

## REFERRALS

A referral is a contact about a potential participant from any source, hospital, physician, family, friend, state agency, etc. When a referral is received, the information shall be entered into the SHS Information System.

A response to the referral shall be made within ten (10) business days of the date of the referral by contacting the participant and initiating the enrollment process.

All individuals currently incarcerated are ineligible for enrollment; a denial letter will be mailed within ten (10) business days of the date of the referral.

An information/application packet consisting of at least (not limited to) the following items shall be given to the prospective participant/family:

- Application for Enrollment Letter (for mailing purposes);
- Enrollment Information, CC-1;
- ABI Program Fact Sheet;
- Special Health Services (SHS) Brochure;
- Missouri Greenbook: Living with Brain Injury;
- HIPAA Privacy Policy Acknowledgement Form;
- Authorization for Disclosure of Consumer Medical/Health Information;
- Rights and Responsibilities;
- Role of the Brain Injury Service Coordinator; and
- Brain Injury Association of Missouri Fact Sheet/Enrollment Form.

If the Service Coordinator is unable to reach the potential participant after three attempts by phone, letter or in person visit or the family does not respond within 30 days after reaching them, the record may be closed.

The participant may be enrolled in Service Coordination after Lawful Presence verification, for a maximum of 180 days while additional documentation is gathered.