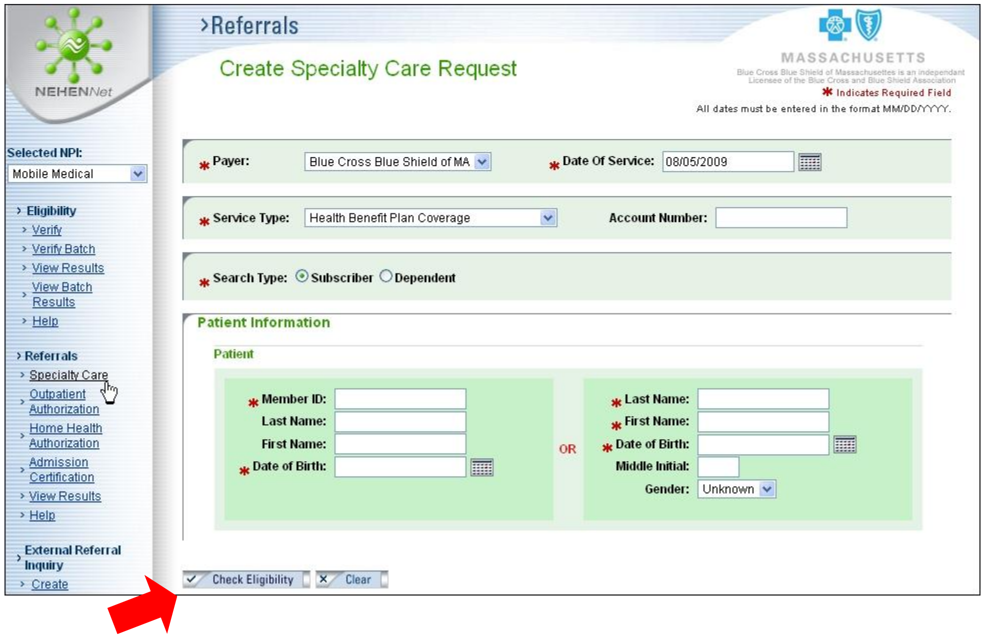
NEHENNet NEHEN NEHEN Referral Quick Reference Sheet

Login to NEHEN.

Step 1: Patient Eligibility
On the Left side of the screen, find the Referral section, and click on the type of referral you would like to create.
Fill out the required information (*), including which payer the patient subscribes to. Depending on which payer is being referenced, different information might be required. Click on “Check Eligibility” when done.



Step 2: Continue Referral
If the patient is eligible, the screen will display their information on file with the payer, including subscriber and PCP info. All past referrals for the patient that have been created in NEHEN will display as well. If everything appears correct, click on “Continue Referral”.

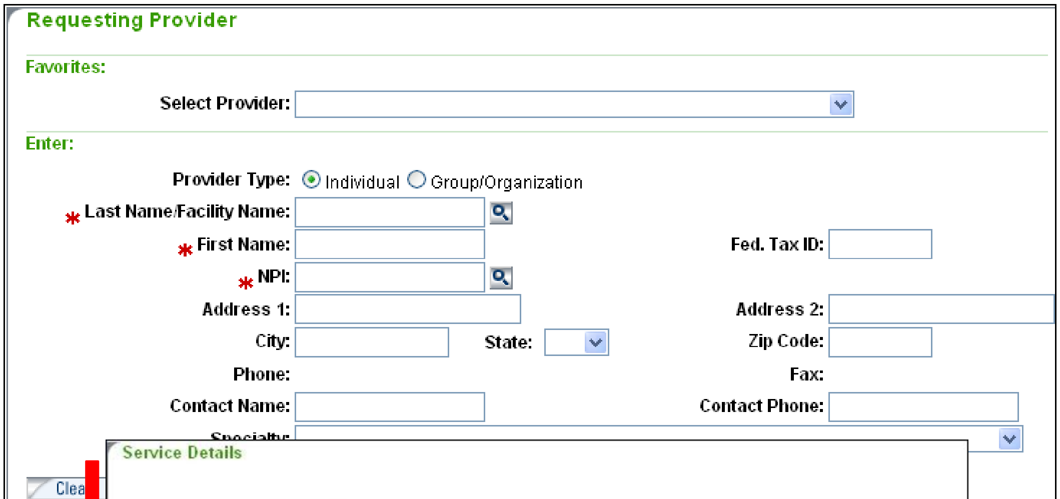
Referral Process:

- Eligibility
- Requesting Provider Info
- Service Details
- Refer to Provider Info
- Submit

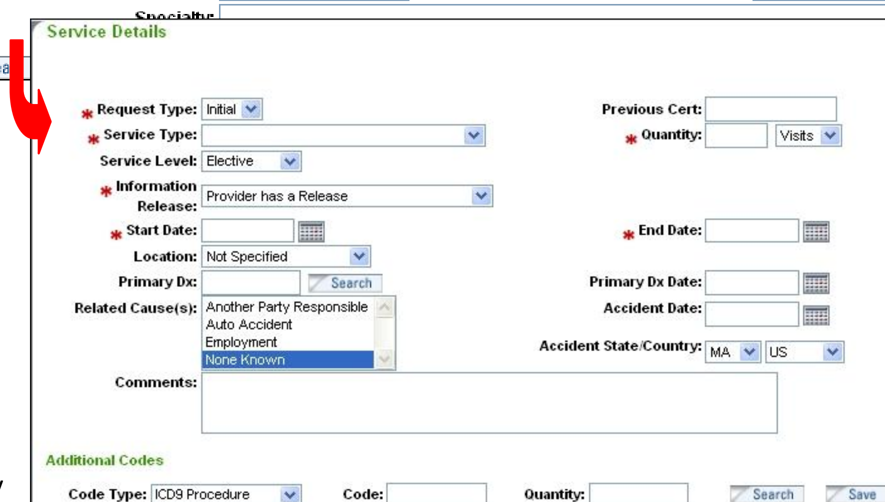
Have on Hand:

- Patient info
- Either your own NPI or the name of the referring Physician or Practice NPI.
- Service Type and Dates needed
- Provider Name or NPI
- Some payers will require a Primary Diagnosis code

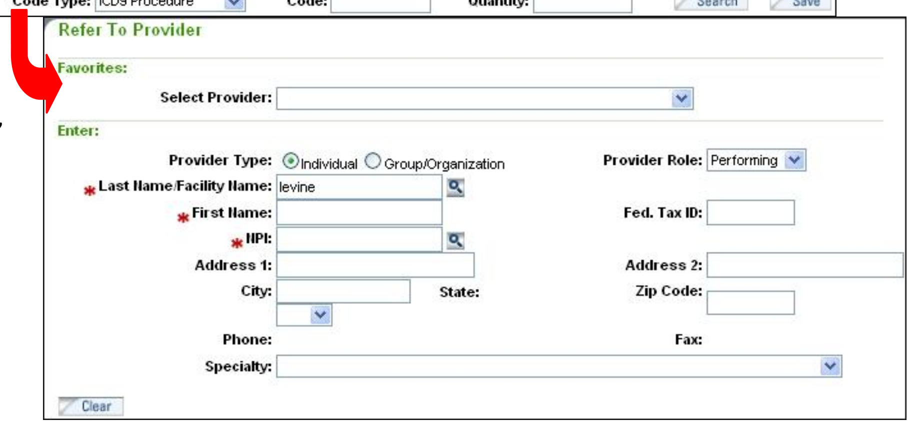
Step 3: Provide Information After clicking on "Continue Referral" several more sections must be filled out. Each section should be filled out with all required information. There are convenient lookup options anywhere you see the "Lookup" symbol. 



The **Requesting Provider** section should be filled out with the appropriate information for the physician providing the referral.



The **Service Details** section should contain all relevant information and codes on which service is being requested for the patient. Some payers may require a primary ICD-9 Diagnosis code*.

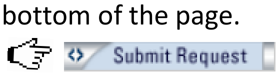


In the **Refer To Provider** section, the physician to whom the patient is being referred can be looked up by their last name, facility name, or NPI number.

Finally, click on "Review Request" at the bottom of the page.

Step 4: Submit

Upon reviewing the Referral, if everything appears correct, click on "Submit Request" at the bottom of the page.



* The ICD-9 Diagnosis code may be non-specific, but must be within the same family as the Refer To Provider's specialty. IE you cannot use a broken hand as a diagnosis for a patient you are sending to a cardiologist.

Step 5: Move Forward

You have now submitted your referral and you have the choice to create a New Referral, or Another Referral for this Patient, and you are done!