

Case Manager Guide for Making a Service Referral

Initial Referral Process:

Step One



An electronic referral will be sent by the Case Manager from CAPSS to the service provider that is selected by the family and identified on the Service Authorization tab through the Provider Portal and includes the following:

- Referral date
- Service Type
- Age of client
- Service authorization number
- Service authorization start date
- Service authorization end date
- Service category
- Presenting problem and identified needs
- FAST item(s) and rationale related to this service

Step Two



Selected service providers will receive the initial referral and will be asked for a response within twenty-four (24) hours to their capacity to service the family. If there is no acceptance or denial from the provider within one business day of the referral, the referral will expire on that day.

Step Three



If the service provider is unable to fulfill the service request, CAPSS will automatically advance to the family's next identified and selected service provider on their list.

- The family will be informed that the CAPSS system will advance through the selected service provider list until the referral has been accepted.

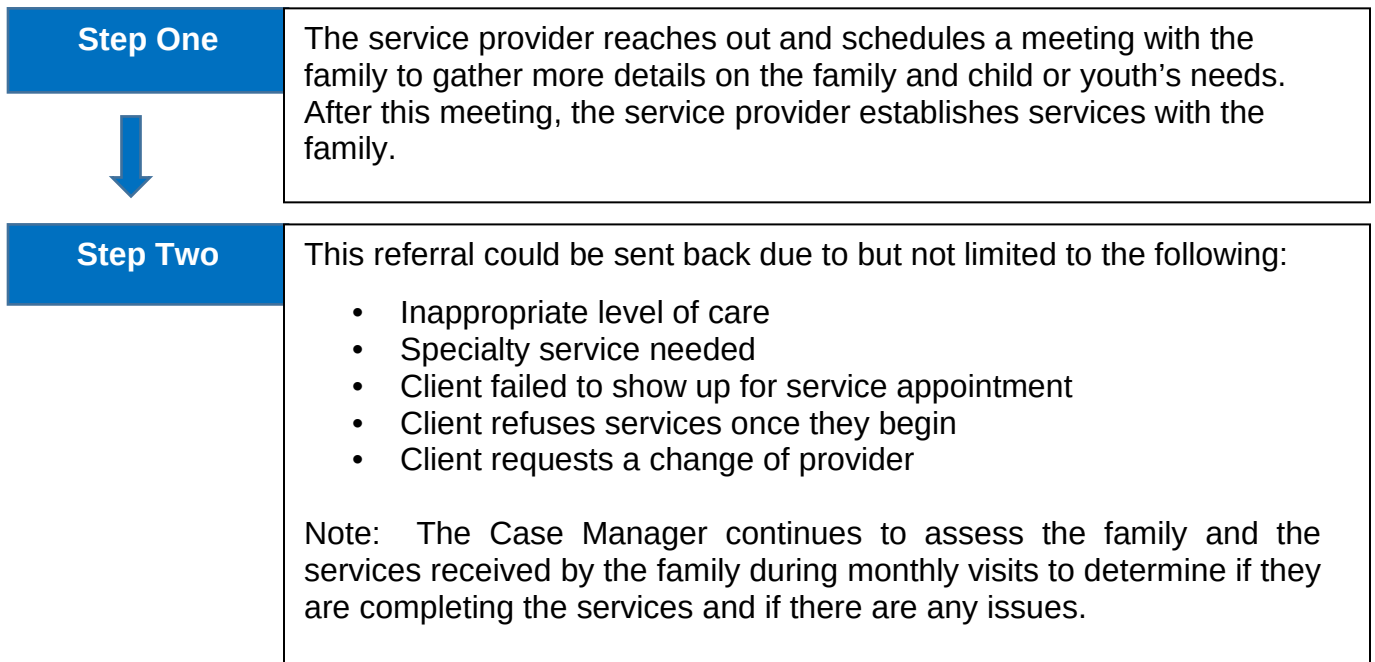
Step Four



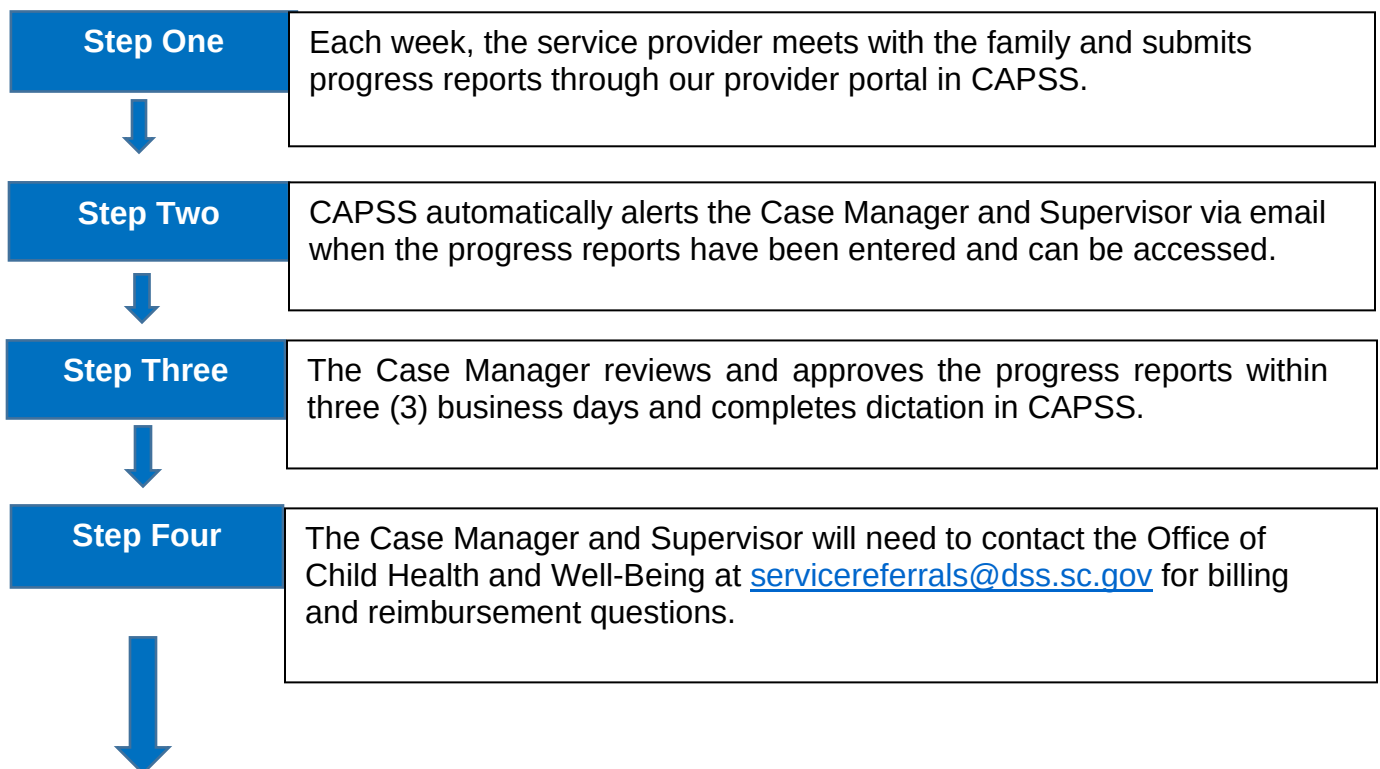
Once the service provider accepts the initial referral, CAPSS will advance to the next step which is the full acceptance process. This referral could be sent back due to but not limited to the following:

- Outside of the scope of practice
- Outside of the geographic service area
- No staff available to service client or insufficient staffing
- Waiting list to receive requested services or untimely access to services.

Referral Acceptance Process:



Qualified Provider Listing (QPL) Service Referral:



Step Five

If the service provider submits a progress report that is not detailed enough, the Case Manager can request more information from the service provider through the CAPSS service referral portal.

Step Six

Until the Case Manager receives a response from the service provider regarding the request for additional information, the reimbursement process will be delayed.