How to complete a Community Referral to HHUNY

This is a quick cheat sheet to ensure referral sources complete a more accurate Health Home Community Referral. Incorrect or incomplete Health Home referrals impede the processing of the referral, which means a delay in services for the client.

When checking boxes for Eligibility and Risk Factors, please provide detailed information. This will give HHUNY Community Referral Coordinator the information needed to make an appropriate assignment. Here is a brief check list for completing a HHUNY Community Referral. Check to make sure all pages were faxed or (secure) emailed completely.

- Please make sure the Medicaid CIN Number is on the referral (It is two letters, followed by 5 numbers, and one letter). Example: (AA12345A).

- Eligibility Category Information: Make sure to specify the Diagnosis.
  - Example: Serious mental illness - 296.8 Bipolar Disorder NOS
  - Example: Other Chronic Conditions-COPD
  - If 2 in category C, must provide info on BOTH; Substance Use Disorders included.

- Risk Factor – Give some detail information concerning member’s risk factors: Example: Member is a risk for hospitalization due to non-adherence with medication.

- No Referral can be processed without the member’s consent form, which is included in the referral. Referral will not be processed without a consent; per DOH, this can include noted verbal consent. CONSENT TO DISCLOSURE OF HEALTH INFORMATION from HHUNY referral is needed.

- If you are an agency assisting a member in completing a self-referral, make sure to list your contact information along with the member’s information. Often the Community Referral Coordinator may not be able to reach member, which holds up the referral.

- If referrals are coming from an Inpatient unit please provide:
  - Name of hospital and contact info for the Discharge Planner.
  - Admission and planned discharge date.
  - Reason for admission
  - The goal of HHUNY is to make the community referral a user friendly and timely process. For more information, please visit the Health Homes area of www.carecoordination.org