**Provider Referrals**

**STEP 1:** Finding providers to follow-up with

* On Care Advance locate the most recent **Provider Referrals**
* Mark down all providers listed on notepad
* Look to see if there was a **Provider Response** note created. If so, do not email them again. Only email providers who have not responded.
  + Make sure you are looking at notes for the correct service.

**STEP 2:** Finding new providers to email

* Use access to determine which new providers to email by looking at the county and service
  + Anyone who does SHC also does Transportation. So, when searching for providers who provide both, you can look up providers who provide SHC
* Mark down up to five providers not emailed yet on notepad

**Step 3:** Writing Emails

* Create email to providers. Use access to find email addresses
* Attach the Snapshot and screenshot of service(s) from PCSP document. Save it from Care Advance as **First Initial Last Name PCSP** on your computer
* Your email subject is: **First Initial Last Name Service Name Referral**
* Copy the support coordinator
* Use this message:

Hello,

Could you please let me know if you are able to take this referral?

**Step 4:** Make sure to update on Care Advance all follow-up or new emails you send. Do not commit notes in case you need to update them later.

**STEP 5:** What to do when someone replies that they accept or reject:

* On Care Advance add “Progress Note” and “Select Template”
* Choose ECF Choices and find “Status of Provider Referral”
* Under “What service did provider accept for member?” add service name and a summary of the provider response
* Add in date provider responded and date you sent email
* Click accepted or rejected based on their response
* Save the note but do not commit it

**Step 5:** What to do if someone replies that they are interested:

* Look up member on Care Advance
* Add “Progress Note” – select template, check “accepted”
* Add note based on what they shared – put into your own words

Note: If Yanis replies, you do not need to do anything. He has completed that member.