

## **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.

ELIGIBILITY & BENEFITS CLAIMS	REFERRALS	AUTHORIZATIONS	NOTIFICATIONS	BEHAVIORAL HEALTH	RESOURCES
	Referral Inquiry	у			
	Referral Submis	ission			

**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).

SEARCH ALL	PROVIDER INFO	REFERRAL NUMBER	PATIENT NAME	PATIENT ID
ou can use the	freeform search below	to search for any informa	ation related to your r	referral. When searching for multiple
eferrals at once	, simply put a space in	between your search iten	ns. Click here to learn	more about freeform search.
Search b	y any information rela	ted to the referral		
Search b	y any information rela	ted to the referral		
Search b	y any information rela	ted to the referral	SEARCH	

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
Ø	XCK12345	123456789 01	MOLLY WELLNESS	EATON, BETH S., MD	MITCHELL, WILLIAM B., MD	06/14/2017	06/14/2018	6	POS
$\oslash$	XCK98765	123456789 01	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		
	GO BACK		