How to View and Update the Status of a Referral

1. To begin, log in to the Provider Portal. From the Portal welcome page, select "Received Referrals."
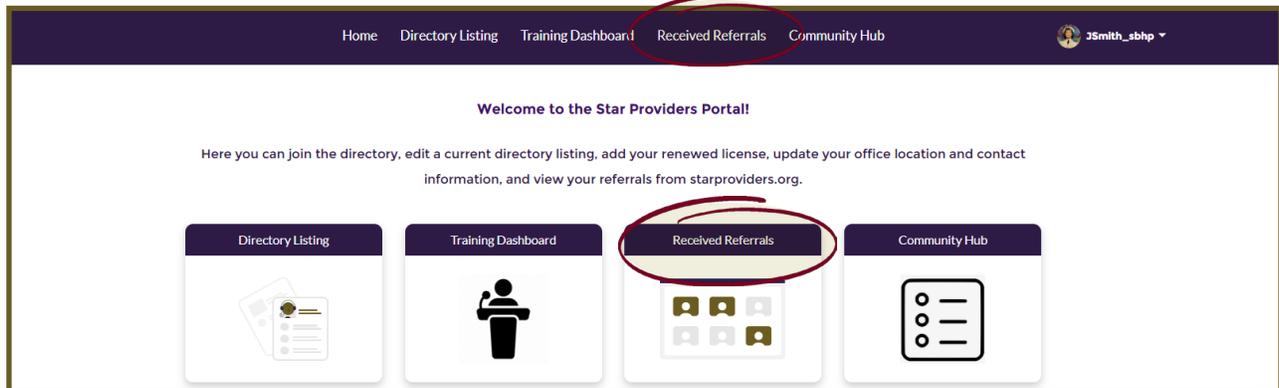
2. You will see a list of referrals if you have any. Click on the Ref-xxxx number to open the referral and see the full information provided.
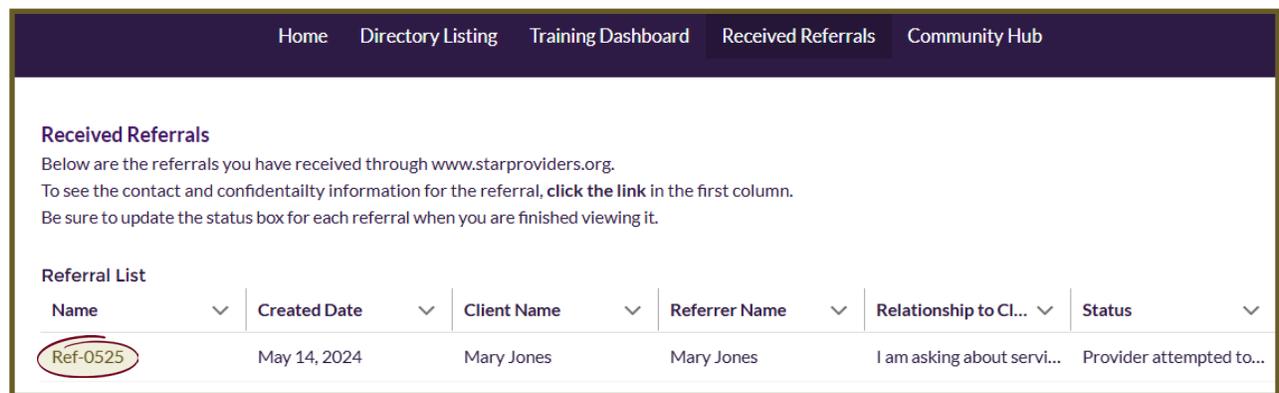
3. When you click to view a referral, you will find several sections of information: Confidentiality, Client Information, Services Requested and Referrer Information.

4. In the Referrer Information section, there is a Status field. By default, this field will show "Referral initiated". To update the referral status, click the pencil icon to choose from a dropdown list.

5. The status choices include: Referral initiated, Client declined services, Provider attempted to reach client, Provider connected with client, and Unable to take this referral. Please update the status each time it changes. Be sure to click on the "Save" button when finished.

Referral Detail

If none of the fields are populated in the Confidentiality section, please contact the referrer by phone call.

* = Required Information

--None--

Referral initiated

Client declined services

✓ Provider attempted to reach client

Provider connected with client

Unable to take this referral

Ok to Text Client

Ok to Text Referrer

Provider attempted to reach client ▼

Client Information

Cancel Save

If you have questions, feel free to contact our Star Behavioral Health Providers Support Team for your specific state.

All states except Indiana and Ohio: **SBHPSupport-ggg@usuhs.edu**

Indiana: **SBHPadmin@purdue.edu**   Ohio: **Ohioadmin@starproviders.org**