



Title: Policy and Procedure

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Section: 5 Care and Record Management

Date: June 1, 2018

Policy: HH5-13A.01 Referral and Acceptance Process

Replaces: December 12, 2017

Referral and Acceptance Process Policy

- When a new client is referred, the Agency's marketing staff or administrative staff will record the client's information using the Initial Call form in ClearCare.
- Referrals containing verbal orders are given to a marketing personnel for verification and documentation.
- The Agency encourages employees to refer prospects and applicants. The employee will receive \$25 for each client referred after 90 days of billable services. The employee will receive \$25 for each employee referred after 9 months of referral's employment.

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel
Reviewed by Executive Board and approved by the Board 6/1/18
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All previous versions are obsolete