

8.2 Instructions for Providers to Make Referrals

A referral to Senior Health Partners is a phone call away:

- Call Intake Team at **1-212-360-0067** or **1-866-585-9280**
- Fax Senior Health Partners' Referral Form to: **1-212-360-1121**
- Email Senior Health Partners' Referral Form to: Referrals@Healthfirst.org

Upon referral, the intake assessment begins.

Relationship Coordinator

- Contacts client within 24–48 business hours to schedule a home visit
- Schedules home visit appointments for the Enrollment Specialists and Assessment Nurses

Enrollment Medicaid Specialist

- Conducts home visit, with significant other present
- Explains covered and coordinated services, answers all questions
- Obtains client authorization for a nurse assessment
- Refers client in need of new Medicaid to the Enrollment Medicaid Specialist Team
- **Completes/submits new Medicaid application for client**
- Completes recertification application, as needed

Assessment Nurses

- Conduct a functional, performance, environmental, and cognitive assessment
- Prepare an initial plan of care with client/family input
- Communicate/confirm with Primary Care Provider (medications, diagnosis, and recommended plan of care), as needed
- Obtain client voluntarily signed Enrollment Agreement Attestation

Marketing

- Communicate the outcome to referring source