



COUNTY OF SANTA CLARA
Behavioral Health Services

**CC INBOX – ACCEPTING
REFERRALS/REQUESTING ACCESS**

REV. 06/20/24

REVISIONS

Date	Slides	Revisions
06/20/2024	NA	Removed login instructions
11/07/2022	3	Requesting access to CC Inbox
08/22/2022	12-13	Removed questions and answers that are not required

CC INBOX (CARE CONNECT INBOX)

Purpose

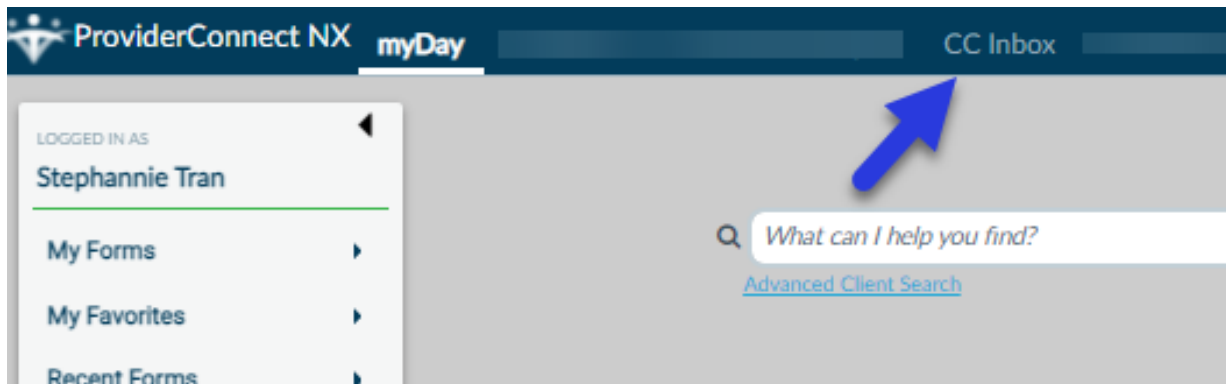
The Care Connect (CC) Inbox is used for secure messaging for referrals both internally and externally.

REQUESTING CC INBOX ACCESS

For user account creation or updating access for a specific CC inbox group(s), a user must provide the following information to BHSDBusinessOffice@hhs.sccgov.org for access.

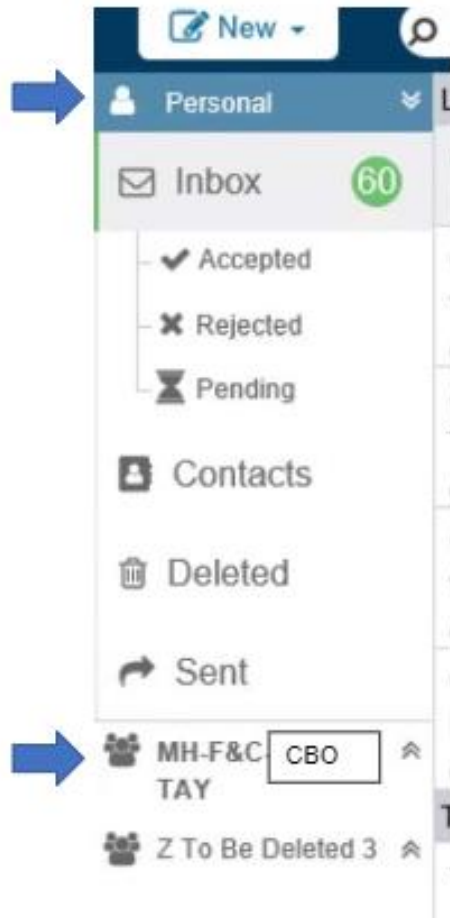
- 1) CCP Name
- 2) MH or SUTS access
- 3) Identify the specific CC inbox group(s) within your agency that the user needs access to

On the top of the page, click on the CC Inbox view to get to CC Inbox.

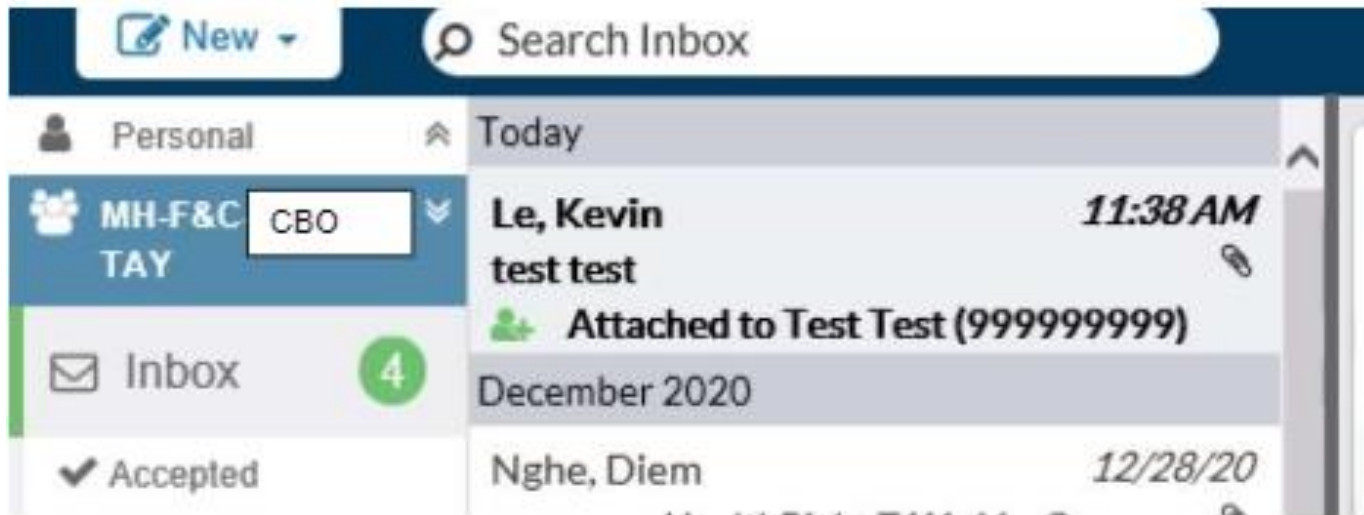


HOW TO ACCESS

There will be two Inboxes – Personal and Program. Referrals are sent to Program Inbox.

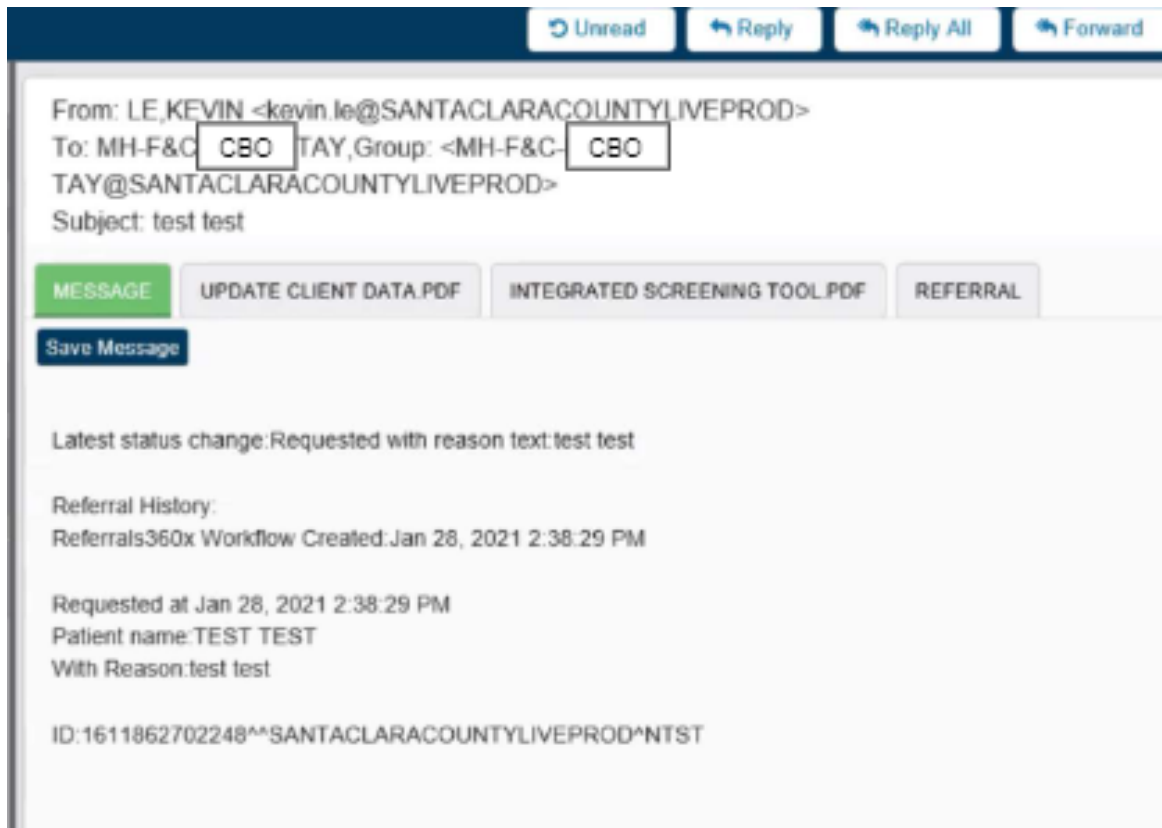


New messages will be in **BOLD**.



Click on the message to view.

Referrals from the Call Center would include 2 attachments – Integrated Screening Tool and Update Client Data.



INTEGRATED SCREENING TOOL

The Integrated Screening Tool (IST) would contain the client's current conditions.

Click download to save the PDF file.



Date Created: 01/28/2021 at 11:37 AM PST
Form Name: Integrated Screening Tool
Client's Name: TEST,TEST (999999999)
Client's DOB: 08/01/2004

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UPDATE CLIENT DATA

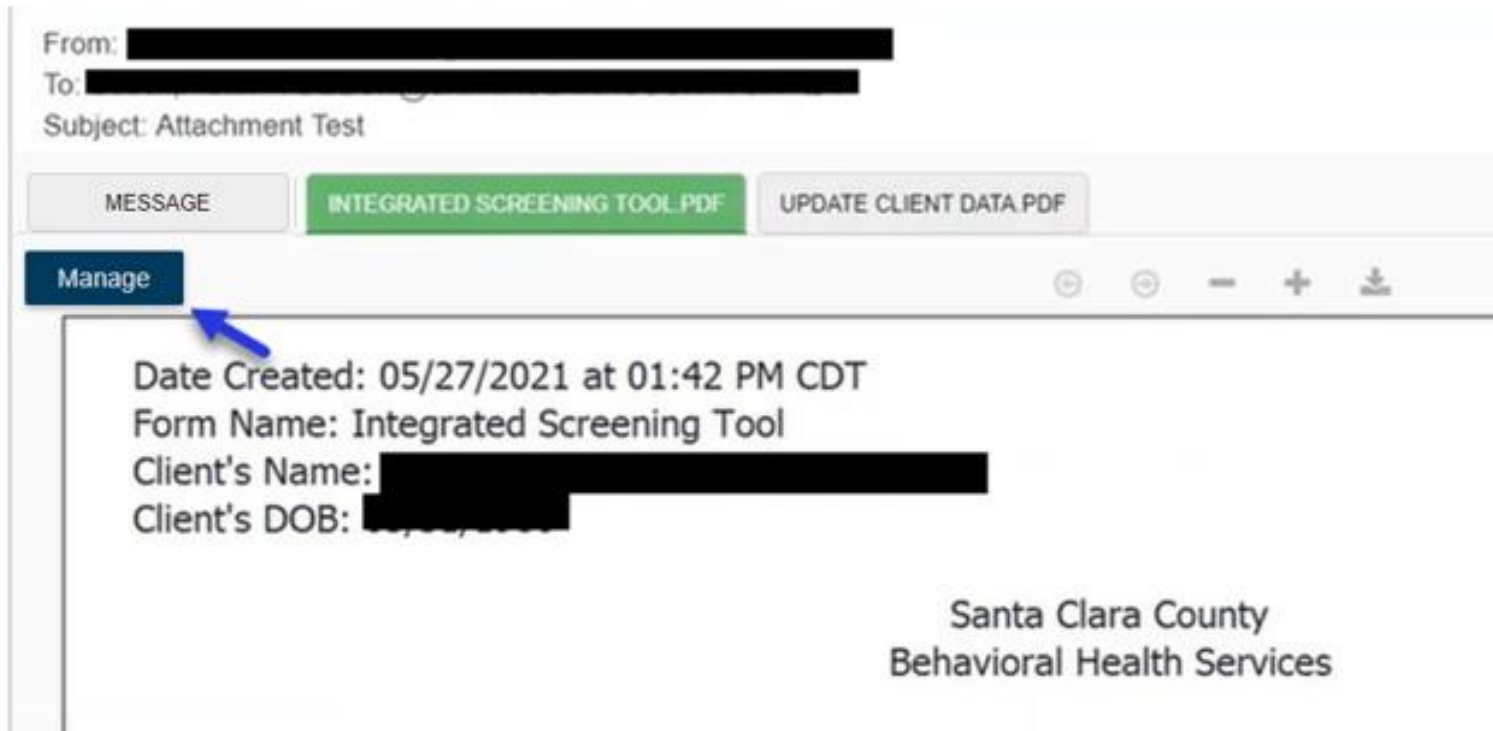
The Update Client Data would contain the client's demographics such as address, phone, etc. Client's Unicare number can be found under Facility Chart Number in the PDF.

Click download to save the PDF file.



ACCEPT/REJECT REFERRAL

Click on an attachment to view file(s) and select 'Manage' to accept/reject referral.



From: [REDACTED]
To: [REDACTED]
Subject: Attachment Test

MESSAGE **INTEGRATED SCREENING TOOL.PDF** UPDATE CLIENT DATA PDF

Manage [Icons: Refresh, Previous, Next, Download]

Date Created: 05/27/2021 at 01:42 PM CDT
Form Name: Integrated Screening Tool
Client's Name: [REDACTED]
Client's DOB: [REDACTED]

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TO ACCEPT REFERRAL

Click Manage. Select the following answers.

Is this a referral? – **Yes**

Referral action – **Accept**

Click Save.

Client Information

Is this a referral? Yes No *Referral action* Accept Reject Pending *Referral to* Provider Program

Referring Organization *Reason for referral code* *Program*

Reason for Referral

Client Search

First Name	Last Name	Birth Date	Client ID	Gender	Search	Clear
<input type="text"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>	<input type="text" value="Any"/>	<input type="button" value="Search"/>	<input type="button" value="Clear"/>

First Name	Last Name	Gender	Birthdate	Client ID
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TO REJECT REFERRAL

Accept the referral and add a comment as to why client cannot be accepted (i.e. client has private insurance.)

Click Manage. Select the following answers.

Is this a referral? – **Yes**

Referral action – **Accept** (select Accept even if rejecting referral)

Click Save.

Automatic Referral Response

If you want to add a comment to the automatic response to the sender, please add it below.

Forwarded to Manager

Send response

CALL CENTER

Call Center staff will receive message in CCINBOX with confirmation that the referral was accepted.

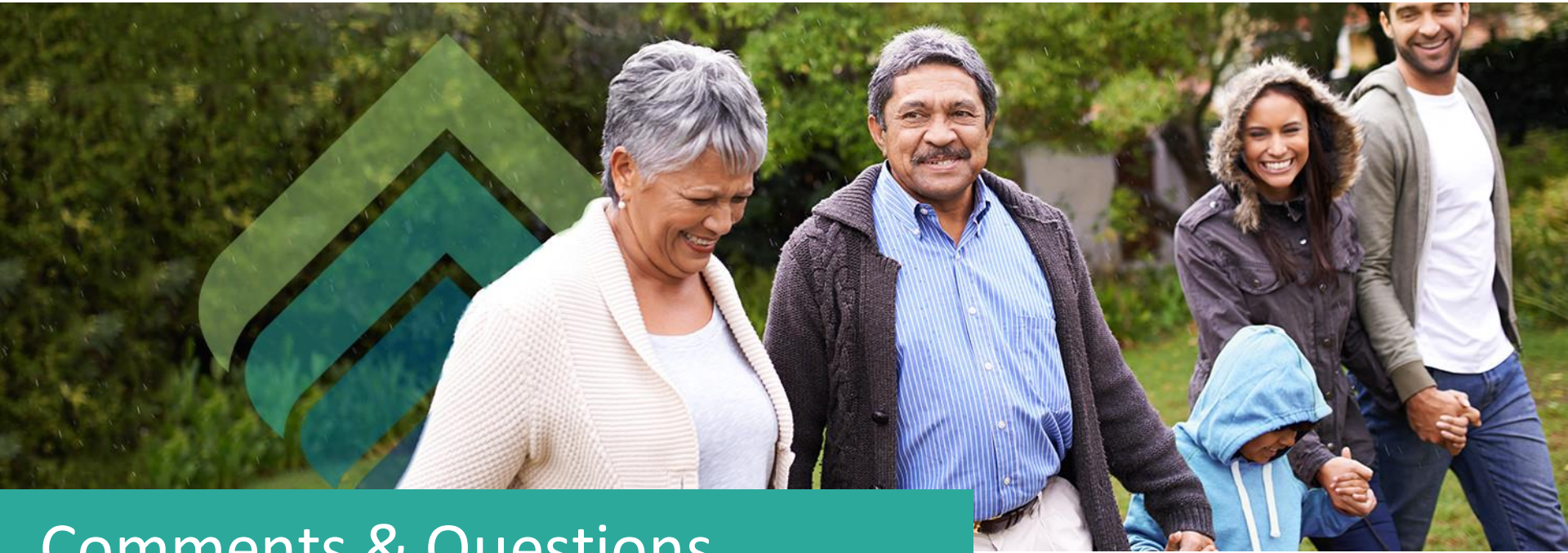


MESSAGE

Save Message

Latest status change: Accepted with status comment.

Referral History:
Referrals360x Workflow Created: Jan 28, 2021 4:41:07 PM



Comments & Questions