

Quick Reference Guide: Referral Inquiry

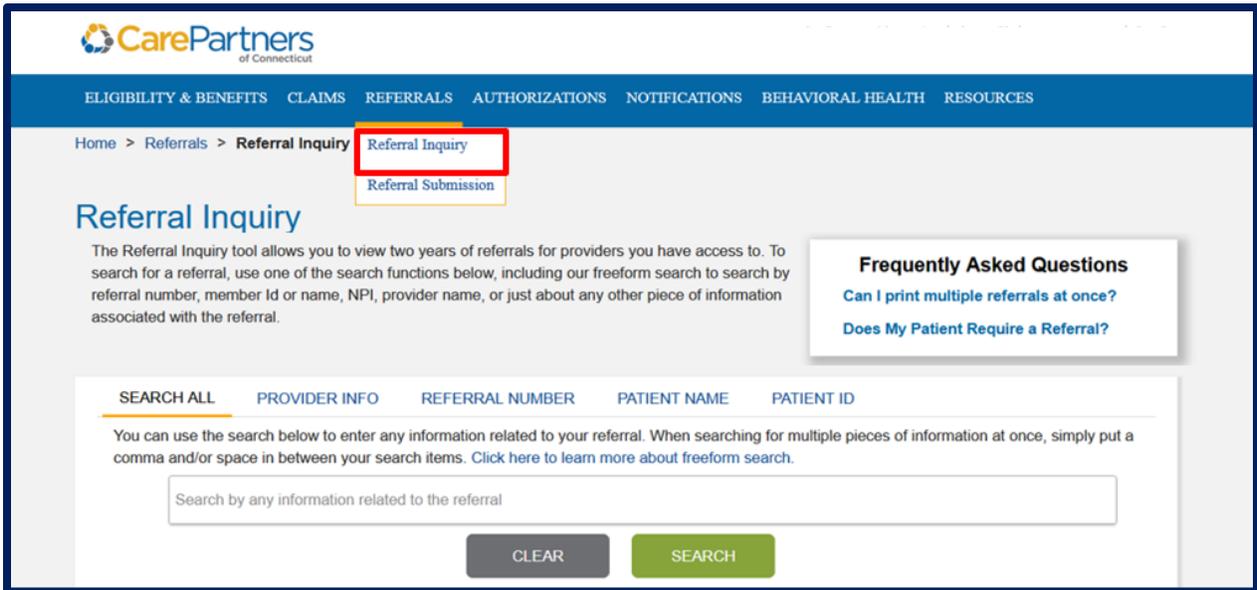
TO PERFORM A REFERRAL INQUIRY:

Step 1: Log on to CarePartners of Connecticut’s secure Provider [portal](#).

Step 2: From the list of self-service options, hover over “REFERRALS”. A dropdown list will appear.

Step 3: Click “Referral Inquiry”.

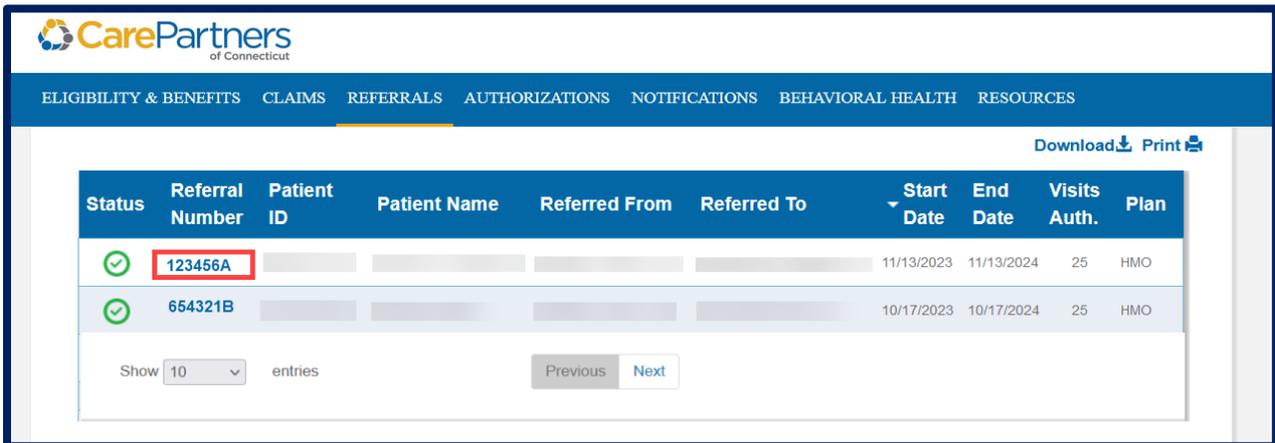
Step 4: Use “SEARCH ALL”, enter any information related to the referral(s) in the search box and click “SEARCH.” To refine your search, use one of the following additional options: *PROVIDER INFO*, *REFERRAL NUMBER*, *PATIENT NAME* or *PATIENT ID*.



The screenshot shows the CarePartners of Connecticut portal. The navigation menu includes ELIGIBILITY & BENEFITS, CLAIMS, REFERRALS, AUTHORIZATIONS, NOTIFICATIONS, BEHAVIORAL HEALTH, and RESOURCES. The breadcrumb trail is Home > Referrals > Referral Inquiry. A dropdown menu is open under 'Referral Inquiry', showing 'Referral Inquiry' (highlighted with a red box) and 'Referral Submission'. The main heading is 'Referral Inquiry'. Below it, a text block explains the tool's purpose. To the right, a 'Frequently Asked Questions' box contains two questions: 'Can I print multiple referrals at once?' and 'Does My Patient Require a Referral?'. Below the text, there are tabs for 'SEARCH ALL', 'PROVIDER INFO', 'REFERRAL NUMBER', 'PATIENT NAME', and 'PATIENT ID'. A search box contains the placeholder text 'Search by any information related to the referral'. Below the search box are 'CLEAR' and 'SEARCH' buttons.

Step 5: The results will be displayed as a list of referrals that met your search criteria.

Step 6: To view the details of a specific referral, click on the referral number.



The screenshot shows the results of a referral inquiry. The table has columns for Status, Referral Number, Patient ID, Patient Name, Referred From, Referred To, Start Date, End Date, Visits Auth., and Plan. The first row shows a status of 'Approved' (green checkmark), a referral number of '123456A' (highlighted with a red box), and a plan of 'HMO'. The second row shows a status of 'Approved' (green checkmark), a referral number of '654321B', and a plan of 'HMO'. Below the table, there is a 'Show 10 entries' dropdown and 'Previous' and 'Next' buttons. In the top right corner, there are 'Download' and 'Print' icons.

Status	Referral Number	Patient ID	Patient Name	Referred From	Referred To	Start Date	End Date	Visits Auth.	Plan
Approved	123456A					11/13/2023	11/13/2024	25	HMO
Approved	654321B					10/17/2023	10/17/2024	25	HMO