



PROVIDER REFERRAL GUIDE

www.giveanhour.org

Purpose: This document was created to provide you with an easy step-by-step instructional guide on how to process a referral through the Give an Hour provider portal. We hope you find this guide helpful. For further help, you may reach out to us via email at providerrelations@giveanhour.org.

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How to read this guide:

In this guide, you will find important notes that apply to each section written in **Green** ink. You will also find each step listed in nine easy-to-read actions. These steps are bold and are marked with a red asterisk. Reading these nine steps **ONLY** will give you quick access to process a referral.

Under each step, there is detailed information listed by number. It is not necessary for you to read each detailed piece (unless you want to). You may choose any sections and read the details as much or as little as you please. Either way, you will be able to process a referral by the end of the document.

***Step One: You will receive a notification via email from Give an Hour**

1. Once a client initiates a referral request through the Give an Hour Military and Family Website, you will receive an email notification alerting you of the referral.
1. The notifications will inform/remind you of the request and that you have 5 days to process the referral before it is denied. It will also lead you to the GAH provider portal.

Note:

- We kindly ask all providers to process each referral within 5 business days. This ensures the clients do not experience excess wait times.
- There will be a total of 3 reminders sent to you via email – Sent on the 1st, 3rd, & 5th day.
- Give an Hour denies the referral on the 6th business day. This allows the client to choose a different provider or look for additional resources.

(Referral Notification Email Example for PROVIDER)

Dear Provider Name

You are receiving this email because you have a referral for Andrea Test that needs your review. If you are willing to see this person, please select In Review. Once you have the initial consultation with the client and schedule an appointment, you will "Accept" the referral. Please visit the provider portal to view this referral: <https://giveanhour.org/providerlogin/> When you mark the referral "In Review", the client receives your public contact information. You may choose to reach out to the client and schedule or wait for them to reach out to schedule with you.

You may deny a referral if you conduct an initial intake and determine the client is not a good fit or if you do not have availability in your practice. Note: The client WILL see your denial reason.

Providers should note:

- If you are unable to serve a client, simply login to provider portal immediately and choose "deny". Give an Hour will help the client connect with another provider.

If you find the client isn't a good match, you may go in and deny the match with no consequence EVEN IF you have already accepted the client.

What to do right now:

Log in to the provider portal: <https://giveanhour.org/providerlogin/>

If you have trouble logging in send us an email. Thank you!

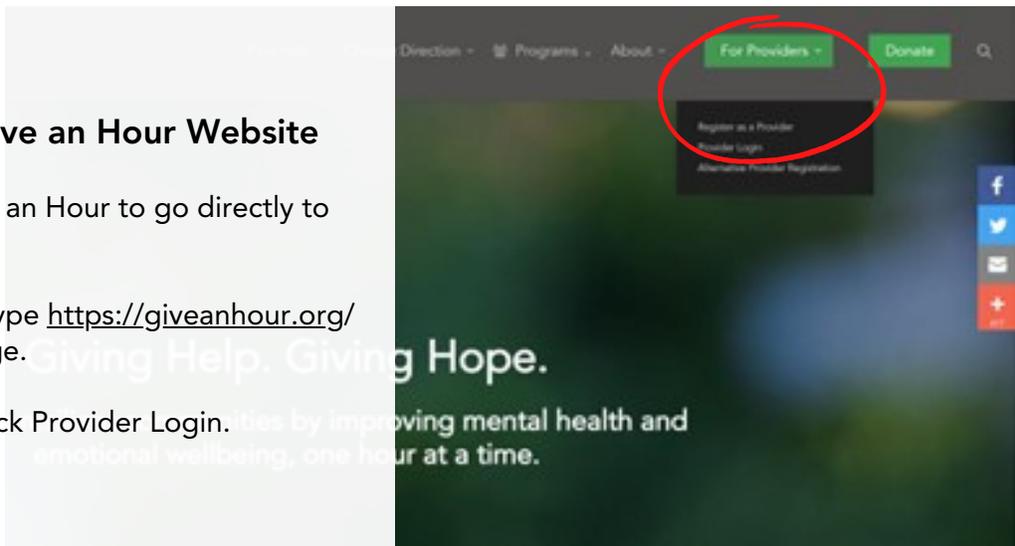
Give an Hour Referral Team

Give an Hour Referral Instruction Guide

(Example of Give an Hour home page)

*Step Two: Navigate to the Give an Hour Website

1. You may click Provider Login - Give an Hour to go directly to the provider login page.
2. OR open a new web browser and type <https://giveanhour.org/> to access the Give an Hour home page.
3. Hover over the For Provider tab Click Provider Login.



*Step Three: Log into the Give an Hour provider portal

1. Enter your email/username and password.
2. Click sign in.
3. If you remember your login information you may proceed to Step Four.

Note:

- If you forgot your username, please email providerrelations@giveanhour.org.
- If you forgot your password, click the forgot password button and execute the prompts that will follow.
- You may have trouble loading this page if you use the Microsoft Explorer browser. Please choose a different browser such as Google Chrome if you have issues.

(Example of the PROVIDER login screen)

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*Step Four: Locate the Client referral section and view the referral

1. Once signed in, scroll down the one-page portal and find the **Client Referral Section**.

2. Choose the referral that you wish to review

Note: New referrals will be listed first and will be in a "referred" status.

3. Click the green view button.

Client Referrals

(Example of CLIENT referral section)



	Client Name	Status	Submitted On	Total Hours
View	andrea cobb	Referred	04/01/2022	0
View	Erland Sanborn	Accepted	03/01/2022	25
View	Andrea Cobb	Accepted	02/09/2022	21
View	Andrea Cobb	Denied	02/07/2022	0

*Step Five: Review the client/referral information to Accept, Review, or Deny

1. Review the client information and decide if this client is a good fit for you. Choose to Deny, Review or Accept the referral status choice description includes:

- **ACCEPTED:** the client is notified that you have accepted them into your care.
- **REVIEW:** the client is notified to contact you for a consultation or schedule.
- **DENIED:** the client is notified, and Give an Hour can help them find a new provider when appropriate.
- **COMPLETED CARE:** the client has completed care with you (regardless of reason or number of sessions over 1 session)

Andrea Cobb

info@giveanhour.org
999999999
NC, 27545

Referral Status: Referred

Client is Seeking:

Individual therapy

Age Range:

18 - 30

Client is Experiencing:

Poor Self Care

Self-Rate of Emotional Wellbeing:

4/7

(Example of referral request screen)

Client is a:

Man Made and Natural Disaster

Insurance Status:

Client has Caresource

Client Indicated Concerns:

Depression

[Deny](#) [Review](#) [Accept](#)

If you choose **Accept** continue to Step Six

If you choose **Review** continue to Step Seven

If you choose **Deny** continue to Step Eight

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*Step Six: Accepting a referral

1. Click the green "Accept" button.

You will be redirected to a confirmation page. Click the green "Approve Referral" button.

Confirm Approval

Approving this referral will notify the client and GAH staff.

(Example of confirmation screen)



3. You, Give an Hour, and the client will then receive notification of your selection.

Note:

The client's notification will include your contact information and a message to encourage them to reach out to you and schedule an appointment.

However, you do not have to wait for the client to contact you. After you have confirmed your choice, you will receive a confirmation email that includes the client's contact information and you can initiate contact at that time.

(Example email PROVIDERS receive when a referral is accepted)

Dear Provider,

You have accepted Andrea's referral request. The client has been provided with your public information. The client's contact information is:

- Andrea Test
- acobb@giveanhour.org
- 919-555-5703

If you are having difficulty connecting with a client, please email providerrelations@giveanhour.org for assistance.

(Example of email CLIENTS receive when a referral is accepted)

Dear Client,

Andrea has accepted your referral request. By now you should have connected with the provider and determined a first appointment. If you have not, below is the provider information for you to use to reach out to the provider.

The provider's contact information is:

- Andrea Cobb
- acobb@giveanhour.org
- 919-555-5603

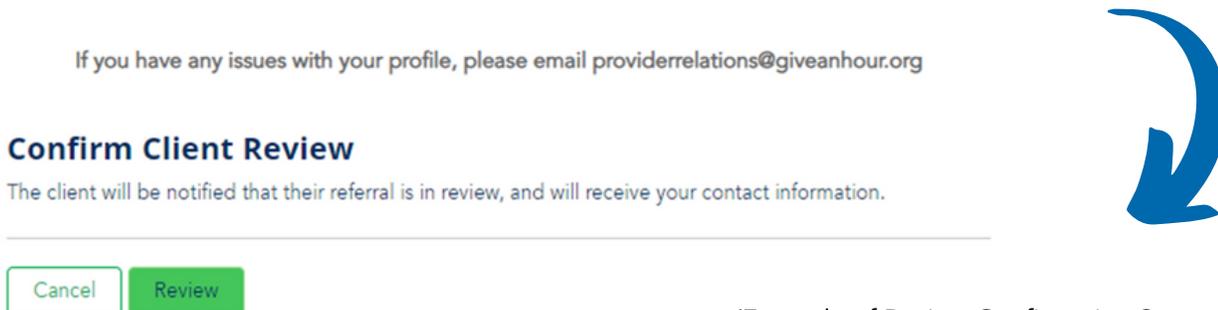
If you are having difficulty connecting with your provider, please email referrals@giveanhour.org for assistance.

CONTINUED...

4. Next contact should be made within 5 business days.
5. At that point, no further action is needed from you until you have completed care for that client. (If you have completed care and would like to add hours, please proceed to step 9).

*STEP SEVEN: Setting status to Review

1. Click the white "Review" button.
2. You will then see the confirmation screen. Click the green "Review" button to confirm your decision.



(Example of Review Confirmation Screen)

3. You, Give an Hour, and the client will then receive notification of your selection.

Note:

The client's notification will include your contact information and a message to encourage them to reach out to you and schedule an appointment.

However, you do not have to wait for the client to contact you. After you have confirmed your selection, you will receive a confirmation email that includes the client's contact information.

Dear Provider Name

(Example of email PROVIDER received when the status is Review)

You have indicated you would like to review Brittany's referral request. The client has been provided with your public information and has been told to reach out to you to schedule a consultation. You don't have to wait to reach out to them if you would prefer to contact them. The client's contact information is:

- Brittany Test
- info@giveanhour.org
- 919-555-5703

If you have been in contact with the client, and have determined the fit for you to work with them, please [login to your provider portal](#) and change the status of the referral to "Accepted" or "Denied".

If you are having difficulty connecting with a client, please email providerrelations@giveanhour.org for assistance.

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CONTINUED...

(Example of email CLIENTS receive when the status is Review)

Dear Client Name

Andrea is available to meet with you for a consultation! Below is the provider information for you to use to reach out to the provider.

Please allow the provider up to FIVE business days to respond for an initial consultation before submitting another referral.

The provider's contact information is:

- Andrea Test
- info@giveanhour.org
- 919-555-5703

If you are having difficulty connecting with your provider, please email referrals@giveanhour.org for assistance.

4. Next contact should be made within 5 business days.

5. Once contact is made you should then make the decision on whether you are going to Deny or Accept the referral.

6. Decision Made Next steps...

- Return to the Provider Login - Give an Hour webpage and login
- Locate the client's referral and choose to Accept or Deny

If you Deny

(Example of referral screen when a referral is in review status)

Please enter a reason on the denial confirmation page. Clients can view denial reasons. Once denial confirmation is complete there are no other steps needed from you. You have completed the process.

If you Accept

You may continue to see your client during the scheduled time you have set. At this point, no other action is needed from you until you have completed care with that patient. (If you have completed care and would like to add hours, please proceed to step nine.)

Andrea Cobb

andre.cobb2008@gmail.com
919-786-6476
NC, 27545

Referral Status: In Review

Client is Seeking:
Individual therapy

Client is a:
Service member currently serving

Age Range:
18 - 30

Insurance Status:
Client does not have insurance and needs pro bono care

Client is Experiencing:
Withdrawal

Client Indicated Concerns:
Depression

Self-Rate of Emotional Wellbeing:

1/7

Deny

Accept



*STEP EIGHT: Denying a referral

1. Click the red "Deny" button.
2. You will be redirected to a confirmation page.
3. Enter the reason for denial and click the red "Deny Referral" button.

Note: We always want to make sure this comment is written in a professional manner. The client will see any comment entered.

4. At this point you have completed the process and there are no other steps needed by you. (If you would like to report hours served for the client, proceed to step nine.)

Confirm Denial

* Please explain why you are denying this referral request

Facts on denying a Referral

- GAH and the client receive the comments you enter in the denial screen
- You may deny a referral at any time even after you have chosen to accept a patient.
- If a referral is denied but you would like it reopened contact us at providerrelations@giveanhour.org

Examples of denial reasons:

- My practice is currently full, no availability in my schedule
- The patient is not a good match for my services
- Client never responded to my schedule request
- Client did not show up to the therapy session

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*STEP NINE: Reporting Hours Served

1. Locate the client's record under the client referral section.
2. Select the client you wish to add hours for and click view.



Client Referrals

	Client Name	Status	Submitted On	Total Hours
View	Andrea Cobb	Referred	04/21/2022	0
View	andrea cobb	In Review	04/01/2022	0
View	Erland Sanborn	Accepted	03/01/2022	25

3. When reviewing the client information click "Add Time".

[← Back](#) **Andrea Cobb**

andrea.cobb@gmail.com
9197980389
NC, 27545

Referral Status: Denied

Client is Seeking:
Individual therapy

Age Range:
18 - 30

Client is Experiencing:
Poor Self Care

Self-Rate of Emotional Wellbeing:

1/7

Hours Worked

Client is a:
Service member no longer serving

Insurance Status:
Client has TRICARE Prime

Client Indicated Concerns:
Depression

[+ Add Time](#)

CONTINUED...

1. Enter the date span and the number of hours you would like to report and click "Add Time".

Add Time Worked

* From

* To

* Total Hours

Cancel

+ Add Time

Congratulations! You have reached the end of the guide. This means you are all caught up and have all of the information you need to process a referral through the Give an Hour provider portal. If you need any assistance or have questions, please feel free to contact us at providerrelations@giveanhour.org