



Healthy Together Program Standards

Healthy Together Program Standards outline the expectations and best practices of using Healthy Together/Unite Us, allowing for successful, timely connections of community members to needed services. Our Partners know the community. The Alliance Referral Center does not serve to replace the activities and programs surrounding case management or care coordination, but rather to support those activities, ensuring no community member falls through the cracks.

No matter the referral type, consider following these steps to ensure a successful connection:

1. Review the individual's profile, include contact information, and confirm for accuracy.
2. Conduct a Social Determinants of Health Assessment to identify what is most important to them, as this will help prioritize referrals.
3. Review history of organizational engagement to avoid duplication of services.
4. Based on identified needs, determine the appropriate service type sub-type that will best meet the needs of the community member.
5. Prior to selecting an organization, review the organizational profile including eligibility requirements, coverage area, and program details to ensure the service matches the need.
6. Once the appropriate organization is selected, include any program specific referral documentation required as well as any pertinent referral information to ensure a seamless connection to services.
7. Any Sensitive or Protected Health Information should be included in the body of the referral and not in the general notes to ensure information is protected for sensitive health conditions.
8. Review referral prior to submission to improve accuracy and efficiency.
9. Be responsive to additional information that may be required by the receiving organization.
10. Prepare the community member to expect a call and discuss the importance of being responsive to outreach calls.
11. Monitor the referral status for acceptance and resolution. Restart the process if the referral gets rejected.

Prepare the community member to expect a call and discuss the importance of being responsive to outreach calls.

Resolve the
need as soon as
possible

The Referral
Center will
monitor cases
open >15 days

The Referral
Center may
contact the
organization for
an update on
status

The Referral
Center may
schedule "case
rounds" on
cases open >30
days

Select the most
appropriate
outcome when
moving case to
resolved

Contact the
referring
organization if
referral is
closed
unresolved-
client may still
have need

BUILDING HEALTH EQUITY

Taking Action on a Referral	Metric
Acknowledge referral by Accept/Reject or moving referral to Hold for Review	1 day
Referral Center will call/email the receiving organization if the referral still Needs Action	2 days
If referral is moved to Hold for Review, move to Accept/Reject	3 days
Referral Center may work with the referring organization to recall and resend to a responsive organization	As needed
Contact client and/or referring organization if additional information is needed to move to Accept/Reject	As needed



Program Health

- Ensuring all applicable organizational programs and services are represented within the program.
- Routinely update your organization's profile, general information (location, contact information), program eligibility information, and users.
- Importance of checking eligibility prior to sending referral.
- Be part of the collective effort.
- Partnership and accountability are the key to success.

Tips to Successful Service Connection



Contacting an Unresponsive Client



- ✓ Document each effort to reach member
- ✓ Attempt to reach within 3 days
- ✓ Repeat attempt cycle until reached
- ✓ Contact the referring agency
- ✓ Exhaust all efforts to contact
- ✓ Establish warm hand off when possible



Documentation

- ✓ Each need should have its own referral
- ✓ Add personal health and sensitive information to assessments, instead of the notes field.
- ✓ Spell out all words- abbreviations can be difficult to understand
- ✓ Add full names and their relationship to client (Sally Smith, granddaughter)
- ✓ Complete Service Type Assessments with the client to obtain needed information
- ✓ Residential, financial, and insurance information will expedite the service connection
- ✓ Clearly capture the need for the service (childcare for a 4-year)
- ✓ Share efforts made to date (went to Department of Social Services)



Count on Alliance!

Utilize the Alliance Referral Center as a real time resource to assist with referral management.
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