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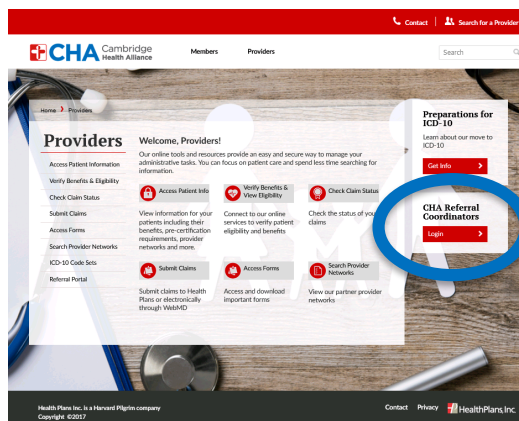
3. On the login page, enter the login information provided to you via secure email from HPI.

   Please note: The Group Number will always be 006AE6.
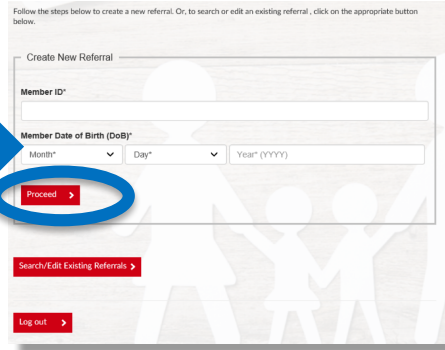
4. Click **Submit**.
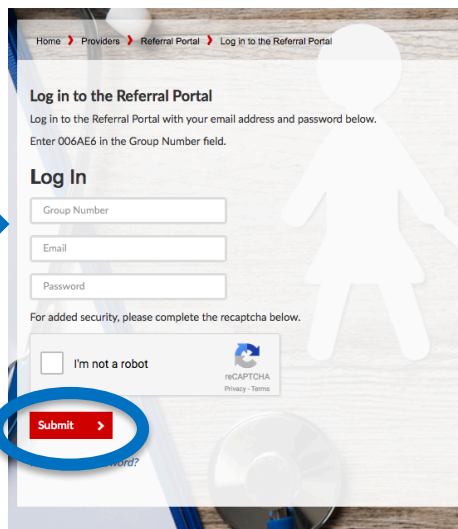
Create a New Referral

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

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

2. Click **Proceed**.
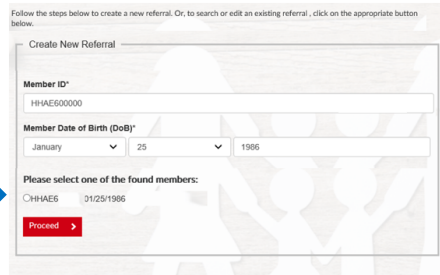
3. The member you have searched for will display.

    Click the radio button to confirm your selection.

4. Click **Proceed**, again.
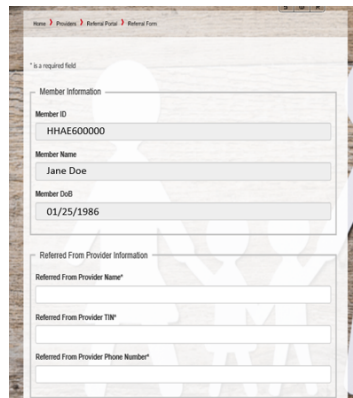
5. The referral form will be pre-populated with member demographic information.

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

6. Click **Submit Referral**.
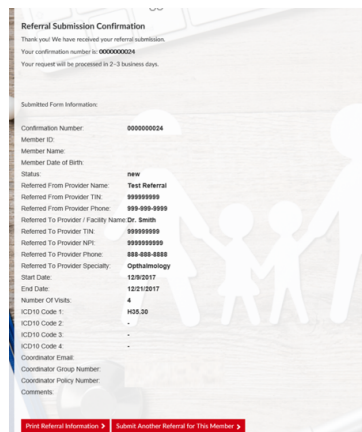
7. Your confirmation page will display.

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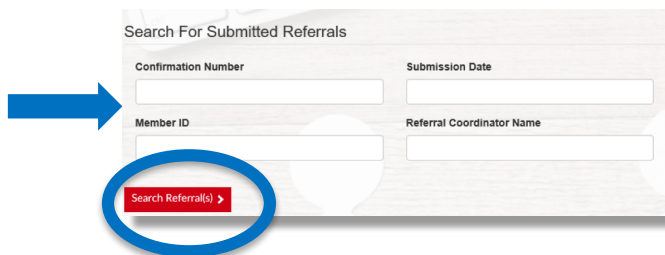
Search/Edit Existing Referrals

1. After you have logged in and selected your member, click **Search/Edit Existing Referrals**.
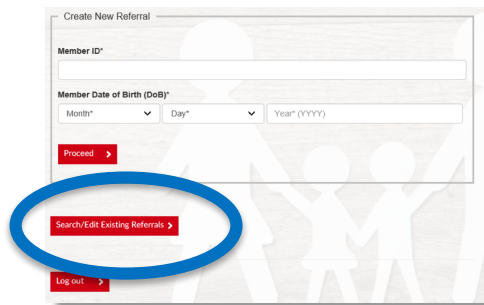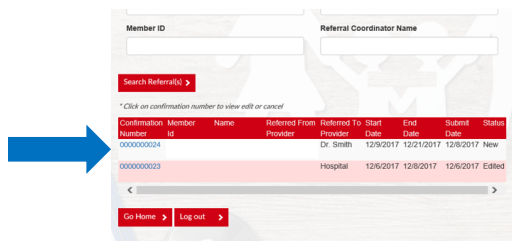
2. You may search for the referral using any of the following identifiers:
   - Confirmation Number
   - Member ID
   - Submission Date
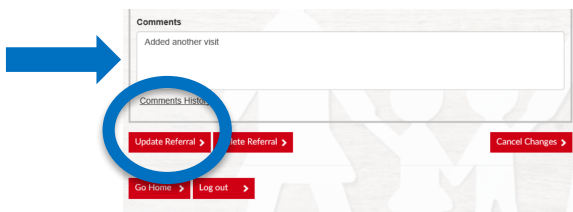   - Referral Coordinator Name

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.
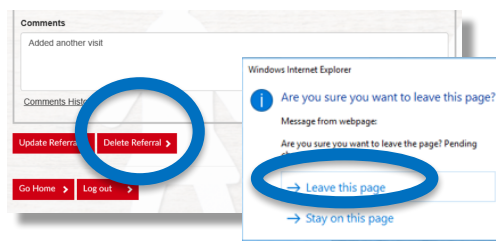
10. Your confirmation page will display.

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