

## Referral Process for Devereux

- The school counselor identifies a student for services.
- They contact the parent/guardian to discuss services and ask permission to refer for counseling services.
- They fill out a referral form and email the referral to Devereux.
- Office staff Dorothy Enright or Nicole McAtee verify the insurance (checking for Medicaid eligibility through the system). If emailed, there is a response to the email and notification to the school counselor that the insurance is active or inactive. The referral is logged in EHR system.
- At least once per week, the supervisor reviews the referral book and assigns referrals to counselors. Referrals are assigned based on caseloads, assigned areas, and assigned schools.
- Once a referral is assigned, counselors are asked to call a family within 24 business hours to discuss setting up an intake for services within 7 business days. In the event a family is not reached on the first call, a counselor will call again within a day or two. After two failed attempts, a letter is sent to the mailing address on the referral. Counselors are to contact the school counselor to inform them of the barrier, as often times they can assist with the barrier. In the letter there is a two-week timeframe provided to respond, if that timeframe expires, the referral is closed.