

# IHOT Referral Workflow

Step	Who	Action								
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3.	IHOT Clinicians	<p><b>Mailbox Management:</b></p> <ul style="list-style-type: none"> <li>• Check the shared <a href="mailto:IHOT@hhs.sccgov.org">IHOT@hhs.sccgov.org</a> mailbox no less than 2 times a day; 8:30am and 3:30pm</li> <li>• Clinicians will rotate week to week; it is the Clinician’s responsibility to find coverage if they are scheduled out during their scheduled week.</li> </ul> <p><b>Responding to Referrals:</b></p> <ol style="list-style-type: none"> <li>1. Respond to email acknowledging that it was received</li> <li>2. Move email into Clinician’s designated email folder within IHOT mailbox</li> <li>3. Check Healthlink, Unicare and Avatar for records on the referred individual and identify, if records are available, and: <ol style="list-style-type: none"> <li>a. Identify how many mental health system visits/contacts they have</li> <li>b. Check their insurance</li> <li>c. Check if they are not connected to treatment elsewhere.</li> </ol> </li> </ol> <table border="1" data-bbox="407 774 1471 1176"> <thead> <tr> <th data-bbox="407 774 852 814">If...</th> <th data-bbox="852 774 1471 814">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="407 814 852 1031">Eligible</td> <td data-bbox="852 814 1471 1031"> <ul style="list-style-type: none"> <li>• Refer to County, Bill Wilson or Starlight IHOT team.</li> <li>• Assigned IHOT team member will connect with the client regarding their eligibility.</li> </ul> </td> </tr> <tr> <td data-bbox="407 1031 852 1176">Not Eligible</td> <td data-bbox="852 1031 1471 1176"> <ul style="list-style-type: none"> <li>• As appropriate, notify the referral source that the individual was not eligible and provide additional community resources.</li> </ul> </td> </tr> </tbody> </table> <ol style="list-style-type: none"> <li>4. Add referral details to shared spreadsheet and save</li> <li>5. Move email into “Completed” folder</li> </ol> <p><b>Note:</b> Turnaround time for callers to be contacted by IHOT Clinician is within 2 - 3 working days</p> <p><b>Reminders:</b></p> <ul style="list-style-type: none"> <li>• If a referral is in Clinician’s designated folder, you are responsible for completing the referral process</li> <li>• Emails in the IHOT inbox are to be considered “Action Required”</li> <li>• Scroll through attachments to ensure all referrals are acknowledged</li> <li>• When discussing IHOT referrals, please use the IHOT mailbox for all correspondence</li> </ul>	If...	Then...	Eligible	<ul style="list-style-type: none"> <li>• Refer to County, Bill Wilson or Starlight IHOT team.</li> <li>• Assigned IHOT team member will connect with the client regarding their eligibility.</li> </ul>	Not Eligible	<ul style="list-style-type: none"> <li>• As appropriate, notify the referral source that the individual was not eligible and provide additional community resources.</li> </ul>
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