

Quick Reference Guide: Referral Submission

The Quick Reference Guide for Referral Submission contains the steps a user should take to submit an in-network referral for medical services. The referral submission functionality should not be used for the following:

- Behavioral Health services. Refer to the [Behavioral Health MHK Portal User Guide](#).
- Out-of-network (OON) referrals. OON referrals require the signature of the Provider Unit's Physician Reviewer.

OVERVIEW

Registered users can submit an in-network referral for medical services.

Step 1: Log on to the secure Provider [portal](#).

Step 2: From the main menu, click "Referral Submission."

Note: Historical referral submission is available for up to 180 days after the start date of the referral.



Step 3: Enter the member's Tufts Health Plan ID, including the suffix and member's date of birth, and click "Submit."

Step 4: Complete the required fields with the appropriate referral information and click "Submit."

Step 5: Review the information entered is accurate. If so, click "Confirm."

RESULT: A referral ID will be generated and the referring provider, the referred to provider and the member will all be able to view the referral electronically through their own accounts.

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|---|--------------------|
| Referral (Specialty Care Certification) ID | |
| XCK12345 | |
| Referring Physician Name/ID (Requester Name/ID) | |
| 1234567890 EASTON, BETH S., MD | |
| Member ID | Date of Birth |
| 123456789 01 MOLLY WELLNESS | 02/14/1965 |
| Referred to Provider ID (Service Provider ID) | Date of Service |
| 9876543210 MITCHELL, WILLIAM B., MD | 06/14/2017 |
| Diagnosis Code | Quantity of Visits |
| | 6 |