

Guide to My Healthy Baby Closed-Loop Referrals

The first time you use the system, you will be asked to register if you haven't already done this. Each time afterwards, you will log in with your email address and the password you create during registration. You can log into the system at any time by going to <https://isdh.communityos.org/> and clicking the "sign in" button in the top right corner.

We hope this guide will be helpful to you! The following topics are covered:

[Receiving and accessing new referrals from My Healthy Baby – p. 2](#)

[Responding to My Healthy Baby Referrals – p. 4](#)

[Changing response from "accept" to "decline" – p. 6](#)

[Contacting My Healthy Baby about a Referral – p. 7](#)

[\(Optional\) Referring a My Healthy Baby Referral to another Home Visiting Organization – p. 8](#)

[Viewing a list of all My Healthy Baby Referrals– p. 12](#)

[Searching for a specific My Healthy Baby Referral – p. 12](#)

[Viewing My Healthy Baby Referrals by Status – p. 13](#)

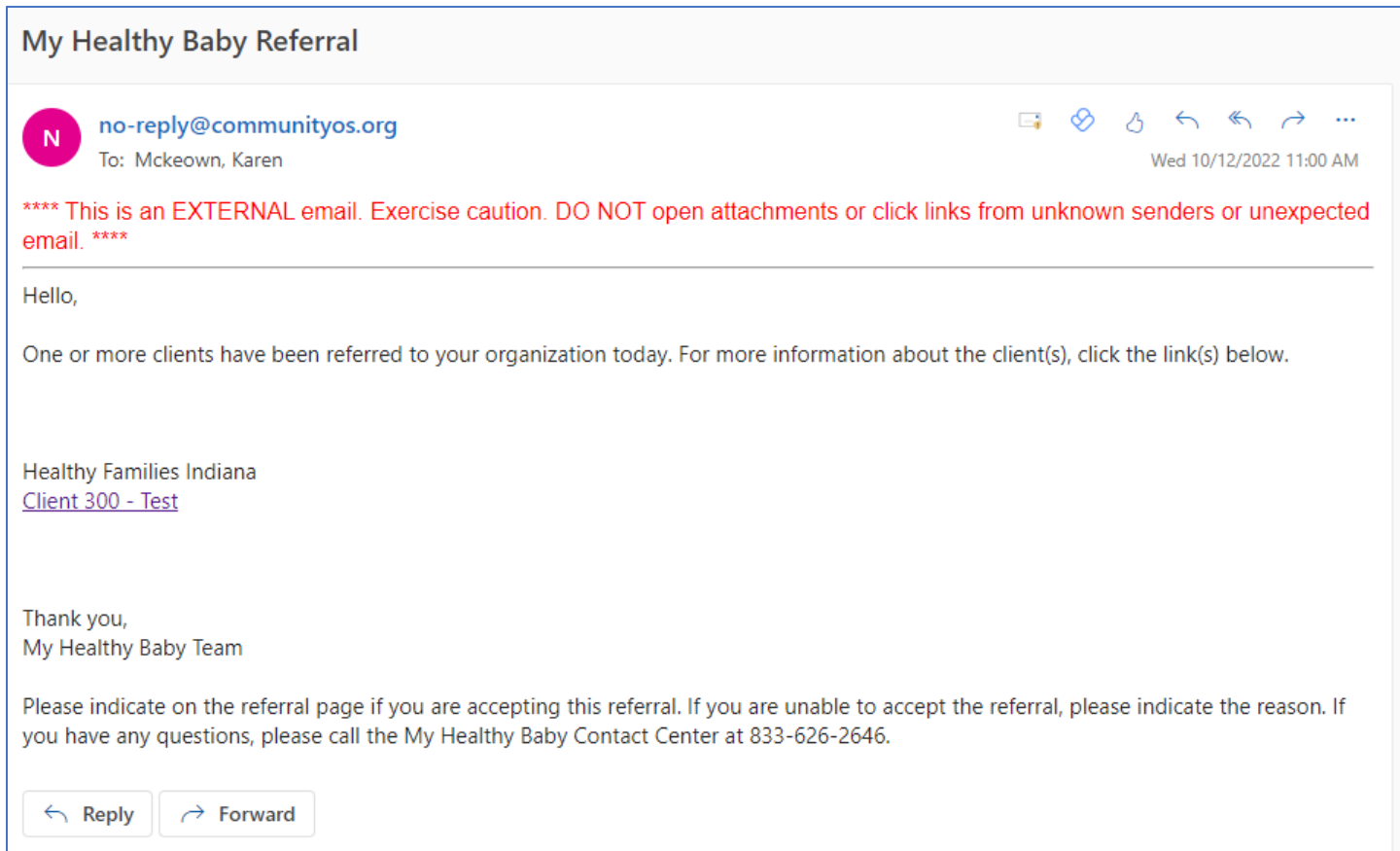
[Downloading your My Healthy Baby Referrals – p. 14](#)

Additionally, **tutorial videos** are available at <https://www.in.gov/myhealthybaby/for-family-support-partners/>. Scroll down to the section on "Operational Support for Family Support Partners" and click on the dropdown for "Support for Closed Loop Referrals."

Finally, at any time you have questions, please reach out to MyHealthyBaby@health.in.gov.

Receiving and Accessing New Referrals from My Healthy Baby

You will receive an email from no-reply@communityos.org with a link to your referral. (Note: the system will not send emails more than once in an hour, so if more than one referral are made during a single hour, the email will include links to more than one referral.)



Click on the link, and you will be prompted to log in to the system (click the small “sign-in” button at the top of the screen).



Welcome to the My Healthy Baby Referral Portal

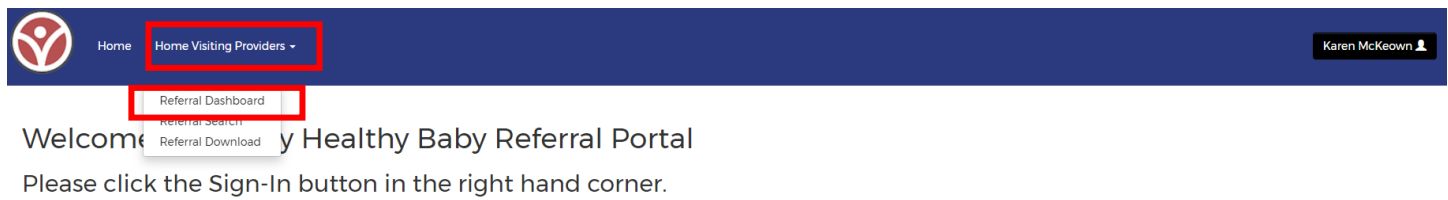
Please click the Sign-In button in the right hand corner.

If you need to create an account, or need help accessing your account, please contact your system administrator.

Thank you!

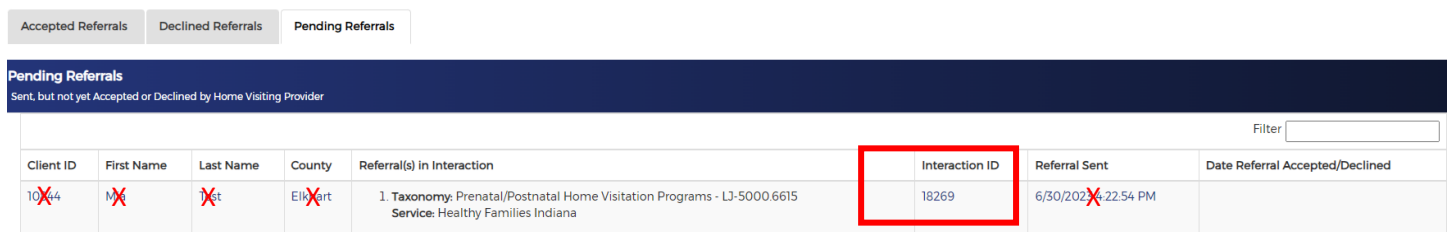
Sign-in
button

Once you are logged in, you can access your referral either by clicking the emailed link again, or by clicking the “home visiting providers” dropdown in the banner at the top of the page and then selecting “Referral Dashboard.”



Welcome to Healthy Baby Referral Portal
Please click the Sign-In button in the right hand corner.

If you click on use the dashboard, you will then select the tab for “pending referrals.” Within your “pending referrals” list, you MUST click on the “interaction ID” to access the full functionality in the record (clicking on the client’s name, ID, or other information will not work.)



Accepted Referrals Declined Referrals Pending Referrals

Pending Referrals
Sent, but not yet Accepted or Declined by Home Visiting Provider

Client ID	First Name	Last Name	County	Referral(s) in Interaction	Interaction ID	Referral Sent	Date Referral Accepted/Declined
1044	M	et	Elkhart	1. Taxonomy: Prenatal/Postnatal Home Visitation Programs - LJ-5000.6615 Service: Healthy Families Indiana	18269	6/30/2024 2:54 PM	

Once you are in the client record, you will be in the “Client Info” tab and will see the client’s information:

- Contact information
- Demographics
- Eligibility information
- Referral ID
- A note if the client referral was forwarded from another home visiting program
- The communication specialist at IDOH who spoke with the client

Responding to My Healthy Baby Referrals

When you are ready to accept or decline the referral, go to the “Referrals” tab.

The screenshot shows a web interface titled "Home Visiting Referral Information". At the top, there are two tabs: "Client Info" and "Referrals". The "Referrals" tab is highlighted with a red circle. Below the tabs is a dark blue bar with the word "Instructions" in white text.

Please use the check boxes indicate if you are accepting or declining the referral. If you are declining the referral, please indicate why you are declining using the “Reason Unmet” dropdown. You can see an explanation of when you might select each of these reasons on the next page.

Please note that if the referral is a duplicate (see definition below), you should select “duplicate” *instead of accepting the client.*

Selected Referrals

Healthy Families Indiana at Child and Parent Services for Prenatal/Postnatal Home Visitation Programs - LJ-5000.6615

Consent to Share Data

Referral Status

Accepted

Declined

Reason Unmet

The screenshot shows a dropdown menu for "Reason Unmet". The menu is open, displaying a list of options:

- Duplicate referral (see definition below)
- Eligibility: Federal Poverty Level
- Eligibility: Gestational Age
- Eligibility: Out of Service Area
- Language Barrier
- Program Capacity Reached
- Referred in Error
- Referral canceled (for use by My Healthy Baby staff only)
- Other (please describe in notes below)

A duplicate client is a client who is either:

- Already enrolled in your program, or
- A recent (defined as active or open) referral from another source, and **contact information is the same** as the previous referral.

A client is **not** duplicate if either of the following apply (please attempt to contact and enroll these clients):

- Have a previous **closed** referral, even if they previously declined, or
- They are an open referral but My Healthy Baby provided new contact information

Definitions: Reasons for Declining

Duplicate Referral (this definition can also be seen on the screen when you are accepting or declining a client):

- A duplicate client is a client who is either:
 - Already enrolled in your program, or
 - A recent (defined as active or open) referral from another source, and contact information is the same as the previous referral.
 - A client is not duplicate if either of the following apply (please attempt to contact and enroll these clients):
 - Have a previous closed referral, even if they previously declined, or
 - They are an open referral but My Healthy Baby provided new contact information.

Eligibility: Federal Poverty Level: The client does not meet your program's income guidelines.

Eligibility: Gestational Age: The client is too early or too late in pregnancy to be eligible for your program.

Eligibility: Out of Service Area: The client does not live in your program's service area.

Language Barrier: The client speaks a language that your program is not able to serve.

Referred in Error: Use this option only when directed by My Healthy Baby. An example might be if a client calls back and tells My Healthy Baby she no longer wants to be referred.

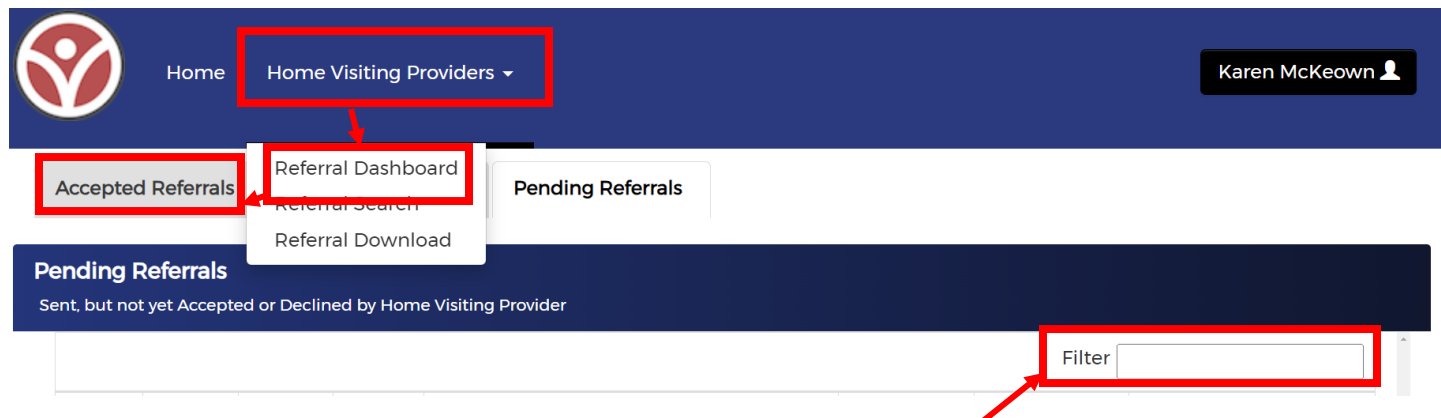
Referral Canceled: Do not use this option; it is for My Healthy Baby staff use only.

Other: Use this if none of the above reasons fits your situation.

Changing Response from Accept to Decline

It is very simple to change your response to a referral. **The most important thing to remember is that you will need to manually change the date.** (See steps below.)

Log into the system and select the “Accepted Referrals” dashboard.



You can scroll down to the client you’re looking for, or you can use the filter option to search by name.

Once you find the client, click on her **interaction id** and select the referral tab. Once here, you can unselect “accepted” by clicking on the box, and you can select “declined”. **Before you leave**, scroll down to the bottom of the page to manually **change the date**. You can do this by clicking on the pencil icon, and then entering today’s date in the Referral Status Date field.



Once you have changed the date, click “Submit” at the bottom right of the form. The client will now appear in your “declined” list.

Contacting My Healthy Baby about a Referral

While you probably will not need to contact My Healthy Baby about a referral often, we know that questions or issues can arise. When they do, you can initiate contact using the “Contact IDOH” button at the bottom of the Referrals Tab (as shown on the right).

Clicking this button will open a field where you can enter your question. In the initial version of the system, you will also be asked for the email address where you can be reached; eventually the system will automatically provide your email address. Once you have entered your message, click

the “submit” button at the top right or lower right side of your screen to send your message. The IDOH Communication Specialist will respond via secure email to the email address you entered (see below).

Home Visiting Referral Information

Client Info Referrals

Referrals

Selected Referrals

Healthy Families Indiana at Child and Parent Services for Prenatal/Postnatal Home Visitation Programs - LJ-5000.6615

Consent to Share Data

Referral Status
 Accepted Declined

Reason Unmet
 Select an option

Notes

Alternative Actions

Refer to New Program

Contact IDOH

Submit

Client Information

IDOH ID#
300

First Name
Test

Last Name

Date Of Birth

1. Enter questions about a referral here.

We are here to help.*
 Enter any questions or concerns below and an IDOH specialist will follow up.

Home visiting provider contact email
 Please add email where My Healthy Baby can respond.

2. Enter email where My Healthy Baby should respond here.

3. Send your question by hitting “submit” here or here.

Submit

Referring a My Healthy Baby Referral to another Home Visiting Organization

You may choose to refer a My Healthy Baby client to another home visiting program. You can do this by clicking the “Refer to a New Program” button at the bottom of the referrals tab.

Home Visiting Referral Information

Client Info Referrals

Referrals

Selected Referrals

Healthy Families Indiana at Child and Parent Services for Prenatal/Postnatal Home Visitation Programs - LJ-5000.6615

Consent to Share Data

Referral Status

Accepted Declined

Reason Unmet

Select an option

Notes

Alternative Actions

Refer to New Program

Contact IDOH

This will open the referrals module and will automatically pull forward the client’s information to send to the new home visiting program.

There are **two text boxes you must complete in this section**. The first is a message to IDOH (you will not be able to see this message again after you submit this form). The second is a message that will be seen by both you and the new home visiting program. After you hit submit, you will be able to see this note in this section, as well as at the bottom of the client information tab.

Make a New Referral

Please include why the client is being referred to an alternative home visiting program. *

This client is not eligible for our [program](#)

Information in this box goes only to IDOH

Please provide the name of the program the client is being referred to as well as the reason. *

Please provide the name of the program the client is being referred to as well as the reason. History

Referring to program ABC because the client is not eligible for our program [XYZ](#)

Information in this box can be seen later by your program and the program you are forwarding the referral to

To find eligible programs:

- Enter the county where the client lives in the box that says “Select a zip, city, county or state.”
 - You may have to scroll through a lot of pre-fill options to find what you’re looking for.
 - Adding “Indiana” to the county name may help narrow the list.
- Click on the **location option** you’re looking for.
 - As shown below, in some instances you will need to be sure you select the “county” option and not the “city” option.
- Once you have made your selection, **click the “search” button**.



marion indiana

- Marion, Indiana County
- Marion, Indiana City
- Indiana State
- Marion, Montana City
- Indianapolis, Indiana City
- Marion, Louisiana City
- Marion, Massachusetts City
- Marion, Oregon County
- Marion, Iowa County

Search

A list of potential organizations will show up. Click “Select” to choose which program you want to refer the client to.

Site Name *	Service Name *	Location	Phone	Distance from Provided Zip in Miles	Actions
Catholic Charities of Fort Wayne-South Bend - South Bend Community Center	ECHO - South Bend	1817 MIAMI STREET SOUTH BEND IN, 46613, US	574-234-3111		Select
Saint Joseph Health System	St. Joseph Hospital PNCC	707 Cedar Street Suite 100 South Bend IN, 46617, US	574-335-4690		Select
My Healthy Baby - OB Navigator	My Healthy Baby - OB Navigator Program	2 North Meridian Street Indianapolis IN, 46204, US	844-624-6667		Select
Family & Children's Center Counseling and Development Services Inc.	Healthy Families Indiana	300 South Saint Louis Boulevard Suite 100 South Bend IN, 46617, US	(574) 968-9660		Select
Goodwill Industries of Michiana - Elkhart County	Nurse Family Partnership	28100 MARKLE AVENUE Building 2 ELKHART IN, 46517, US	219-444-2000		Select
Goodwill of Michiana - NFP	Nurse Family Partnership - La Porte County	2015 West Western Avenue Suite 217 South Bend IN, 46619, US	574-274-9351		Select
Family and Children's Center	Healthy Families Indiana	, 46617, US	574-968-9660		Select
Memorial Hospital of South Bend	Beacon Hospital PNCC	615 NORTH MICHIGAN STREET SOUTH BEND IN, 46601, US	574-647-7139		Select

Your search returned 8 results.

Reset Search

Submit

You will now see your selected organization in the “Selected Referrals” box. To complete the referral, in addition to completing the two text boxes described on **page 8**, you **must**:

- Check the “consent to share” box.
- Check the box to **confirm** you have checked the “consent to share” box.

Selected Referrals

Healthy Families Indiana at SCAN for Prenatal/Postnatal Home Visitation Programs - LJ-5000.6615

Consent to Share Data

Referral Status

Requested

I confirm that I have checked the "Consent to Share Data" box above. *

Yes

Your selected organization

You must check this box or the referral will not be sent.

Confirm you have checked the “consent to share” box above.

Hit “Submit” at the bottom right of the page.

Reset
Search

Selected Referrals

Healthy Families Indiana at SCAN for Prenatal/Postnatal Home Visitation Programs - LJ-5000.6615

Consent to Share Data

Referral Status

Requested

I confirm that I have checked the "Consent to Share Data" box above. *

Yes

Submit

Once you hit “submit” you will be taken back to your pending client list.

Viewing a list of all My Healthy Baby Referrals

At any time, you can see the full list of your clients. Open the search page by clicking the “home visiting providers” dropdown in the banner at the top of the page and then selecting “Referral Search.” Once on the search form, you can see a full list of clients by selecting “search” without selecting any criteria.



Searching for a Specific My Healthy Baby Referral

On the same page, you can search for a specific My Healthy Baby client by a variety of criteria (e.g., first name, last name, date of birth, client or interaction ID number, etc.). Just enter the client information in the field(s) on the left of the page and click on “Search” in the upper right corner.

Client ID

Equals

First Name

Contains

Last Name

Contains

Date Of Birth

On

Primary Phone

Contains

Secondary Phone

Contains

County

Contains

Interaction Search

Interaction ID

Equals

Joy Test was referred at 6/30/2023 4:10:45 PM. [View Referral](#)

Your search returned 1 result.

Viewing My Healthy Baby Referrals by Status

You can view a list of your accepted My Healthy Baby Referrals, declined My Healthy Baby referrals, and pending My Healthy Baby referrals. Click on the “home visiting providers” dropdown in the banner at the top of the page and then selecting “Referral Dashboard.”

The screenshot displays the top navigation banner of the My Healthy Baby Referrals system. On the left is a circular logo with a stylized figure. To its right are navigation links: "Home" and "Home Visiting Providers" with a dropdown arrow. The "Home Visiting Providers" dropdown menu is open, showing three options: "Referral Dashboard", "Referral Search", and "Referral Download". Below the navigation is a row of three buttons: "Accepted Referrals", "Declined Referrals", and "Pending Referrals". The "Pending Referrals" button is highlighted. Below this row is a dark blue header for the "Pending Referrals" section, which includes the text "Sent, but not yet Accepted or Declined by Home Visiting Provider".

Home Home Visiting Providers ▾

- Referral Dashboard
- Referral Search
- Referral Download

Accepted Referrals Declined Referrals Pending Referrals

Pending Referrals

Sent, but not yet Accepted or Declined by Home Visiting Provider

Downloading your My Healthy Baby Referrals

You can download an excel list of your My Healthy Baby referrals using various date and time criteria. Navigate to the Referral Download option by clicking on the “home visiting providers” dropdown in the banner at the top of the page and then selecting “Referral Download.”



Select your search criteria (e.g., “This Month” to see all referrals sent to you this month). Then click “Search.”

The screenshot shows the 'Referral Data' search interface. A dropdown menu for 'Date of Referral' is open, showing options: 'On', 'Today', 'This Month', 'This Year', 'Yesterday', and 'Last Month'. The 'This Month' option is selected. There are two empty input fields with calendar icons to the right of the dropdown.

This will produce a list of clients referred to your program this month. You can further filter the list using the “filter” box if desired. Then you can click “Download Results” to export the list to an excel spreadsheet. (Note: the PDF option will not be available in the live environment. Also, in the live environment the phone, ethnicity, and language fields should be filled.)

The screenshot shows the 'Referral Data Download' page. At the top, there is a 'Filter' input field. Below it is a table with the following columns: Interaction ID, First Name, Last Name, Home Phone, Email, Address Module - US, Date Of Birth, Ethnicity, Primary Language, and Due date. The table contains 8 rows of data. Below the table, it says 'Your search returned 8 results.' At the bottom right, there are two buttons: 'Create PDF' and 'Download Results'. The 'Download Results' button is highlighted with a red box.

Interaction ID	First Name	Last Name	Home Phone	Email	Address Module - US	Date Of Birth	Ethnicity	Primary Language	Due date
18299	Molly	Test		molltestemail@hotmail.com	300 North Main Street Elkhart IN, 46516, US	7/31/1990			3/8/2024
18300	Issa	Test		issatestemail@gmail.com	137 Division Street Elkhart IN, 46516, US	7/04/1994			10/6/2023
18301	Kelli	Test		kellitestemail@gmail.com	801 Benham Avenue Elkhart IN, 46516, US	10/18/2000			
18302	Tasha	Test		tashatest@hotmail.com	151 South Locke Street Nappanee IN, 46550, US	11/16/2002			3/8/2024
18303	Tiffany	Test		tifftest@hotmail.com	300 North Main Street Elkhart IN, 46516, US	12/14/1989			1/19/2024
18304	Rasheeda	Test		rttest@hotmail.com	137 Division Street Elkhart IN, 46516, US	7/28/1995			
18306	Cheryl	Test		cheryltest@hotmail.com	431 South 3rd Street Elkhart IN, 46516, US	9/12/2000			
18307	Brittany	Test		brittttest@hotmail.com	223 South Main Street Goshen IN, 46526, US	4/10/1988			8/11/2023