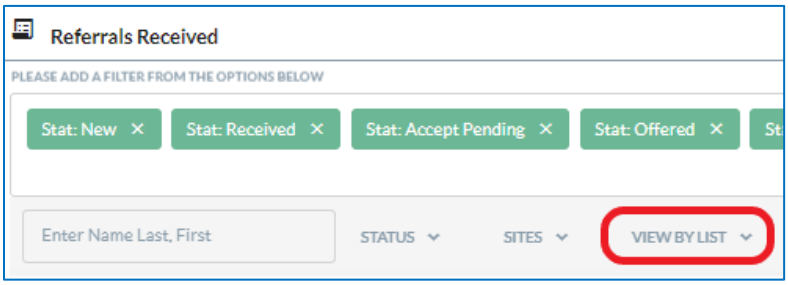
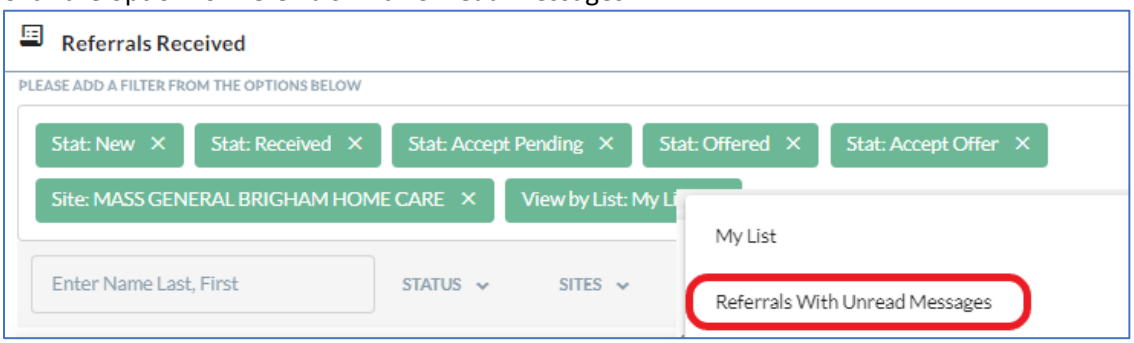
Referrals Received – displaying unread messages

Viewing referrals with unread messages

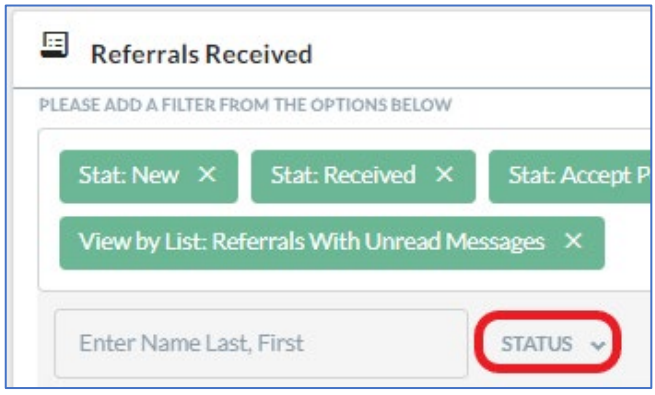
1. Click the VIEW BY LIST menu.



2. Click the option for Referrals With Unread Messages.



3. Click the STATUS menu.

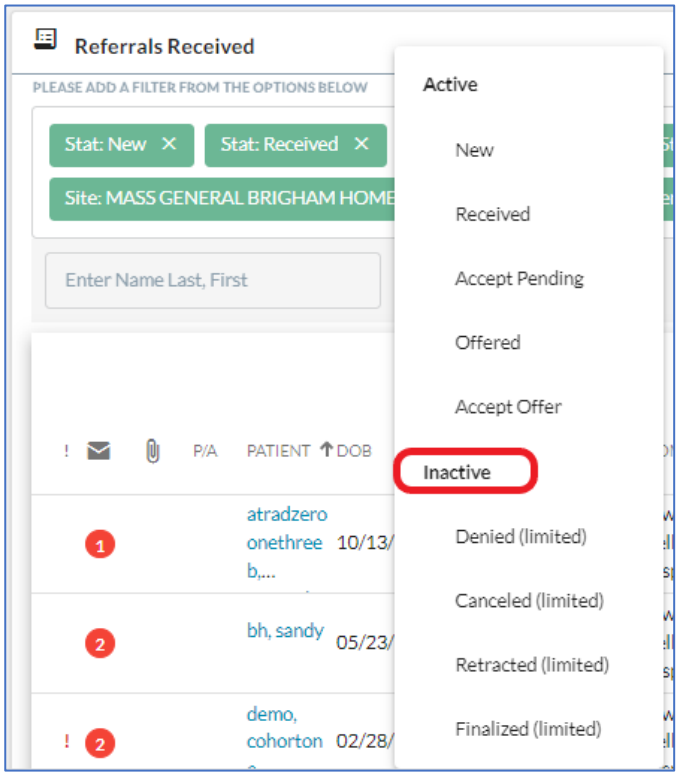


Selecting the Inactive option on the Status list adds all 4 filters to the list:

- Denied (limited)
- Canceled (limited)
- Retracted (limited)
- Finalized (limited)

If a referral with unread messages was Denied, but the case has not been finalized or canceled, you'll see it when the Denied (limited) filter is selected. In addition, referrals that were Denied, Canceled, Retracted, or Finalized within the last 3 days (72 hours) will show up on your list after you add the Inactive filters.

4. Click the Inactive option on the drop-down list.



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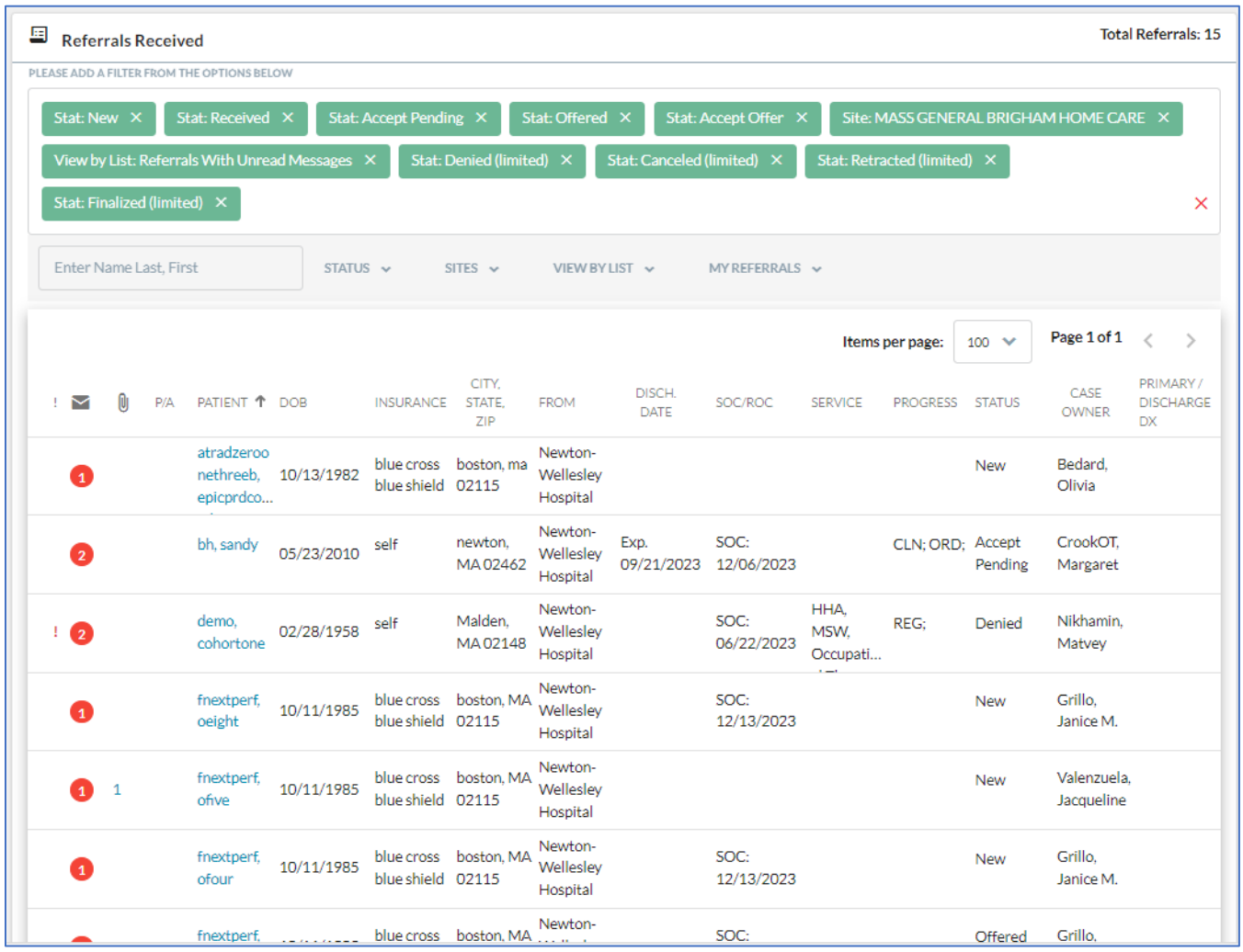
Referrals With Unread Messages for both active and limited inactive referrals. Note the Denied referral with the Priority **!** flag and 2 unread messages (third on the list).



!	✉	📎	P/A	PATIENT	DOB	INSURANCE	CITY, STATE, ZIP	FROM	DISCH. DATE	SOC/ROC	SERVICE	PROGRESS	STATUS	CASE OWNER	PRIMARY / DISCHARGE DX
	1			atradzeroo nethreeb, epicprdco...	10/13/1982	blue cross blue shield	boston, ma 02115	Newton-Wellesley Hospital					New	Bedard, Olivia	
	2			bh, sandy	05/23/2010	self	newton, MA 02462	Newton-Wellesley Hospital	Exp. 09/21/2023	SOC: 12/06/2023		CLN; ORD;	Accept Pending	CrookOT, Margaret	
!	2			demo, cohortone	02/28/1958	self	Malden, MA 02148	Newton-Wellesley Hospital		SOC: 06/22/2023	HHA, MSW, Occupati...	REG;	Denied	Nikhamin, Matvey	
	1			fnextperf, oeight	10/11/1985	blue cross blue shield	boston, MA 02115	Newton-Wellesley Hospital		SOC: 12/13/2023			New	Grillo, Janice M.	
	1		1	fnextperf, ofive	10/11/1985	blue cross blue shield	boston, MA 02115	Newton-Wellesley Hospital					New	Valenzuela, Jacqueline	
	1			fnextperf, ofour	10/11/1985	blue cross blue shield	boston, MA 02115	Newton-Wellesley Hospital		SOC: 12/13/2023			New	Grillo, Janice M.	
				fnextperf,		blue cross	boston, MA	Newton-		SOC:			Offered	Grillo,	

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