
	Accept Request Accept Partial Request (Note in Comments)			
	Decline Request Unable to Fullfill Request			
Note:	If Decline Request or Unable to Fulfill Request is selected, a new field will display to provide the reason for declining.			
	 If Accept Partial Request is selected, you required to enter a comment evaluation which part of the request you are able to fulfill 			
5.	When you are finished, click Submit Response to complete the referral.			
	Client Changes			
	🗙 Cancel 💾 Submit Response			
6.	On the Referrals page, the referral Status will indicate Responded and your response			
	will be displayed. To view the referral information again, click the Details button.			
	Note: After a response has been provided it cannot be modified.			
	Request ID 🗸 First Name 🗸 Last Name 🗸 Service 🗸 From 🗸 Thru 🖞 Status 🕺 Response 🖓 Created 🖓			
	2 CORY BAACK IN-HOME FAMI 6/1/2024 6/30/2024 Responded Accept 5/13/2024 Details			