

TIPS FOR NAVIGATING THE REFERRAL MANAGEMENT PROCESS

REFERENT:

- Referrals should be entered in Atrezzo rather than being faxed so providers can obtain their case ID numbers and track approvals, dates, and extensions. This does not apply to Child Welfare staff. Child Welfare staff should ask that a TCM or BHH Providers submit referrals whenever possible. If there is no TCM/BHH, the Child Welfare Guardian faxes or scans and emails the referral then must call KEPRO to learn the determination.
- At referral, be sure to list the child's home address and phone number. Do not list hospital, crisis unit, residential or Child Welfare guardian's office address as the child's address.
- Check "reports" in Atrezzo in 24 business hours. KEPRO will notify you if you need to submit more information. If they request more information, submit it as quickly as possible and continue to check "reports" for a decision.
- If the original referent changes (case transfers or a new agency comes on board), KEPRO must be notified in order to keep the referral up to date and ensure appropriate people are receiving notifications. If the case is transferring within your agency, the new staff can access the original referral. If the case goes to a new agency or location, the new agency will need to create a new referral in Atrezzo. Under the questionnaire for "reason for referral": referent would want to indicate they are a new referent for a current referral and request backdate. You may also want to do this in the "clinical information" section. If the referral is still current, KEPRO staff can backdate the new referral to accurately reflect days waiting. If the referral is expired; it would be considered a new referral. Child Welfare staff should always call KEPRO to notify of staff changes.
- If the family moves, call KEPRO immediately to notify them of the new address. If the questionnaires are not locked in Atrezzo (marked as complete) the referent can update this in the questionnaire in the referral.
- Be sure guardians know that if KEPRO calls them or sends a letter, they **MUST RESPOND** or the youth will be removed from the list - Even if they have already told someone from CBHS they want to remain on the list.
- Do not assume that if a guardian tells you they believe a youth is on a list that he/she actually is, please call KEPRO to confirm.
- After being on the referral management list for 1 year, an extension request must be submitted to KEPRO. Extensions can be requested in the existing referral and must be done prior to the end date of the referral.
- If the guardians no longer wish to receive the service or have put in place other options, please notify Kepro so the youth can be removed from the list.
- If a guardian changes their mind about a preferred provider; referents can enter the existing referral in Atrezzo and make modifications if the questionnaires are not locked (marked as complete). This update would get updated on the referral management list the following day.
- If the youth loses Maine Care, for any reason, they will be removed from the list until it is reinstated. Call KEPRO to confirm youth is back on the list.

GUARDIAN

- Respond to all phone calls, letters or messages from Kepro as soon as possible.