



4Next: Resend referrals Denied or Canceled by the provider

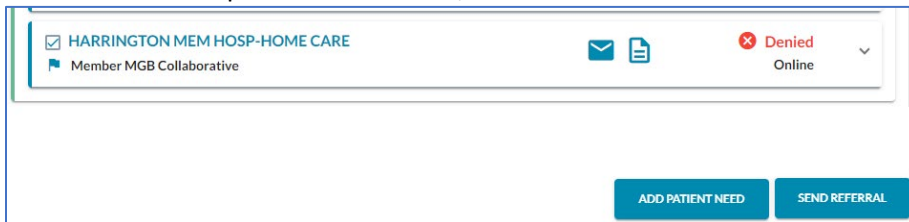
1. On the Case > Manage view, check the Denied and/or Canceled filters to display Denied and Canceled referrals.



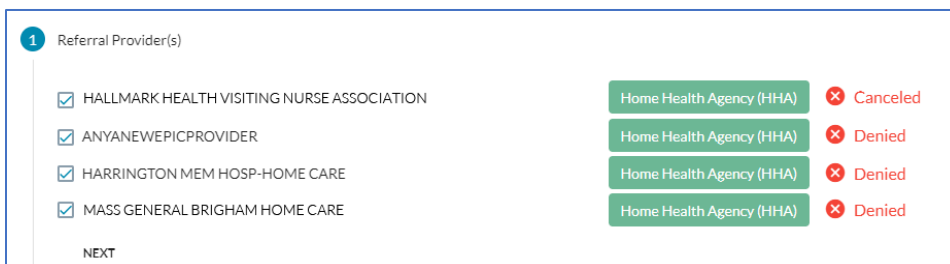
2. Click a checkbox to select referrals: in the need header to select all, or on the provider card to select individual providers.



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.