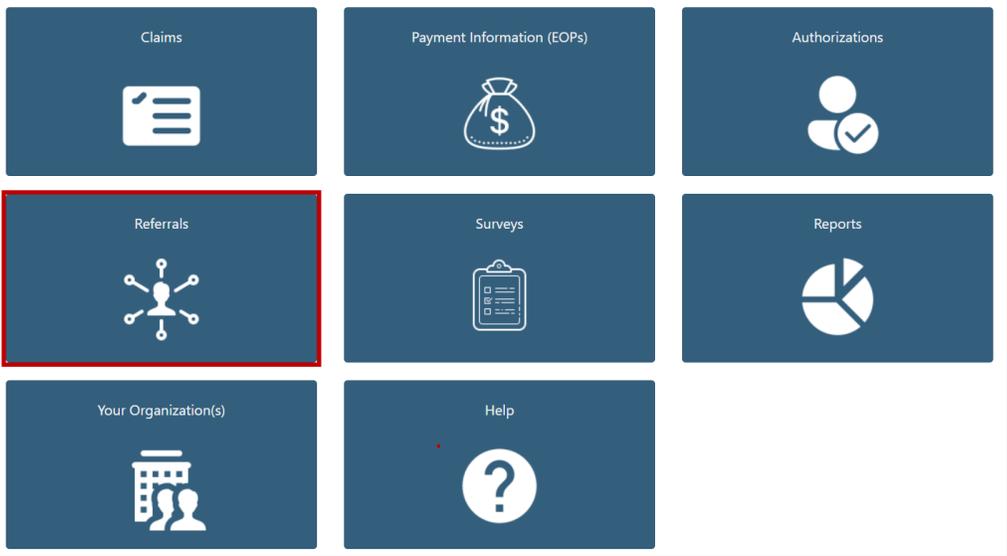
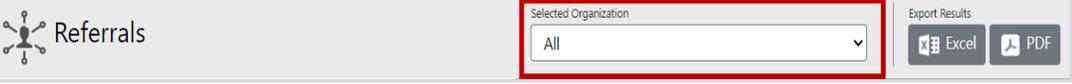




CFS Provider Portal

How to Manage New Referral Requests

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

Step #	Description																				
1.	<p>Click the Referrals tab on the Provider Portal homepage.</p> 																				
2.	<p>The Referrals page displays. If you are managing multiple organizations in your account, the Selected Organization default view will be set to All. You can change your view to a specific organization by clicking on the Selected Organization drop-down.</p> 																				
3.	<p>To provide a response to a pending referral, click Open next to the applicable referral.</p>  <table border="1"> <thead> <tr> <th>Request ID</th> <th>First Name</th> <th>Last Name</th> <th>Service</th> <th>From</th> <th>Thru</th> <th>Status</th> <th>Response</th> <th>Created</th> <th></th> </tr> </thead> <tbody> <tr> <td>7</td> <td>CORY</td> <td>BAACK</td> <td>IN-HOME FAMIL.</td> <td>6/1/2024</td> <td>6/30/2024</td> <td>Pending Response</td> <td></td> <td>5/13/2024</td> <td>Open</td> </tr> </tbody> </table>	Request ID	First Name	Last Name	Service	From	Thru	Status	Response	Created		7	CORY	BAACK	IN-HOME FAMIL.	6/1/2024	6/30/2024	Pending Response		5/13/2024	Open
Request ID	First Name	Last Name	Service	From	Thru	Status	Response	Created													
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4. The **Referral Response** page displays. Review the details of the referral request, then provide a response.

Click the **Response** drop-down button and choose your response.

- Note:**
- If **Decline Request** or **Unable to Fullfill 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 explaining which part of the request you are able to fulfill.

5. When you are finished, click **Submit Response** to complete the referral.

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 FAMIL...	6/1/2024	6/30/2024	Responded	Accept	5/13/2024	Details