


## Quick Reference Guide: Primary Care Provider Referral Submission

### TO SUBMIT A REFERRAL FOR OUT-OF-NETWORK CARE:

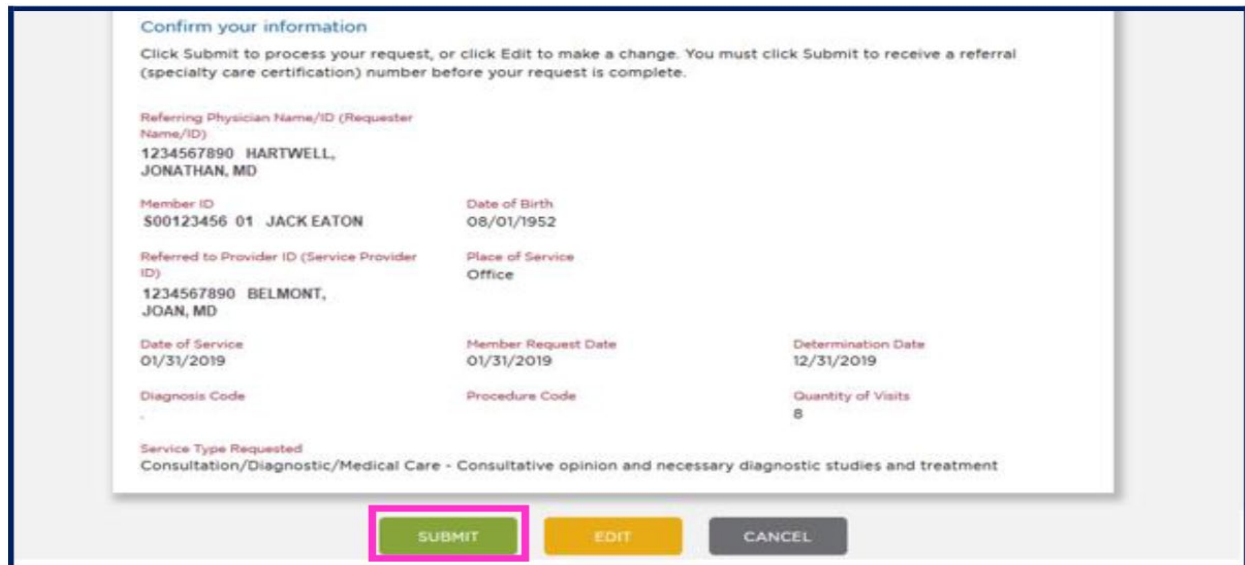
- Step 1:** Log on to CarePartners of Connecticut’s secure Provider [portal](#).
- Step 2:** From the list of self-service options, hover over “Referrals.”
- Step 3:** Select “Referral Submission” from the dropdown menu.
- Step 4:** Enter the *Member ID, Suffix* and *Date of Birth*, and click “CONTINUE.”



The screenshot shows the 'Submit Referral' page with a navigation menu including 'ELIGIBILITY & BENEFITS', 'CLAIMS', 'REFERRALS', 'AUTHORIZATIONS', 'NOTIFICATIONS', and 'BEHAVIORAL HEALTH'. The 'Submit Referral' section has a dropdown menu with 'Referral Inquiry' and 'Referral Submission' (highlighted in pink). A 'Frequently Asked Questions' box is present. Below, there are input fields for 'Referring Physician Name and ID\*', 'Member ID\*', 'Suffix\*', and 'Date of Birth\*'. A 'Date of Service' field is also visible. A 'CONTINUE' button is highlighted in a pink box.

**Step 5:** The online referral form appears. Complete all required fields and click “CONTINUE.”

**Step 6:** You will be asked to confirm that the information you entered is accurate. If accurate, click “SUBMIT.”



The screenshot shows the 'Confirm your information' page with the following details:

- Referring Physician Name/ID (Requester Name/ID): 1234567890 HARTWELL, JONATHAN, MD
- Member ID: S00123456 01 JACK EATON
- Date of Birth: 08/01/1952
- Referred to Provider ID (Service Provider ID): 1234567890 BELMONT, JOAN, MD
- Place of Service: Office
- Date of Service: 01/31/2019
- Member Request Date: 01/31/2019
- Determination Date: 12/31/2019
- Diagnosis Code: -
- Procedure Code: -
- Quantity of Visits: 8
- Service Type Requested: Consultation/Diagnostic/Medical Care - Consultative opinion and necessary diagnostic studies and treatment

At the bottom, there are three buttons: 'SUBMIT' (highlighted in pink), 'EDIT', and 'CANCEL'.

**Step 7:** A referral number is generated.

**Step 8:** Once the referral is generated, the member’s PCP, the referred to provider, and the member will be able to view the referral through their own secure online account.