When you need to send to Unverified providers, contact them to verify their fax numbers, and then send the referrals.

Print a list to verify

1. From the case, add the need(s) and search for providers as usual.
2. Check off the providers you want to send to.
3. Click the PRINT button.
4. In the print preview pop-up, click 🖶. Print the list on paper, so you can write the referral fax number(s) on it.

Draft the referrals to send when ready

5. Click the SAVE DRAFT button. The referrals will be added to your case.

Confirm the correct referral fax number for each provider

6. Call each Unverified provider on the list, and ask for the correct referral fax number. If there is a referral fax number in 4Next, it might not be correct; you must check the number for every provider.
7. Write the correct number on your list. You are responsible for getting the correct fax number, to protect PHI.

Send the draft referrals

8. Once you have the correct referral fax number for every provider you want, you can send the draft referrals.
9. Open the related case to the Manage page.
10. Click the checkbox for the need to check off the providers.
11. Click the SEND REFERRAL button.
12. The 3-step Send Referral popup opens. Any currently verified Online or Fax providers are ready to send ✅.
13. For each Unverified provider, carefully type the verified referral fax number in the VERIFY FAX field to the right. You are responsible for entering the correct fax number, to protect PHI.

14. Double-check the number. Click the checkbox to include the provider in the referral.
15. Click NEXT, and continue with the message and documentation to send.
16. Click the SEND button.

The referrals are faxed to the providers. The provider status is updated to Fax enabled, using the number you entered. If you entered an incorrect number, use Contact Us to ask 4Next support to correct it.

Mass General Brigham