

## Email Referral Process

An alternative to faxing in referrals to New Mexico Cessation Services is to send secure email referrals through a secure email system. In order to protect the identity of participants, referring entities must utilize a secure email system to send emails. The procedure for sending referrals via email is outlined below.

- Before sending any referrals via email, please send a test email to [supportservicesinbox@optum.com](mailto:supportservicesinbox@optum.com) to verify the security of your email system.
- Once your email is received and you receive confirmation, you can send all referrals via secure email going forward.
- The referral form can be attached to the email as a PDF or Microsoft Word document (TIF files are not accepted). If an attached PDF or Word document is not possible, then the referral information can be included in the email in the same format as the fax referral form. The patient's consent must also be noted in the email.
- In the email subject line, please include the state, clinic name, and the date of the referral.
  - Example: New Mexico: Albuquerque Clinic – 1/16/2013
  - Do not include any participant level information in the subject line as this causes a HIPAA violation.
- Multiple referrals can be attached to the secure email in an excel document.

Note: Outcomes reports from New Mexico Cessation Services will still be sent back to clinics via fax.