

Cambridge Health Alliance (CHA) Referral Portal User Instructions

What is the CHA Referral Portal?

The CHA Referral Portal is a tool for the CHA Central Referral Office to submit online referrals to HPI for members enrolled in the **CHA Option Plan**.

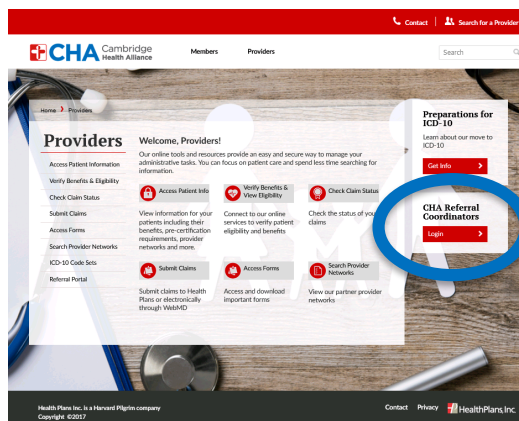
Please note: The **CHA Choice Plan** does not require referrals except for pediatric care referred by a CHA pediatrician to a Massachusetts General Hospital pediatric specialist.

Where is it located?

Visit **CHA.healthplansinc.com/providers** to access the CHA Referral Portal.

Logging In

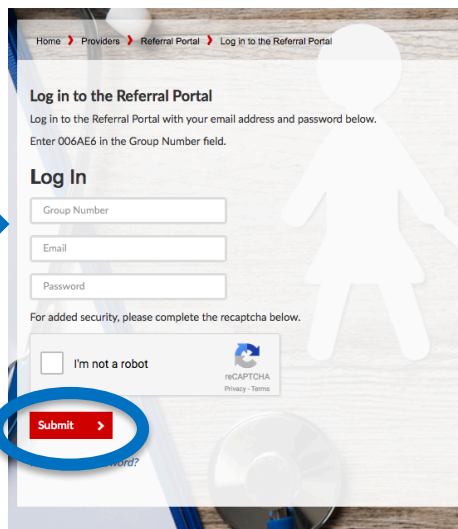
1. Go to **cha.healthplansinc.com/providers**
2. Click **Login** from the “CHA Referral Coordinators” callout box on the right.



3. On the login page, enter the login information provided to you via secure email from HPI.

Please note: The Group Number will always be 006AE6.

4. Click **Submit**.

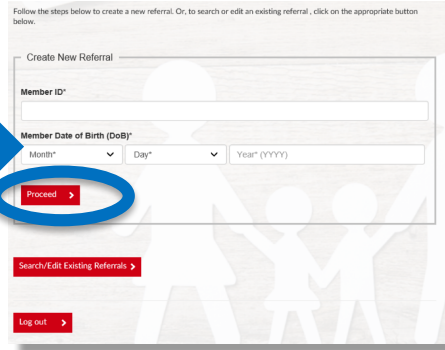


Create a New Referral

1. Enter the member's ID number and date of birth.

All fields marked with an asterisk (*) are required.

2. Click **Proceed**.



Follow the steps below to create a new referral. Or, to search or edit an existing referral, click on the appropriate button below.

Create New Referral

Member ID*

Member Date of Birth (DoB)*
 Month* Day* Year* (YYYY)

Proceed >

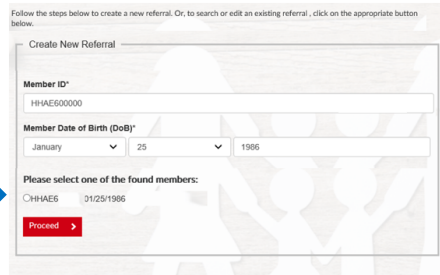
Search/Edit Existing Referrals >

Log out >

3. The member you have searched for will display.

Click the radio button to confirm your selection.

4. Click **Proceed**, again.



Follow the steps below to create a new referral. Or, to search or edit an existing referral, click on the appropriate button below.

Create New Referral

Member ID*
HHAE600000

Member Date of Birth (DoB)*
January 25 1986

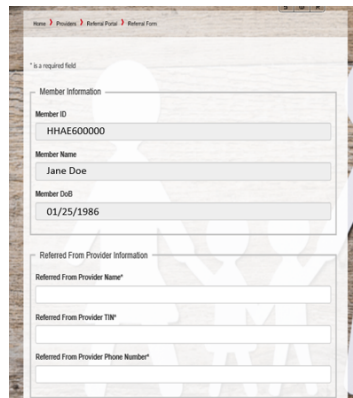
Please select one of the found members:
 HHAE6 01/25/1986

Proceed >

5. The referral form will be pre-populated with member demographic information.

Complete the remaining form fields. All fields marked with an asterisk (*) are required.

6. Click **Submit Referral**.



Home > Provider > Referral Portal > Referral Form

* is a required field

Member Information

Member ID
HHAE600000

Member Name
Jane Doe

Member DoB
01/25/1986

Referred From Provider Information

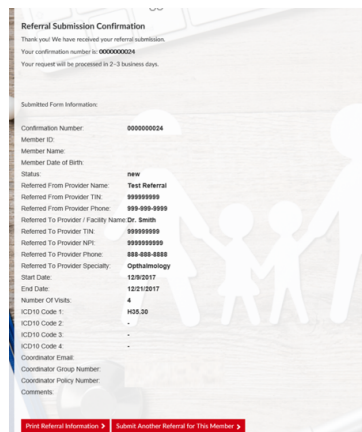
Referred From Provider Name*

Referred From Provider TIN*

Referred From Provider Phone Number*

7. Your confirmation page will display.

8. You may print a copy of the referral for your records, or continue to enter another referral for the same member.



Referral Submission Confirmation

Thank you! We have received your referral submission.
 Your confirmation number is: 0000000024
 Your request will be processed in 2-3 business days.

Submitted Form Information:

Confirmation Number: 0000000024

Member ID: HHAE600000

Member Name: Jane Doe

Member Date of Birth: 01/25/1986

Status: new

Referred From Provider Name: Test Referral

Referred From Provider TIN: 999999999

Referred From Provider Phone: 999-999-9999

Referred To Provider / Facility Name: Dr. Smith

Referred To Provider TIN: 999999999

Referred To Provider NPI: 999999999

Referred To Provider Phone: 888-888-8888

Referred To Provider Specialty: Ophthalmology

Start Date: 12/31/2017

End Date: 12/31/2017

Number Of Visits: 4

ICD10 Code 1: I65.99

ICD10 Code 2: .

ICD10 Code 3: .

ICD10 Code 4: .

Coordinator Email:

Coordinator Group Number:

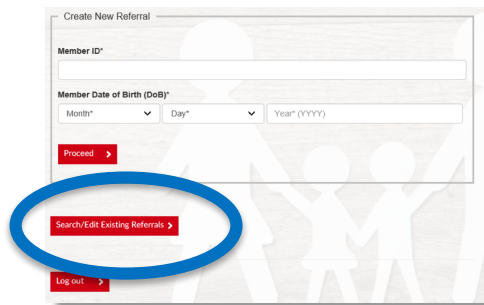
Coordinator Policy Number:

Comments:

Print Referral Information > **Submit Another Referral for This Member** >

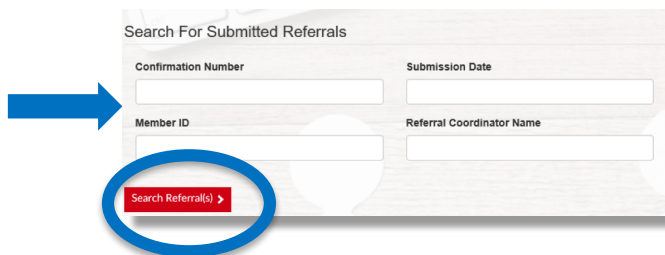
Search/Edit Existing Referrals

1. After you have logged in and selected your member, click **Search/Edit Existing Referrals**.



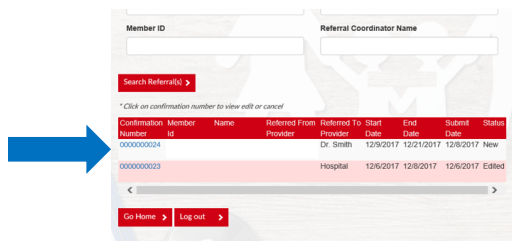
2. You may search for the referral using any of the following identifiers:

- Confirmation Number
- Member ID
- Submission Date
- Referral Coordinator Name



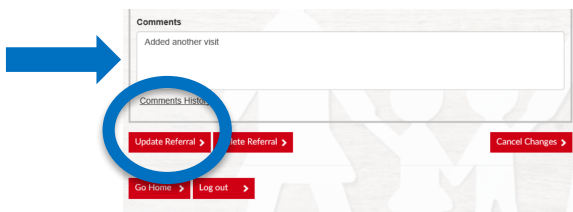
3. Click **Search Referral(s)**.

4. The referrals created by the logged in Referral Coordinator will be displayed.



5. To view the referral, click the blue confirmation number.

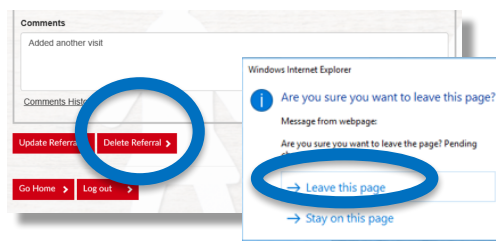
6. Make edits to the referral as you would with a new form.



7. Add a note in the comment field box indicating they change that you made to the existing referral.

8. Click **Update Referral**.

9. *Please note:* you may also delete a referral that was entered in error: click **Delete Referral**. To complete the deletion, you must click **Leave this page** in the pop-up message.



10. Your confirmation page will display.

11. You may print a copy of the referral for your records.

