TIPS FOR REFERRING PROVIDERS
REFERRING TO REGIONAL CENTER

EDSI EARLY DEVELOPMENTAL SCREENING AND INTERVENTION INITIATIVE

- Make sure that the parent has their zip code, child's age and DOB on hand when calling the Regional Center in addition to the contact information of their child's doctor. The Regional Center will need the contact information of the child's doctor in order to gather needed medical records.

- **Help parents gather their medical insurance information including plan type and explanation of benefits and let the family know that they will need this information later in the Regional Center intake process. In addition, help parents to access services through their medical insurer concurrent with submitting the referral to Regional Center.**

- If you, the referring provider, think that PT, OT, and/or speech therapy may be medically indicated for the client you are referring, help the parent(s) request authorization for these services through their medical insurance provider at the same time the regional center referral is made. Reiterate to parents that they should request a copy of the denial letter from their medical insurer, if applicable. If services are granted on a limited basis, remind parents to keep a copy of their explanation of benefits which should detail this information.

- Help and/or encourage the parent to gather results of previous evaluations and assessments completed and pertinent medical records, such as NICU discharge summary.

- When introducing the Parent Contact Form:
  1) Have the parent specify that they are calling to make a referral.
  2) Explain, in simple terms, that the script provided is to help them in case they feel nervous when calling. In addition, the script helps parents to use words that are specific to the type of services that Regional Center provides (i.e. using words specific to development).

- Encourage the parent to sign a consent form at the time of the initial referral. Two consents may be necessary for parent to consent to the referral and consent to share information regarding assessments and diagnosis.

  - If the referring provider faxes in a referral form, the Regional Center might not be able to contact the parent unless a signed consent form is included. Explain to the parent that the consent to share information will allow you, the provider, to help them advocate for their child.

- Please be aware that you may need to adjust the wording of the "Parent Contact Form to Regional Center" to be sensitive to the education level of your parents and families. In addition, for those parents whom you are not concerned with follow-through, you may request that they contact you if they have not heard back from the Regional Center within 2 weeks.

- You may also encourage parents to use a "medical passport" to keep track of all of appointments and conversations with service providers. The Medical Home project has this available in the form of a "parent notebook."

Adaptation and reproduction of this document is encouraged with the acknowledgement of the Early Developmental Screening and Intervention (EDSI) Strategic Partnership.