MMIS Job Aid – Update a Referral

After a referral has been accepted into the system, MMIS automatically generates a written notification to the service provider(s) selected by the Primary Care Clinician (PCC). Following the provision of the service to the member, the service provider designated in the referral must submit a claim for payment.

A referring provider can change or modify an existing referral to a service provider as long as the referral is active and available. Please note that only the PCC who originated a referral may make updates.

This job aid describes how to

- Modify a previously submitted referral
- Use the Search for Provider function to locate referrals to a service provider

Inquire Referral

From the Provider Online Service Center (POSC) home page:

1. Click **Manage Service Authorizations**.

2. Click **Referrals**.

3. Click **Inquire Referral**. The **Referral Search** panel is displayed.

Search for Referral

On the **Referral Search** panel, the **Referring Provider** can search for referrals submitted **by them** to a Service Provider.

4. If you know the referral number:

    a. Enter the referral number in the **Referral Authorization** Number field.

    b. Click **Search**.

    c. Skip to Step 8.

5. If you don't know the referral number and want to find the referrals submitted by you (the **Referring Provider**), to a Service Provider

    a. Enter the **Member ID**.

    b. Select the **Referring Provider** from the drop-down list which is determined by your login to the POSC.

    c. In the **Service Provider** field, click the **Field Search** button ( ) to display the **Search for Provider** panel, where you can perform a search for the service provider. Enter as much information in the search criteria as possible.

    d. Click **Search**.

    e. Click the **Name** of the desired **Service Provider**.

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Complete Referral Search / Select Desired Referral

6. On the **Referral Search** panel for referrals submitted by you (the **Referring Provider**), to a **Service Provider**:

    a. Enter a date prior or equal to the **Effective Date** of the referral.

    b. Enter an **End Date** the same as or after the end date for the referral.

    c. Click **Search**. The **Referral Search Results** panel is displayed.

7. Click the **Referral Number** link of the desired referral. The **Referral Information** panel is displayed.

Update Referral

8. On the **Referral Information** panel, review the **Referral Information** to ensure you have selected the correct referral.

When you have confirmed that you have the correct referral, you can:

9. Modify the number of **Visits** allowed for the referral.

    a) The number of **Visits** can be reduced to a number equal to or greater than the number of **Visits** already processed. For example, if there were ten visits and six were used, the number of **Visits** could not be lower than six.
    b) The number of **Visits** can be increased, if requested by the PCC.

10. Enter a new **End Date** for the referral.

    a) The **End Date** can be set back to a date of service that is not before the **Service Provider's** most recent date of service (previously paid claims are connected to the referral).
    b) The **End Date** can be moved to a future date, if requested by the PCC.

11. Update and add text to the 'reason for review' and the 'service description' boxes.

When you have completed the desired changes to the referral:

12. Click **Update**. A **Referral Update Confirmation** panel is displayed, indicating the update was successful. Automatic notifications are not generated by the system for changes to an existing referral.

Notes

The referral can be updated by the originating PCC under the following conditions.

- The member is currently enrolled in the PCC Plan with the PCC who submitted the referral.
- The Effective and End Date range includes the current date.
- The number of visits has not been exhausted.
- The referral is active and available.

The referral will be automatically cancelled under the following conditions.

- The member leaves the PCC Plan. For any available referral, the **End Date** is changed to the close date.
- When a member changes enrollment to a different PCC, the **End Date** of the referral will:
  - remain unchanged if the **End Date** on the referral is less than or equal to 30 days after the close date; or
  - be set to a grace period of **30** days after the close date, if the **End Date** on the referral is greater than **30** days after the close date.