

1. On the Case > Manage view, check the Denied and/or Canceled filters to display Denied and Canceled referrals.



2. Click a checkbox to select referrals: in the need header to select all, or on the provider card to select individual providers.

🛾 🏠 Home Health Agency (HHA)			:,
HALLMARK HEALTH VISITING NURSE ASSOCIATION Member MGB Collaborative		Canceled Online	~
MASS GENERAL BRIGHAM HOME CARE In Mass General Brigham System	×	S Denied Online	~
COMMUNITY NURSE AND HOSPICE CARE, INC. Member MGB Collaborative		Online	×
HARRINGTON MEM HOSP-HOME CARE Member MGB Collaborative		Online	~

3. When at least one provider is selected, the Send Referral button is activated.



- 4. Click the Send Referral button.
- 5. On the Send Referrals popup, review the selected providers. Click to clear the checkbox for any you don't want to resend.



- 6. Step through, clicking NEXT, and update the message and share documents and attachments, as needed.
- 7. Click the SEND button. The referral status is updated to Sent, and the provider(s) receive a new active referral.

🛄 Mass General Brigham