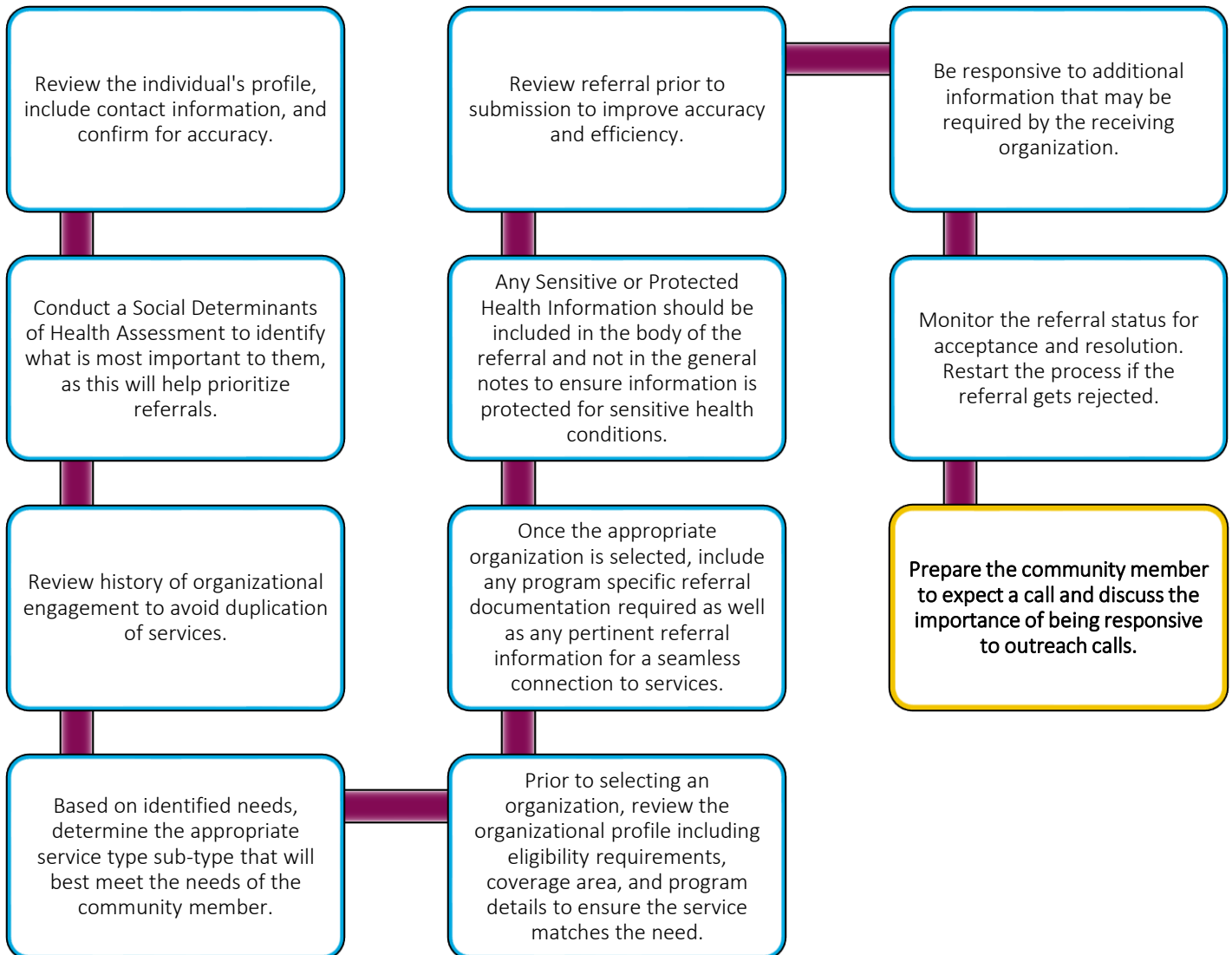




## Healthy Together Program Standards

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; Alliance's 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.

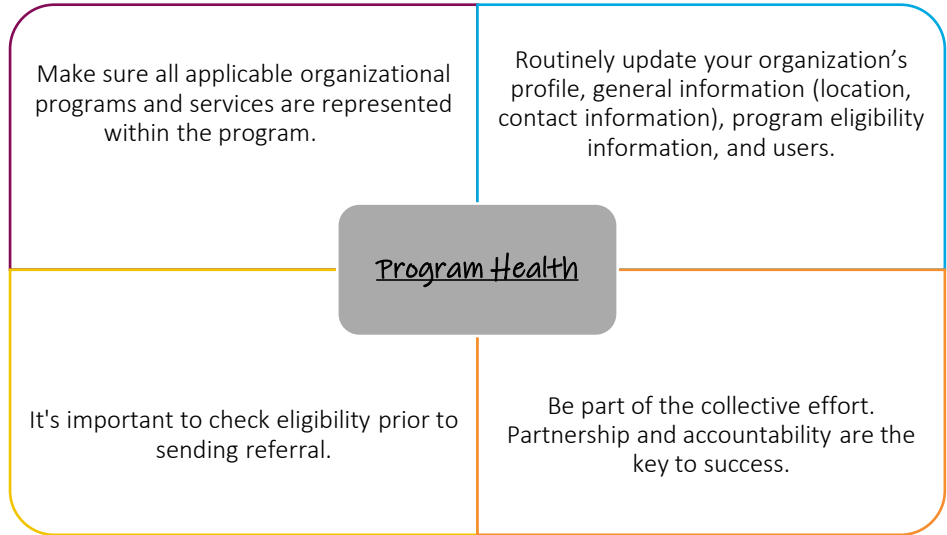
No matter the referral type, consider following these steps to ensure a successful connection:





## Tips for a successful service connection

- 1 **Contacting an unresponsive client**
  - Document each effort to reach them
  - 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
- 2 **Documentation**
  - Each need should have its own referral
  - Only add personal health and sensitive information to referrals and cases for sensitive or physical health service types
  - Spell out all words – abbreviations can be difficult to understand
  - Add full names and their relationship to client (i.e. Sally Smith, granddaughter)
  - Complete service type assessments with the client to get needed info
  - Residential, financial, and insurance info will expedite the service connection
  - Clearly capture the need for the service (childcare for a 4-year old)
  - Share efforts made to date (went to Dept. of Social Services)
- 3 **Unresolved and closing a case**
  - Select the most appropriate outcome
  - Contact referring organization if referral is closed unresolved – the client may still have need
  - The referral center will monitor cases open >15 days, may contact the organization for a status updated, and may schedule 'case rounds' on cases open >30 days



## Taking action on a referral

Action	Metric
Acknowledge referral by accept/reject or moving referral to in review	1 day
Referral Center will call/email the receiving organization if the referral still needs action	2 days
Referral Center may work with the referring organization to recall and resend to a responsive organization	As needed
If referral is moved to "In Review", move to accept/rejected	3 days
Contact client and/or referring organization if additional information is needed to move to accept/reject	As needed

  
**Count on Alliance!**  
 Use Alliance's referral center as a real time resource to help with referral management.  
[unity@abhealth.us](mailto:unity@abhealth.us)

