

Care Navigation Program Referral

A quick guide for external partners

Evolent's care navigation program accepts referrals through a single web form. Partners do not need an Evolent login, a portal account, or any special software — the form opens in any standard browser on a computer, tablet, or phone. Use the link below each time you want to refer someone; there is nothing to download and nothing to install.

Referral link: <https://care.navigation.evolent.com/>

How to submit a referral

1. Open the referral link in your browser. The page opens directly to the program referral form.
2. Under "What is your role?", select the option that describes you. The choices are Patient or surrogate, Provider, Health plan professional, and Internal.
3. Select "Let's get started" to continue.
4. Answer the questions on the screens that follow. The form adjusts to the role you selected, so you will only be asked what applies to you.
5. Submit the referral, and keep or note any confirmation the form displays for your records.

Good practice when referring

- Have the person's identifying and contact details in front of you before you start, so the form can be completed in one sitting.
- Confirm that the person (or their representative) is aware of the referral and willing to be contacted.
- Complete one form per person. Submitting several names in a single referral slows the review.
- Submit a new form rather than replying to any confirmation message if details change after you submit.

If the form will not load

Most issues come down to the browser. Refresh the page, try a different browser, or open the link outside your organization's VPN if one is in use. If the page still does not open, or the form returns

an error when you submit, contact your Evolent representative with the date, time, and a description of what you saw so the issue can be traced.

Reference: which role to select

The role chosen on the first screen determines the rest of the form, so it is worth a moment's thought. If more than one role could apply, choose the one that describes your relationship to the person being referred in this particular case.

Role option	Who should select it
Patient or surrogate	The individual seeking support, or a family member, caregiver, or authorized representative referring on their behalf.
Provider	Clinicians and clinical staff — physicians, advanced practice providers, nurses, social workers, and practice or facility staff referring a patient.
Health plan professional	Staff at a health plan, such as case managers, utilization or care management teams, and member services representatives.
Internal	Evolent staff only. External partners should not use this option.