

# STUDENT FORMAL REFERRAL PROCESS

## 1 INITIATE

- Obtain the Student Formal Referral Form from your Virtual Folder and complete in full. The student referral form requires student consent to legal release of information and confidentiality, and must be signed by both student and school representative.

## 2 ASSESS

- Contact the ACI Clinical Department to consult about a student issue regarding a referral: **(800) 932-0034** or **[clinical@acispecialtybenefits.com](mailto:clinical@acispecialtybenefits.com)**.
- Determine if this is a standard or urgent referral. Most referrals will fall under the **standard referral** category (response within 2 business days of the form submittal date, and clinical appointment within 3-5 business days). **Urgent referrals** should only be used if immediate clinical response is necessary (response by the end of business day immediately following form submittal date, and clinical appointment scheduled within 2-5 business days.) For emergencies, always use 911.

## 3 COMMUNICATE

- Send completed Student Formal Referral Form to ACI clinical department via fax to (858) 964-0733 or email [clinical@acispecialtybenefits.com](mailto:clinical@acispecialtybenefits.com).
- Direct the student to contact ACI Specialty Benefits for a referral to provider. Once student has received a provider referral from ACI, student will directly contact provider to schedule an appointment.
- ACI clinical staff initially consults with provider on student issue and purpose of formal referral. ACI clinical staff may communicate regarding student's attendance, cooperation, and compliance with treatment recommendations.

## 4 FOLLOW-UP

- ACI Clinical Staff provides updates on the student's compliance with attendance and cooperation along with treatment recommendations to the school representative.
- After the final session, the ACI clinician will provide the school representative with a final update that will include any recommendations.