

## Quick Reference Guide: Referral Inquiry

### To perform a referral inquiry:

**Step 1:** Log on to Tufts Health Plan’s secure Provider [portal](#).

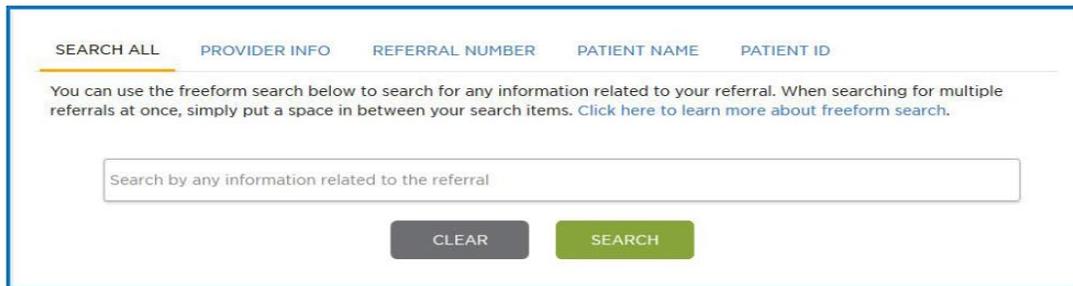
**Step 2:** From the list of self-service options, hover over “Referrals.” A drop-down list will appear.

**Step 3:** Click “Referral Inquiry.”

**Note:** You can only search for authorizations for the NPIs to which you have access. If you manage multiple providers in a group practice, make sure you have access rights to all providers with whom you work.



**Step 4:** Use the “Search All” option to enter any information related to your claim. To narrow your search, use one of the additional options, (e.g., Provider Info, Referral Number).



**Step 5:** The results will display a list of referrals that meet your search criteria.

**Note:** To view full details of a referral, click on the referral number within the highlighted row.

Status	Referral Number	Patient ID	Patient Name	Referred From	Referred To	Start Date	End Date	Visits Auth.	Plan
✓	XCK12345	12345678901	MOLLY WELLNESS	EATON, BETH S., MD	MITCHELL, WILLIAM B., MD	06/14/2017	06/14/2018	6	POS
✓	XCK98765	12345678901	WALTER DAY	SANDERS, STEVEN V., MD	MITCHELL, WILLIAM B., MD	06/10/2017	06/10/2018	6	POS

The following screen displays:

		Print 
Referral Number	XCK12345	
Status	APPROVED	
Referred From	EATON, BETH S., M.D.	
Referred To	MITCHELL, WILLIAM B., MD	
Patient ID	123456789 01	
Patient Name	MOLLY WELLNESS	
Date of Birth	02/14/1965	
Plan	POS	
Start Date	06/14/2017	
End Date	06/14/2018	
Procedure Code		
Procedure Description		
Visits Authorized	6	

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