

8.2 Instructions for Providers to Make Referrals

A Referral to Senior Health Partners is a Phone Call Away

- ⇒ Call Intake Team at **(212) 360-0067** or **(866) 585-9280**
- ⇒ Fax Senior Health Partners' Referral Form to: **(212) 360-1121**

Upon Referral the Intake Assessment Begins

Relationship Coordinator

- Contacts client within 24-48 hours to schedule a home visit
- Schedules home visits appointments for the Enrollment and Intake Nurses

Enrollment Specialist

- Conducts home visit, with significant other present
- Explains covered & coordinated services, answers all questions
- Obtains client authorization for an Intake Nurse Assessment
- Refers client in need of new Medicaid to the Entitlement Specialist Team

An Entitlement /Medicaid Specialist

- Completes /submits new Medicaid application for client
- Completes recertification application, as needed

Intake 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
- Obtains client voluntary signed Enrollment Agreement

Marketing:

- Communicate the outcome to Referring Source

