

You're live! Here's what's next.

Thank you for joining **NH Care Connections**, the statewide coordinated care network powered by Unite Us. Your work helps connect individuals and families to the services they need. Following these simple best practices will help you build strong partnerships, improve client outcomes, and maximize your impact.



Send Referrals. Change Lives.

Don't just wait for referrals to come in. Use the network to connect clients to the right services and resources. When we send referrals, we strengthen our partners and our communities.

Continue Learning

Access training, resources, and guides on **Unite Us Learn**.



Scan the QR code
or visit:
Learn.UniteUs.com

Need Support?

We're here to help!

For questions or assistance, contact the Unite Us Support Team.



Support@UniteUs.com

*Thank you for being a vital
part of NH Care Connections.*

Together, we're building
healthier communities across
New Hampshire.

1 Respond to Referrals Quickly

When a referral arrives, review it and take action as soon as possible.

Goal: Respond within 2 business days

2 Accept Referrals When You Can Help

If the client is eligible and your organization has capacity, accept the referral, begin outreach, and document updates in Unite Us.

3 Connect with Clients

- Contact the client within **1 week of accepting the referral**
- Make at least **3 outreach attempts over 10 days**
- Use **multiple methods** when available (phone, email, text)

If you are unable to reach the client after multiple attempts, you can close the referral with the appropriate outcome.

4 Keep Notes Updated

Notes help referral partners stay informed and support coordinated care.

- Outreach is attempted
- Services are scheduled or provided
- Additional information is needed
- Client circumstances change
- Outcomes are known

Tip: Timely, clear documentation helps everyone provide better support.

5 Close the Loop

Once you know the outcome, update and close the referral.

Goal: Close referrals within 2 business days of learning the outcome

Referral Actions



Accept: Your organization can provide the service



Reject: Client is not eligible or service cannot be provided



Hold for Review: Additional information is needed



Send: Refer a client to another organization that may be a better fit

Tip: If you identify a client need that another partner can address, send a referral through Unite Us.

Closing referrals:

- Improves communication across the network
- Demonstrates your organization's impact
- Helps clients receive coordinated care faster