HOME VISITING REFERRAL EXTERNAL USER GUIDE

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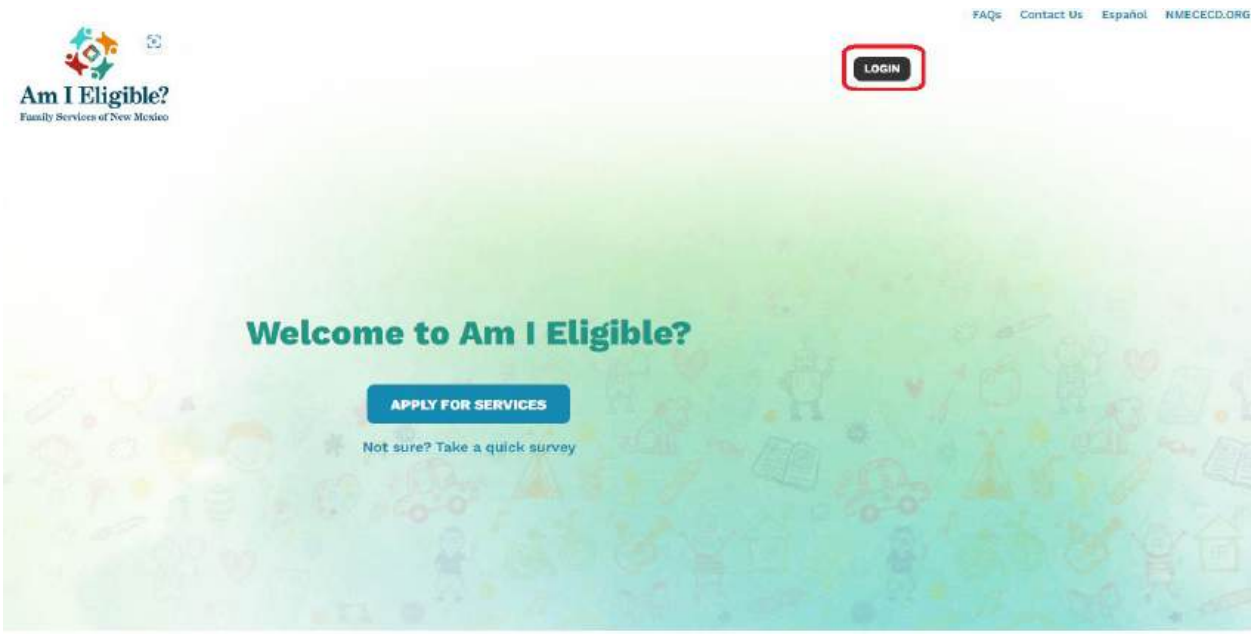
WELCOME TO AM I ELIGIBLE

AM I ELIGIBLE INITIAL LANDING PAGE

EPICS URL: https://eligibility.ececd.nm.gov/

The initial landing page is the page all visitors to the AIE system will arrive on. To login, the user must click the Login button on the initial landing page.



EXTERNAL HOME VISITING ROLES

There are three different types of external user roles within AIE.

- Home Visiting Provider Employee (Admin and Non-admin users)
- Third Party Organization Employee
- Self-Referral Role

HOME VISITING PROVIDER EMPLOYEE ROLE

Employees of a home visiting provider can have one of the following sub-roles within AIE. The user will have different access depending on the sub-role they are assigned when their user association is approved.

- Administrator
- Non-Administrator

- Administrators and Non-Administrators will both have permission to create new Complete HV referrals as well as new Quick referrals for families.
- Administrators will have permissions to update the provider profile, add new users to the provider profile, and approve pending associations to the provider profile for new users.
- Non-Administrators will not have these permissions and will only be able to review the provider profile information and process referrals for families.

THIRD-PARTY ORGANIZATION ROLE

- Third Party Organization users will only have permission to submit quick referrals for families.
- The quick referrals will be sent to the open referrals for the providers within the county specified on the referral to be picked up by any providers who have availability.

SELF-REFERRAL ROLE

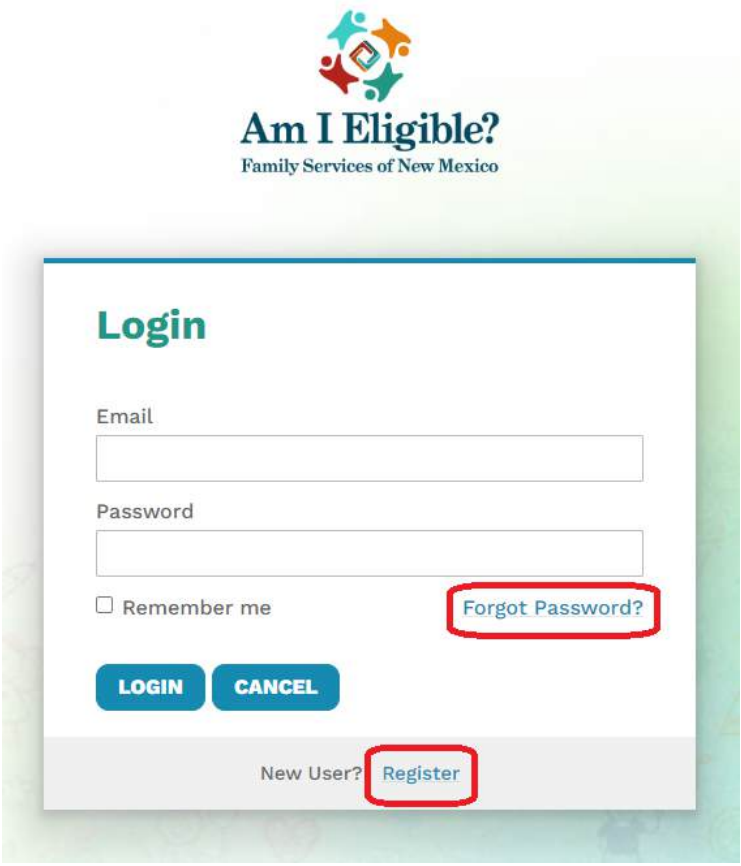
- Families can create their own user accounts within AIE which will allow them to submit their own referrals.
- Applicants can submit a self-referral which can be picked up by a provider within the county they live in.

LOGIN AND PASSWORD

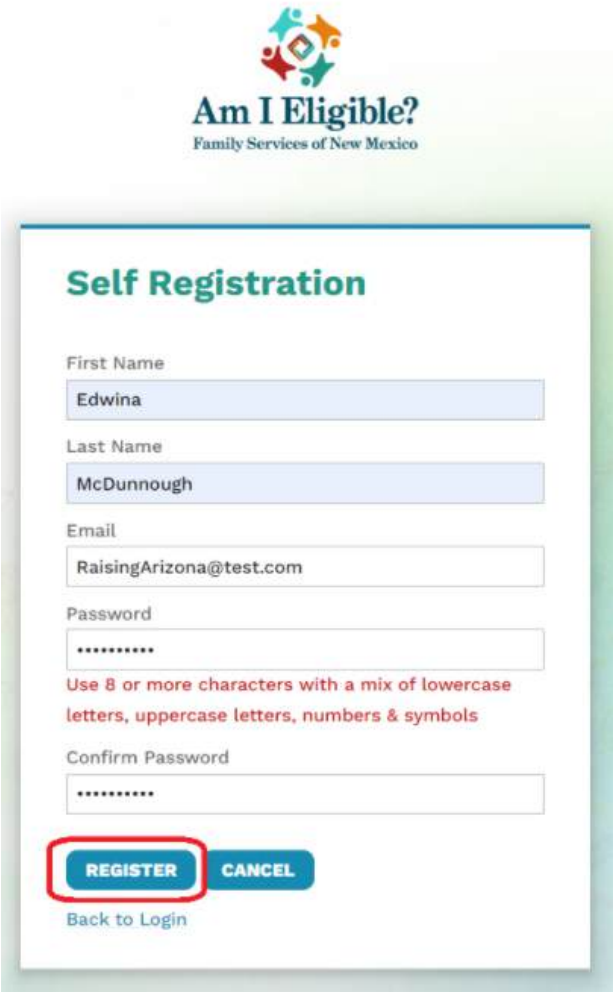
Home Visiting Providers and Third-Party Organizations will have an initial provider profile created for them in Am I Eligible with minimal information. The Administrator for each provider or third-party organization will need to complete the provider profile by adding all relevant information that was not entered with the initial creation of the provider profile. New home visiting provider and third-party organization users will need to register for a new user account.

- When the user clicks the Login button on the login page,

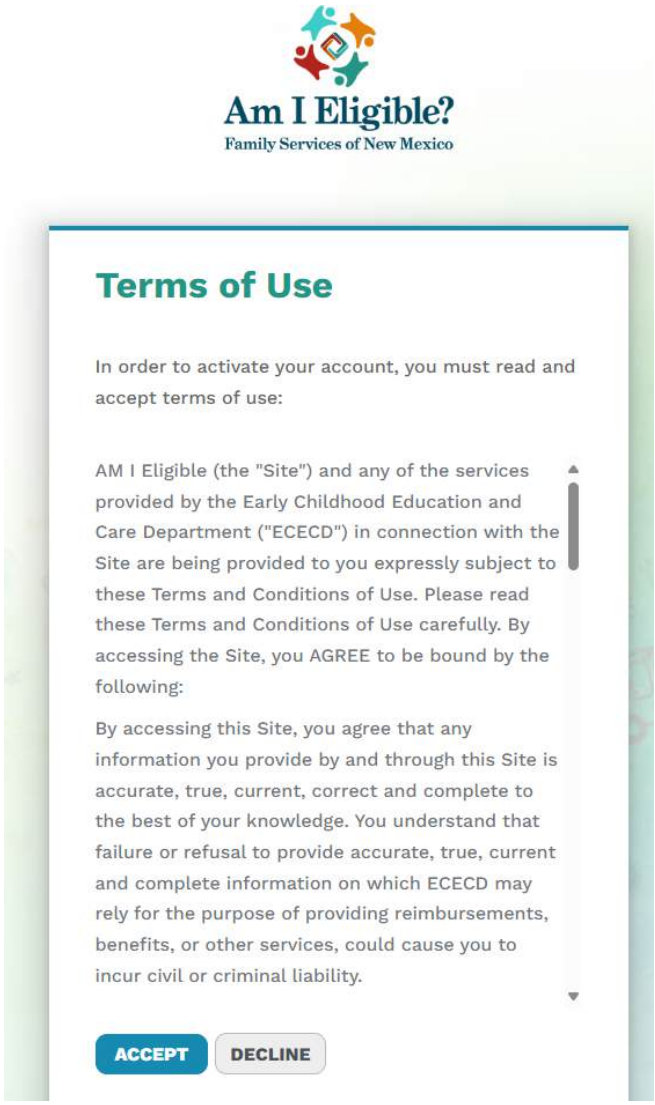
they are navigated to the login page where they can login if they have an existing user account or register for a new user account.
- Existing users can also click the Forgot Password? hyperlink to request a password reset and change their password.

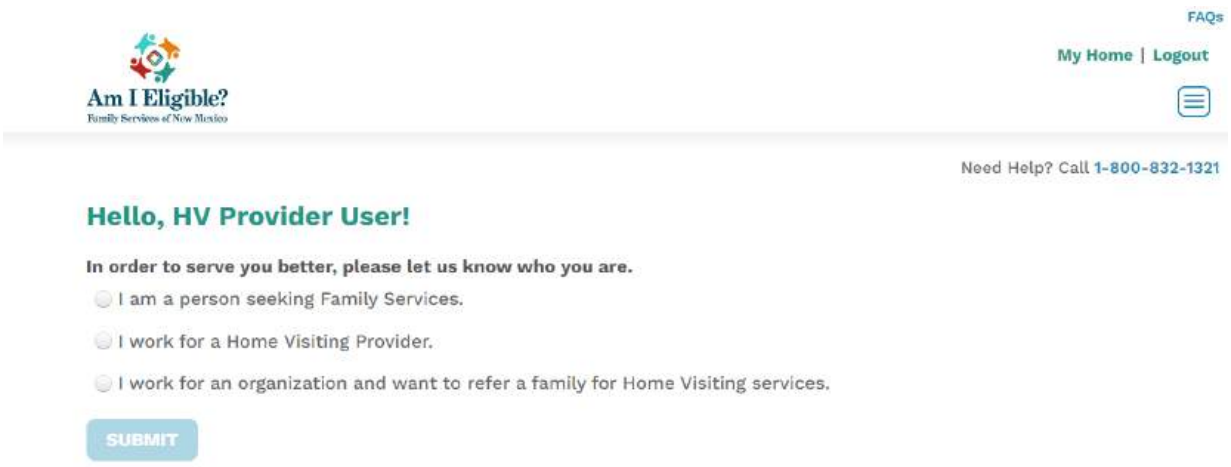


- When a new user clicks on the Register hyperlink, the Self Registration page is launched and the new user must fill out all of the fields.
- Once all the fields are filled out, the new user can click the Register button to register their new user account.

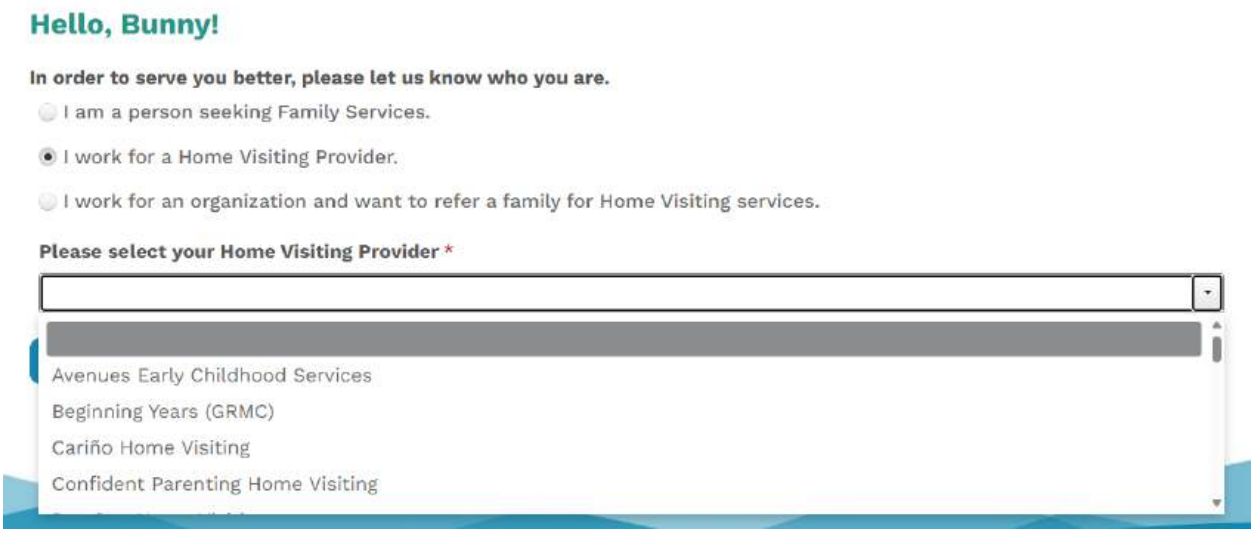


- After clicking Register, the Terms of Use page is displayed and the user must accept the terms of use to continue with the registration process.
- Once they accept the terms of use, the user is asked who they are so the system can set them up with the correct user type.

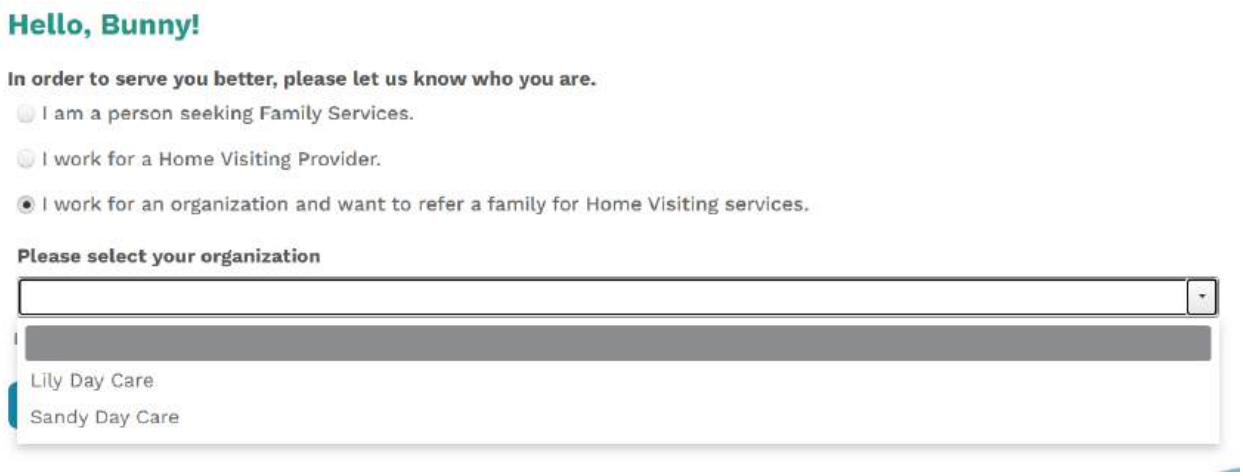

Am I Eligible?
Family Services of New Mexico
Terms of Use
In order to activate your account, you must read and accept terms of use:
AM I Eligible (the "Site") and any of the services provided by the Early Childhood Education and Care Department ("ECECD") in connection with the Site are being provided to you expressly subject to these Terms and Conditions of Use. Please read these Terms and Conditions of Use carefully. By accessing the Site, you AGREE to be bound by the following:
By accessing this Site, you agree that any information you provide by and through this Site is accurate, true, current, correct and complete to the best of your knowledge. You understand that failure or refusal to provide accurate, true, current and complete information on which ECECD may rely for the purpose of providing reimbursements, benefits, or other services, could cause you to incur civil or criminal liability.
ACCEPT
DECLINE


Am I Eligible?
Family Services of New Mexico
FAQs
My Home | Logout
Need Help? Call 1-800-832-1321
Hello, HV Provider User!
In order to serve you better, please let us know who you are.
I am a person seeking Family Services.
I work for a Home Visiting Provider.
I work for an organization and want to refer a family for Home Visiting services.
SUBMIT

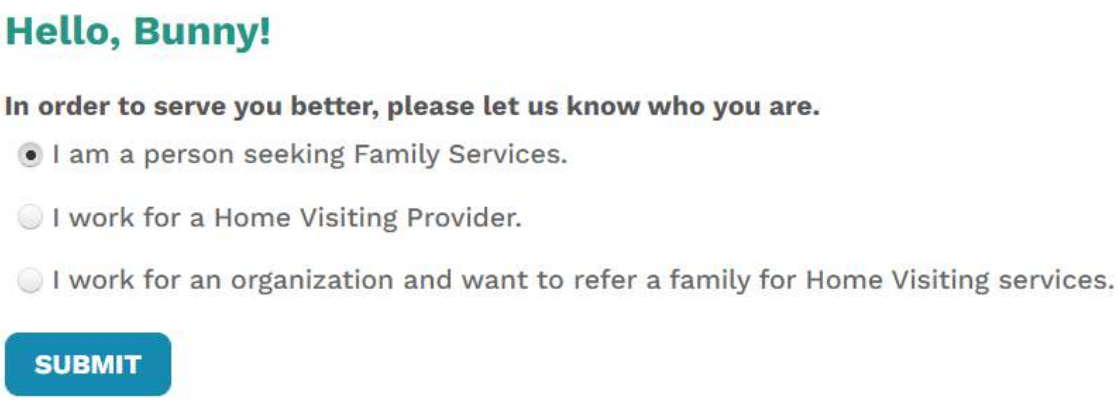
- If the user is works at a home visititng provider, then they should select “I work for a Home Visiting Provider” then select the provider they work for from the dropdown list.



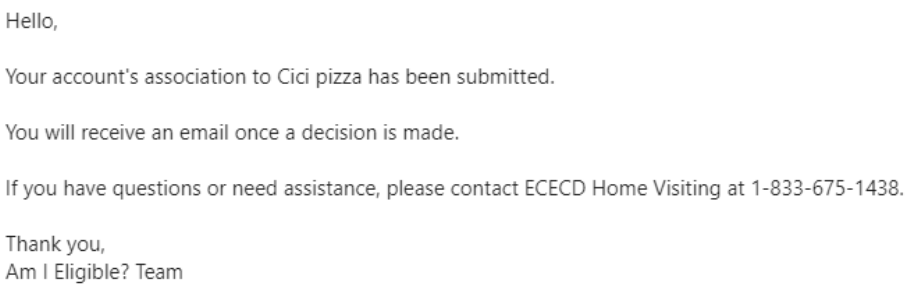
- If the user is works for a third-party organization, then they should select “I work for an organization and want to refer a family for Home Visiting services” then select the organization they work for from the dropdown list.



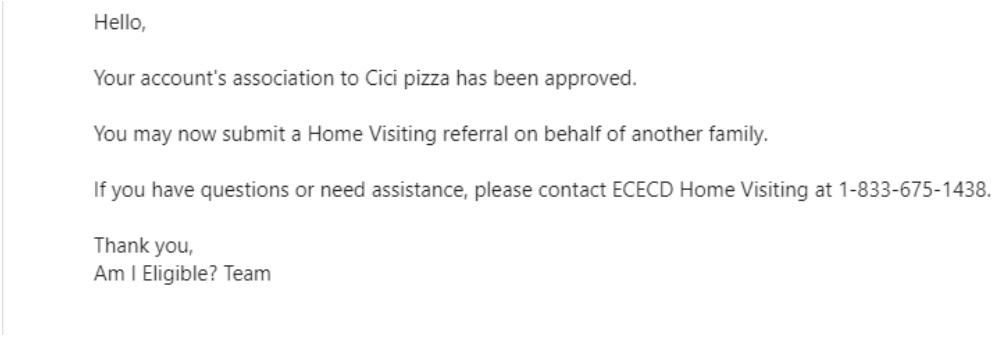
- If the user is an applicant/family who wishes to submit a self-referral, then they should select “I am a person seeking Family Services.



- After selecting the correct user type and submitting the new user registration, the new user association for home visiting provider and third party organization users must be reviewed and approved by the internal HV staff or by the provider administrator.
- The user will receive an email stating their request has been submitted and is pending approval.



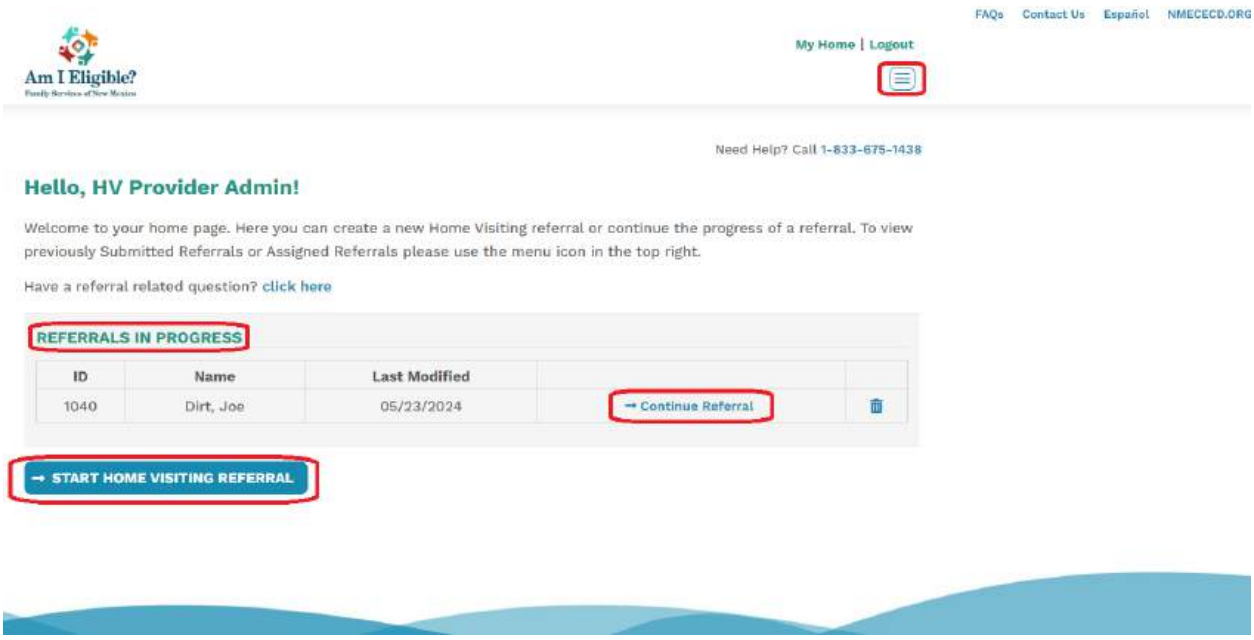
- Once the user association is approved, the new user will be notified with an email stating their user association has been approved and they are able to login and submit HV referrals.



AM I ELIGIBLE LANDING PAGE

Once logged into Am I Eligible Home Visiting (HV) users will be taken to their AIE HV Referral landing page. Here HV users will see a welcome message, the referrals in progress and the Start New Home Visiting Referral button on the main portion of the page.

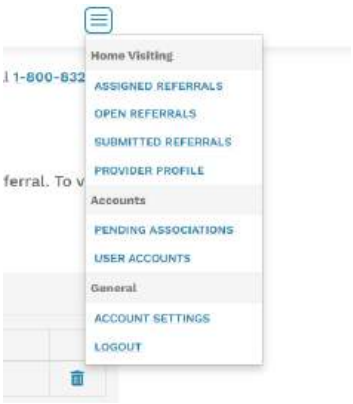
- Users can click on Continue Referral next to any of the referrals in progress to continue entering the required information into the referral.
- Users can also begin a new referral by clicking the Start Home Visiting Referral button.
- On the top right of the screen, users will see the menu icon which can be used to navigate to different pages the user has access to within the AIE system.



USER MENU ITEMS

Within the user menu, users can navigate to the following areas within the AIE system:

- Home Visiting
- Accounts
- General

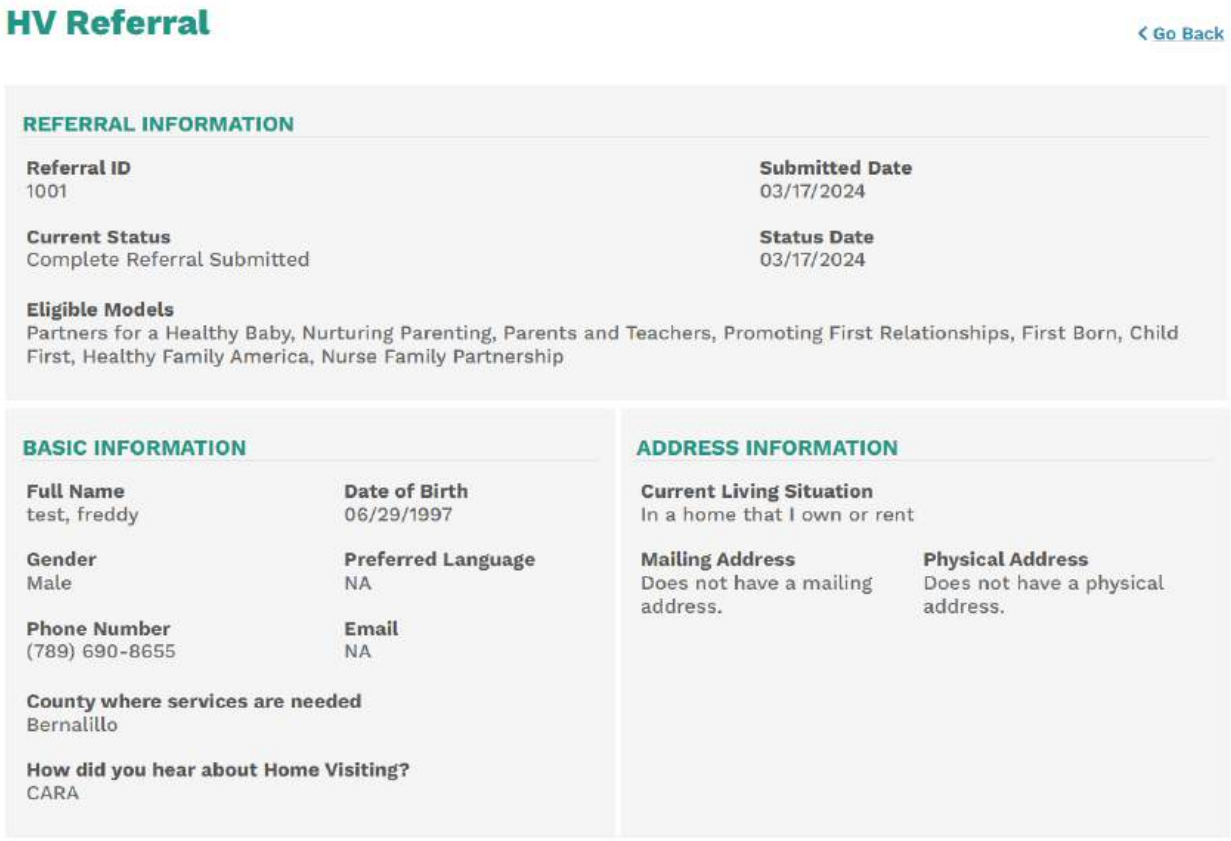


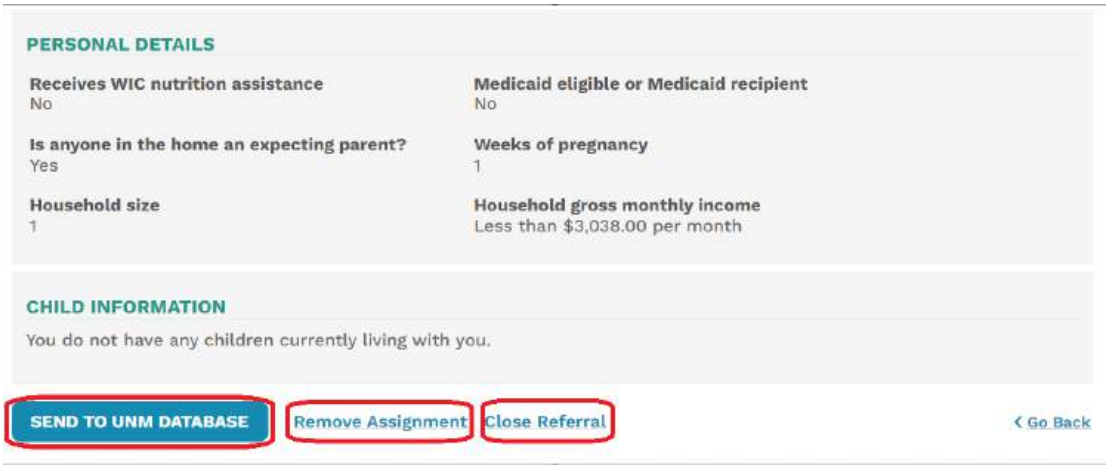
HOME VISITING MENU ITEMS

- The Assigned Referrals menu item will take the user to their assigned referrals queue. Here the user can review the list of referrals that have been assigned to their facility and open them to review each referral in detail.

- To open the referral and take action on it, the user can click on the referral ID number which acts as a hyperlink.

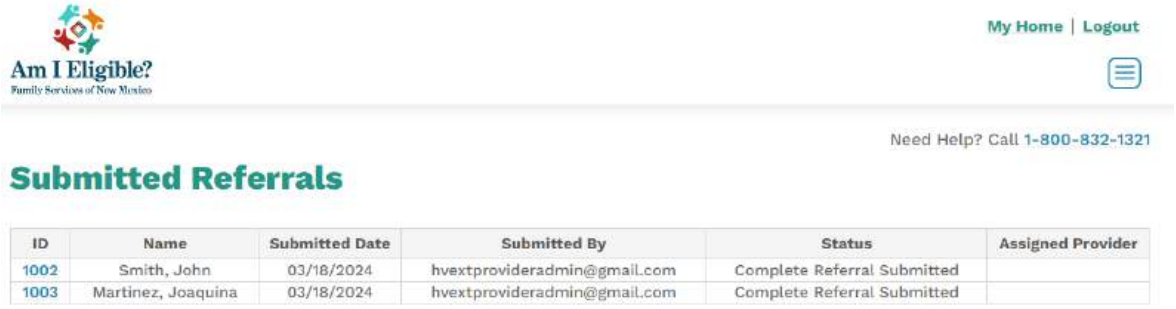
- Once open the user can review the information within the referral and choose to either accept the referral and send it to the UNM database to continue the referral process, decline the referral and remove the assignment to their facility and send it to the open referrals queue to be picked up by another provider in the same county, or close the referral all together.





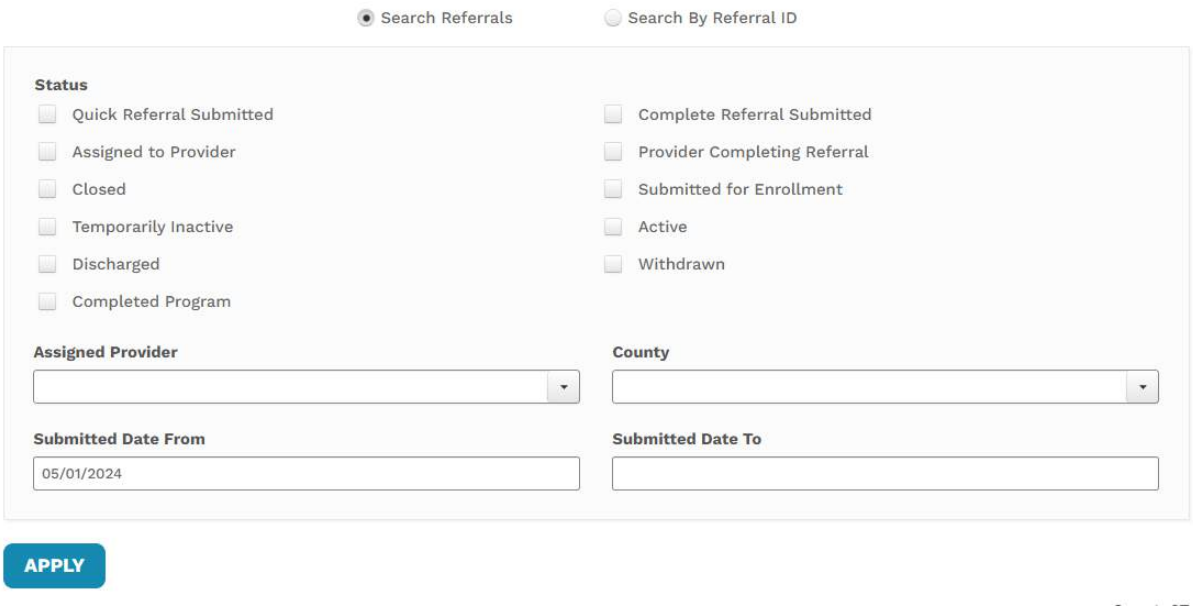
- The Open Referrals menu item will take the user to the open referrals queue. Here they can review a list of all open referrals within the counties they serve and select referrals to pick up to provide services.

- The Submitted Referrals menu item will take the user to view all referrals that have been submitted by the provider.



- The All Referrals menu item will take the user to the all referrals page where they can search for and review all referrals, submitted, open, and assigned regardless of the status.

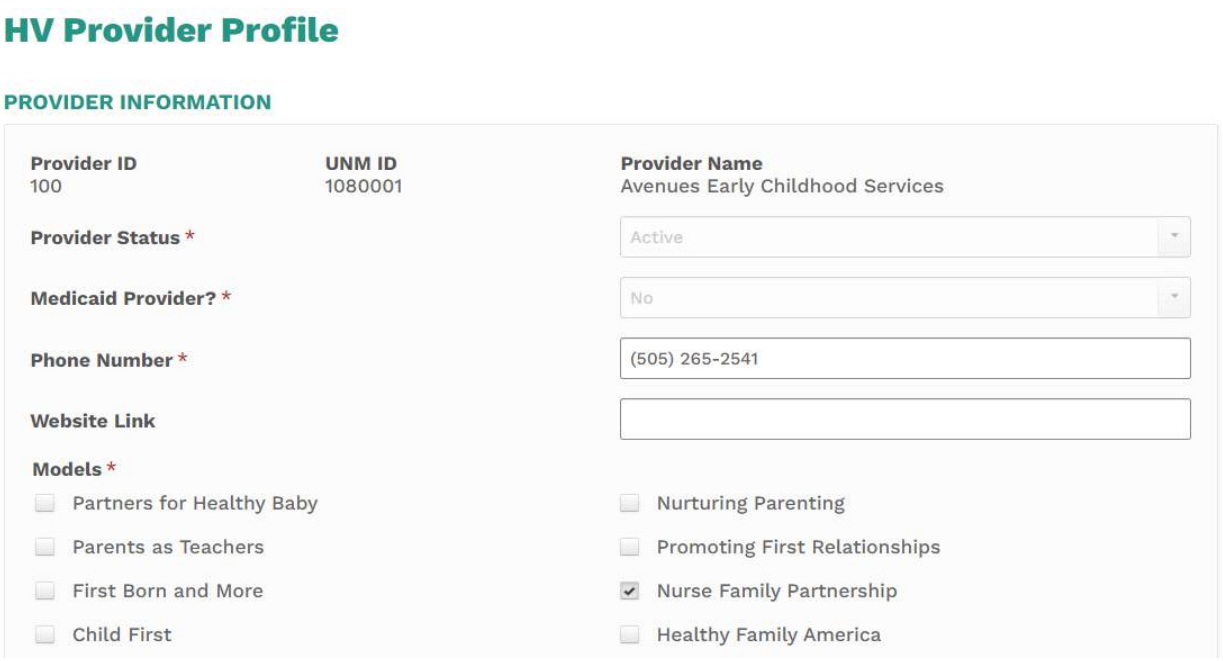
All Referrals



Count: 27

ID	Name	Type	Submitted Date	County	Status	Assigned Provider
1000	Gunnam, Ravi Kiran	Third Party	05/19/2024	Bernalillo	Provider Completing Referral	Avenues Early Childhood Services
1001	Tester, John	HV Provider	05/20/2024	Bernalillo	Assigned to Provider	Avenues Early Childhood Services
1002	test1, self	Self-Referral	05/20/2024	Bernalillo	Closed - Other	Avenues Early Childhood Services
1012	test2, selft	Self-Referral	05/20/2024	Bernalillo	Closed - Duplicate	Avenues Early Childhood Services
1015	test3, self	Self-Referral	05/20/2024	Bernalillo	Closed - Other	Avenues Early Childhood Services
1018	Tester, Mary	HV Provider	05/20/2024	Bernalillo	Closed - Non-Eligible	
1019	Lipton, Troy	HV Provider	05/20/2024	Bernalillo	Assigned to Provider	Avenues Early Childhood Services
1034	testing, hello	HV Provider	05/22/2024	Bernalillo	Closed - Other	Avenues Early Childhood Services
1035	Oxygen, Hydrogen	HV Provider	05/22/2024	Bernalillo	Submitted for Enrollment	Avenues Early Childhood Services
1036	Mac, Apple	HV Provider	05/22/2024	Bernalillo	Provider Completing Referral	Los Pasitos Family Services
1037	Joji, Samuel	HV Provider	05/22/2024	Catron	Closed - Non-Eligible	
1038	Commercial, Master	HV Provider	05/22/2024	Union	Closed - Non-Eligible	
1039	3rd party, kiran	Third Party	05/23/2024	Bernalillo	Submitted for Enrollment	Avenues Early Childhood Services
1044	Boyanapalli, kiran	Third Party	05/23/2024	Bernalillo	Closed - Duplicate	Avenues Early Childhood Services
1045	Boyanapalli, kiran	HV Provider	05/23/2024	Bernalillo	Submitted for Enrollment	Avenues Early Childhood Services
1057	Gaints, Oakland	HV Provider	05/23/2024	Bernalillo	Submitted for Enrollment	Avenues Early Childhood Services
1067	Test Application, kiran	Self-Referral	05/28/2024	Bernalillo	Submitted for Enrollment	Avenues Early Childhood Services
1068	Matías , Sebastián III	Self-Referral	05/28/2024	Harding	Completed Program	Avenues Early Childhood Services
1069	Doe, John Q	HV Provider	05/28/2024	Bernalillo	Discharged	Avenues Early Childhood Services
1070	Dean, Benson Best	Third Party	05/28/2024	Eddy	Withdrawn	Avenues Early Childhood Services
1077	Baker, Kelly	Third Party	05/29/2024	Bernalillo	Quick Referral Submitted	
1078	Smith, Jenny	Third Party	05/29/2024	Bernalillo	Quick Referral Submitted	
1079	Stanton, Sheri	Self-Referral	05/29/2024	Bernalillo	Submitted for Enrollment	Avenues Early Childhood Services
1089	Tester, John	HV Provider	05/29/2024	Bernalillo	Provider Completing Referral	Avenues Early Childhood Services

- The Provider Profile menu item will take the user to review all of the provider information within their AIE provider profile such as:
    - Services Provided
    - Languages Spoken
    - Counties Served and if there is a waitlist at the moment
- Here the administrators will be able to add and update any of the provider information as needed.
- Add/remove counties served.
- Add/remove satellite offices under the provider profile.
- The non-administrator role can only view the provider profile and can't make any updates.



Languages Spoken *

- [x] English
- [ ] Spanish
- [ ] English/Spanish (Bilingual)
- [ ] American Sign Language
- [ ] Apache
- [ ] Arabic
- [ ] Chinese
- [ ] Czech
- [ ] Finnish
- [ ] French

Show All Languages

Counties Served *

County	Waitlist Only	
Bernalillo	Yes	
Valencia	No	
Sandoval	No	

Add Additional County

MAIN OFFICE

Office Name Test office name 123

Street Address * 123

Apt/Suite Number

Zip Code * 87113

City * ABQ

State * New Mexico

LOCATION #2

Office Name The Second Office

Phone Number (505) 541-6543

Street Address * 2 Streed Drive

Apt/Suite Number

Zip Code * 87124

City * Albuquerque

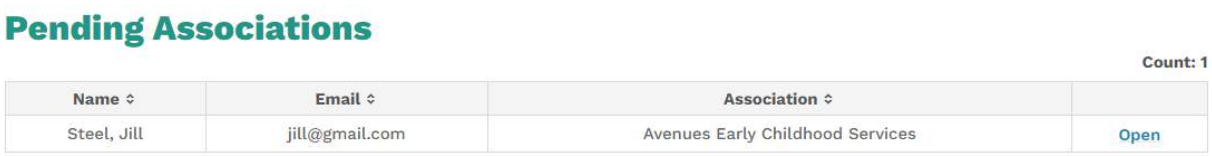
State * New Mexico

Add New Location

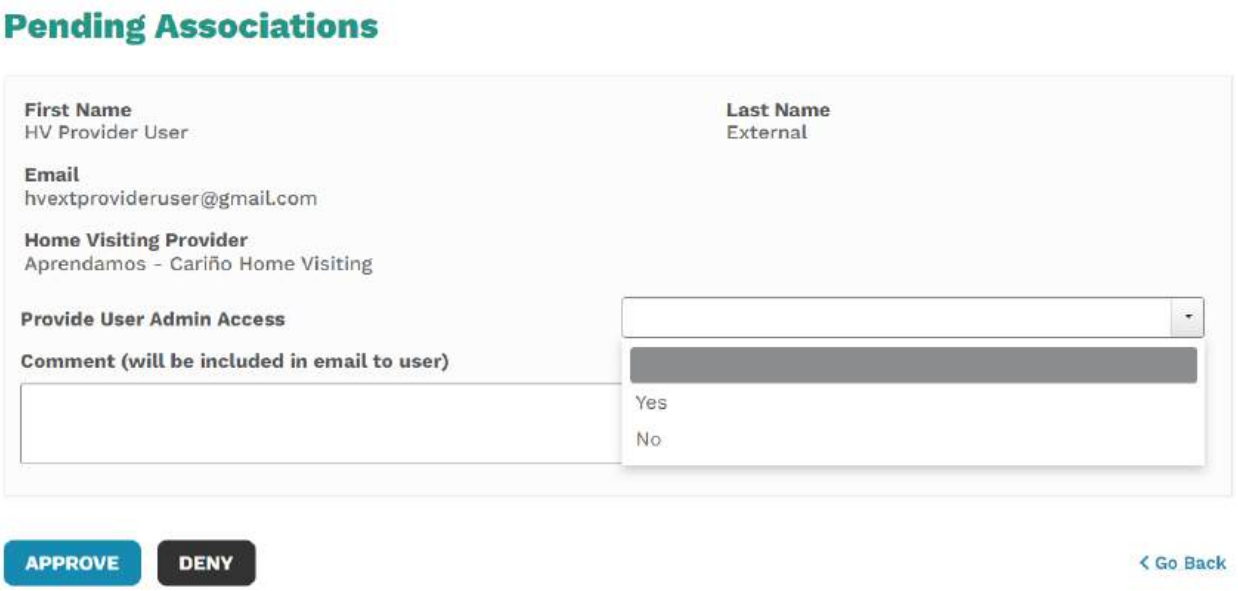
SAVE PROFILE Preview Profile

ACCOUNTS MENU ITEMS

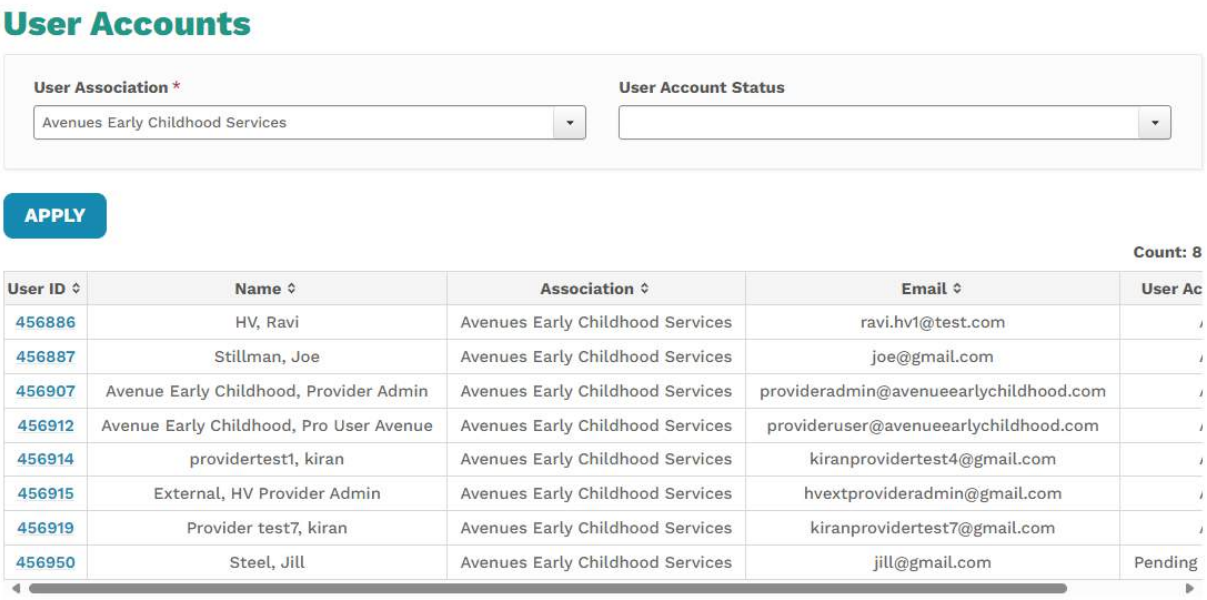
- The Pending Associations menu item will take users to review all pending user accounts that are associated to their provider profile.
- Here the Administrator can approve or deny any pending user accounts which are associated to their provider profile.



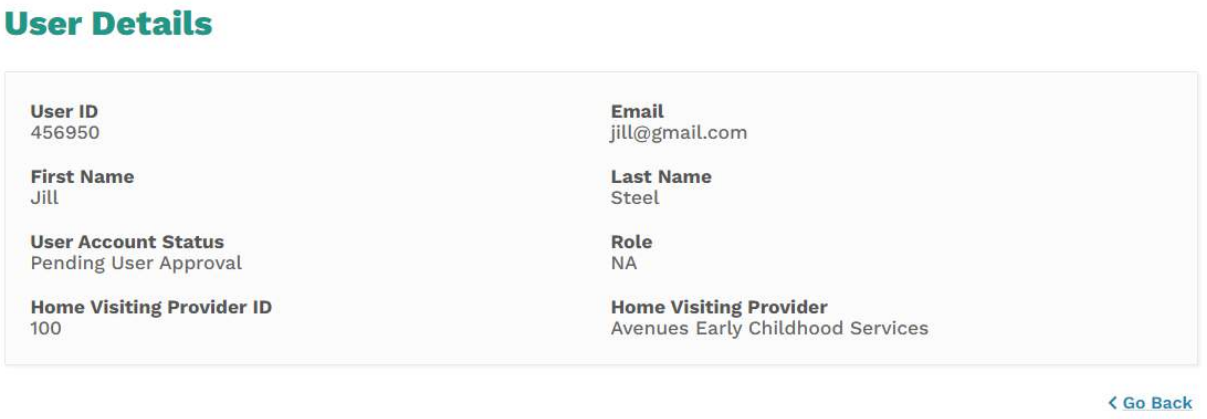
- Once the pending association is opened, the administrator will have the ability to approve or deny the association request. The administrator will need to select Yes or No in the Provide User Admin Access dropdown field. If Yes is selected, the user will be an administrator and will have administrative permissions to update the provider profile and add new users. If no is selected, then the user will not be an administrator and will have restricted access to the provider profile and other permissions. Comments are not required but can help to give more details regarding the decision made on the user association request.



- The User Accounts menu item will take the user to view all active user accounts that are associated to the provider profile. Administrators will have the ability to add new user accounts to the provider profile.



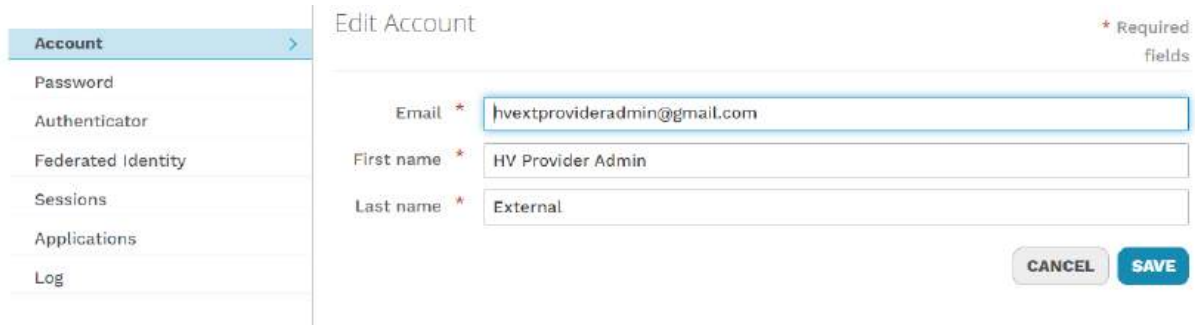
- The User ID number acts as a hyperlink to open and view all of the user's account details.



GENERAL MENU ITEMS

Within the General menu items, users can review and update their account settings and logout of their AIE session.

- The Account Settings menu item will take the user to the account settings where they can update their email address/user name and their first and last name within the AIE system. The user can also change their password and review their use logs.



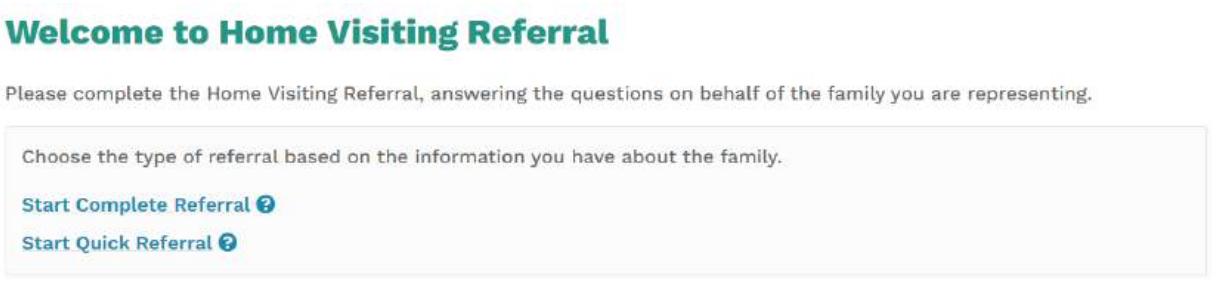
- The Logout menu item will log the user out and end their current AIE session.

HOME VISITING REFERRALS

There are two different types of referrals which can be submitted in AIE. Complete Referrals and Quick Referrals. A Complete Referral requires more details to be gathered from the applicant/family in order to be completed. A Quick Referral only requires minimal information from the applicant/family just to be entered in the system quickly and followed up with later to complete the referral. As stated in the user roles section, the types of referrals that can be submitted depend on the user's role.

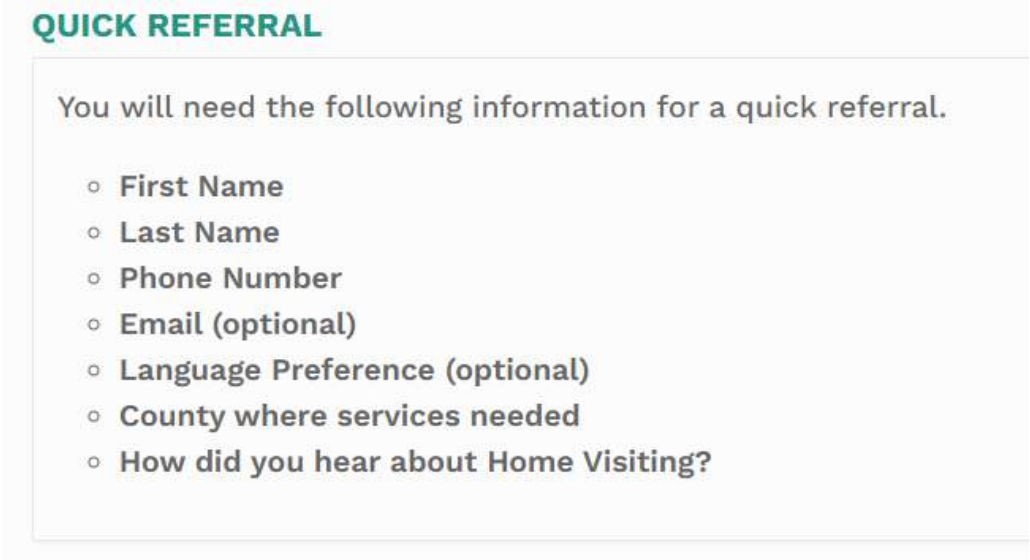
REFERRALS SUBMITTED BY HV PROVIDER USERS

Home Visiting Provider Users (employees of HV providers) are able to submit referrals on behalf of the applicant/family. There are two types of referrals which can be submitted. Complete referrals and quick referrals.



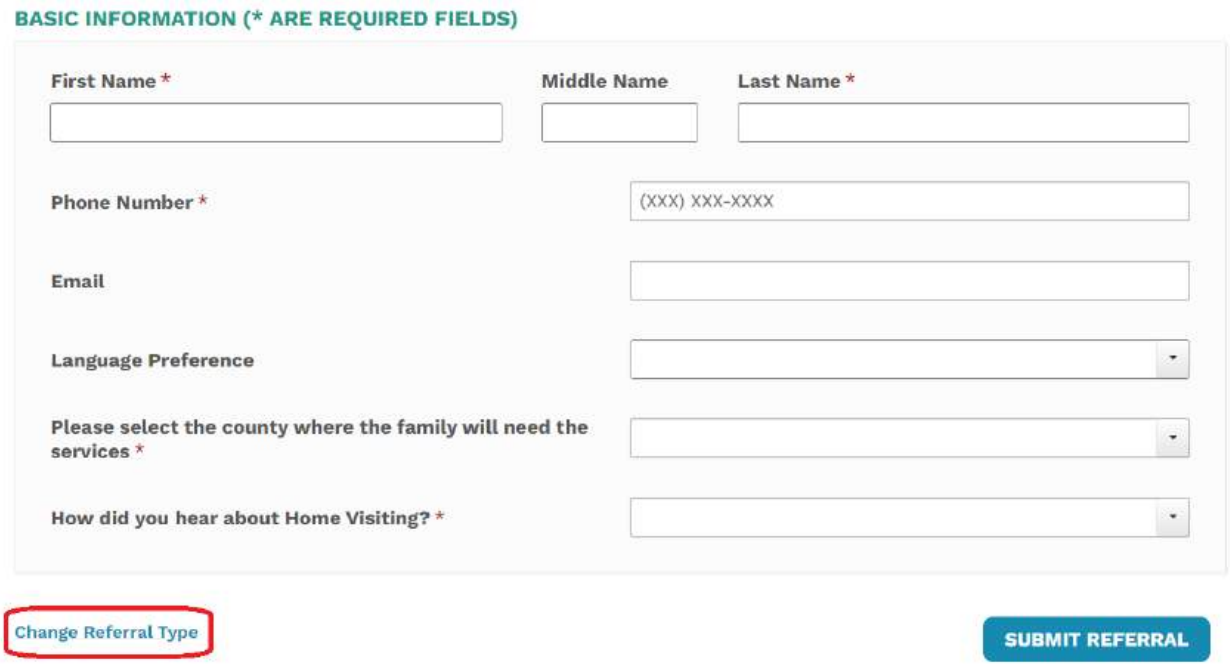
SUBMITTING A QUICK REFERRAL

Quick Referrals require minimal information as they are used to begin the referral process and enter the applicant/family into the AIE system quickly to be followed up on and completed later. These can be useful when families are attending public outreach events and do not have time to provide all the necessary information for a complete referral.



- To submit a quick referral, click on the Start Home Visiting Referral button and select Quick Referral to launch the quick referral page.

- Once the quick referral page launches, the user must fill in all of the required fields marked with a red asterisk.
- If the user needs to change the referral type to a complete referral, they can click on the Change Referral Type hyperlink at the bottom of the page.



- When the user selects the county where services are needed, the Please select a Home Visiting Provider dropdown field will appear and will have the default selection of “No provider preference”.
- If the user leaves “No provider preference in the dropdown field, the quick referral will be sent to the Open Referral queue once it has been submitted.
- The quick referral will be available for any provider within the county to assign to themselves to the quick referral and continue to complete the referral.

BASIC INFORMATION (* ARE REQUIRED FIELDS)

First Name *	Middle Name	Last Name *
Joe		Dirt

Phone Number *	(505) 654-6546
Email	
Language Preference	
Please select the county where the family will need the services *	Bernalillo
How did you hear about Home Visiting? *	Early Show with Alax

Please select a Home Visiting Provider

No provider preference

Change Referral Type

SUBMIT REFERRAL

Home Visiting Referral Submitted

The referral has been submitted. The family will be contacted by a Home Visiting program representative within 3-5 business days.

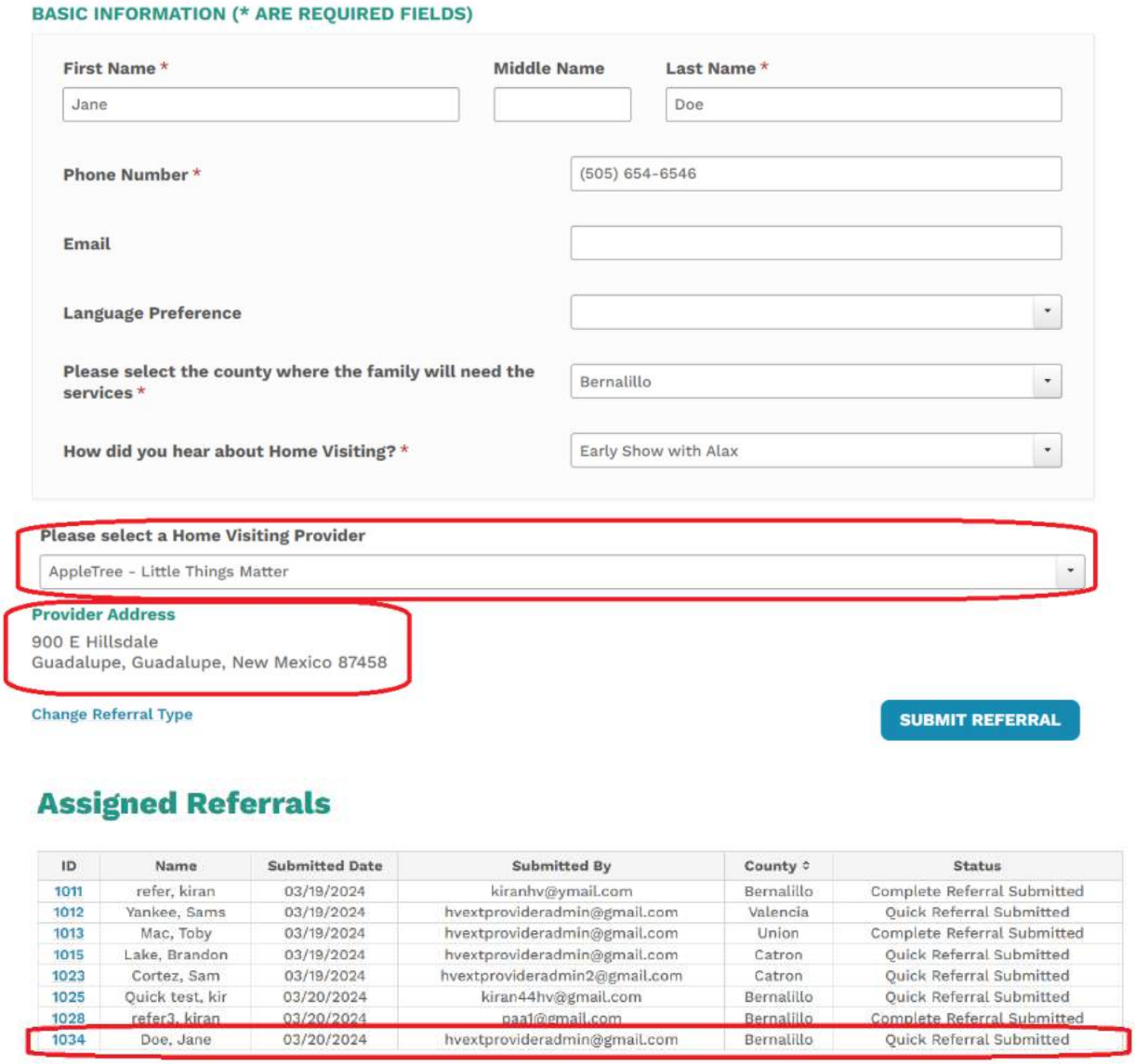
START ANOTHER REFERRAL

GO BACK TO HOME

Open Referrals

ID	Name	Submitted Date	Submitted By	County	Status
1001	referral test, kiran	03/19/2024	kiranself@ymail.com	Bernalillo	Complete Referral Submitted
1022	Provider 2, Testing	03/19/2024	hvextprovideradmin2@gmail.com	Bernalillo	Quick Referral Submitted
1033	Dirt, Joe	03/20/2024	hvextprovideradmin@gmail.com	Bernalillo	Quick Referral Submitted

- The user can select a specific provider to assign the quick referral to that provides services within the selected county.
- If a specific provider is selected, the quick referral will be sent to that provider's Assigned Referrals queue, where they can review and continue to complete the referral.
- When a specific provider is assigned to the quick referral, the provider's address appears at the bottom of the page.

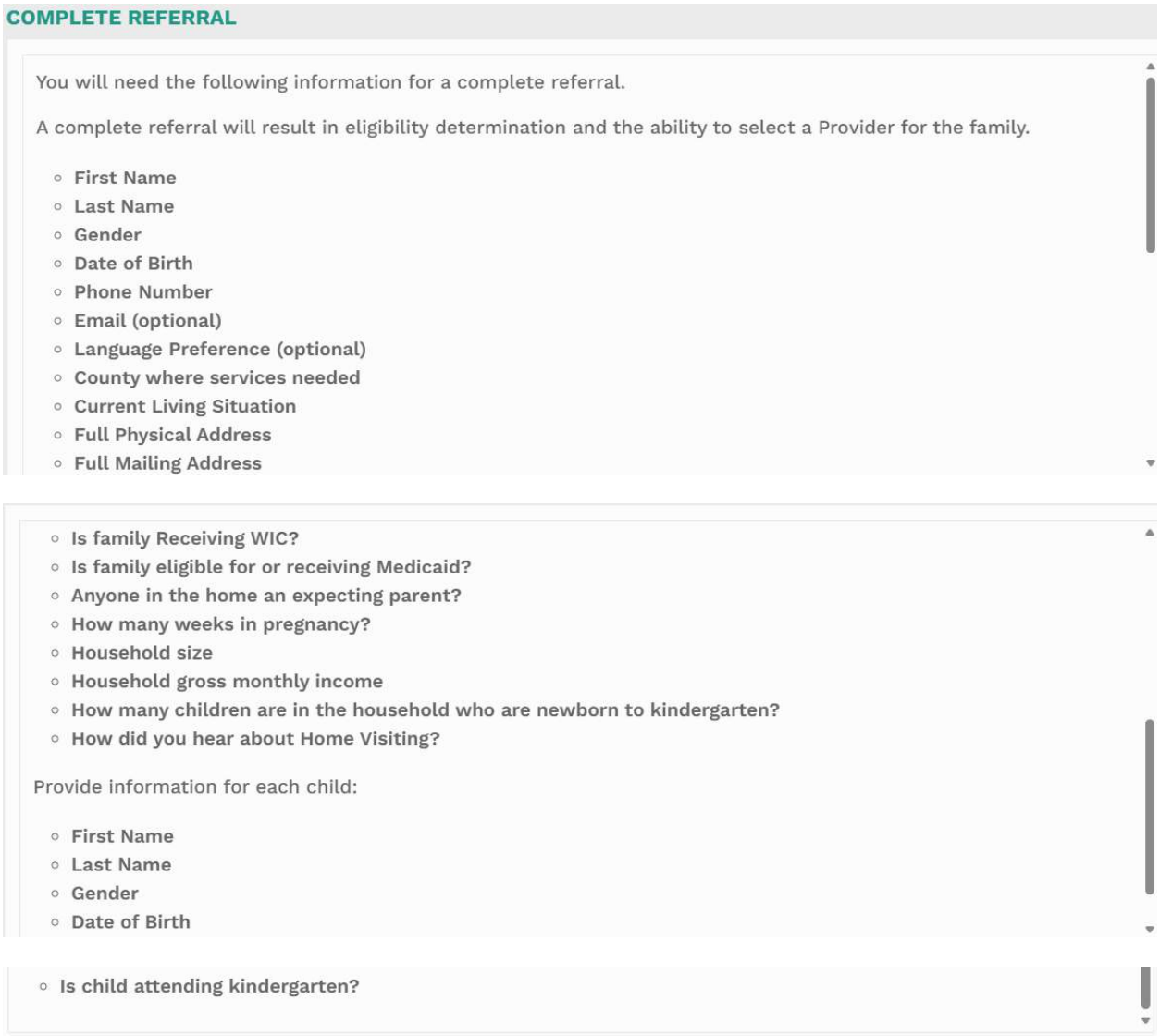


Assigned Referrals

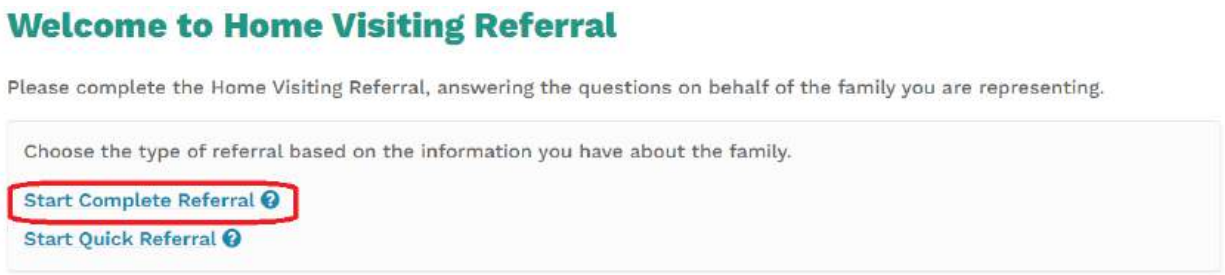
ID	Name	Submitted Date	Submitted By	County	Status
1011	refer, kiran	03/19/2024	kiranhv@ymail.com	Bernalillo	Complete Referral Submitted
1012	Yankee, Sams	03/19/2024	hvextprovideradmin@gmail.com	Valencia	Quick Referral Submitted
1013	Mac, Toby	03/19/2024	hvextprovideradmin@gmail.com	Union	Complete Referral Submitted
1015	Lake, Brandon	03/19/2024	hvextprovideradmin@gmail.com	Catron	Quick Referral Submitted
1023	Cortez, Sam	03/19/2024	hvextprovideradmin2@gmail.com	Catron	Quick Referral Submitted
1025	Quick test, kir	03/20/2024	kiran44hv@gmail.com	Bernalillo	Quick Referral Submitted
1028	refer3, kiran	03/20/2024	paa1@gmail.com	Bernalillo	Complete Referral Submitted
1034	Doe, Jane	03/20/2024	hvextprovideradmin@gmail.com	Bernalillo	Quick Referral Submitted

SUBMITTING A COMPLETE REFERRAL

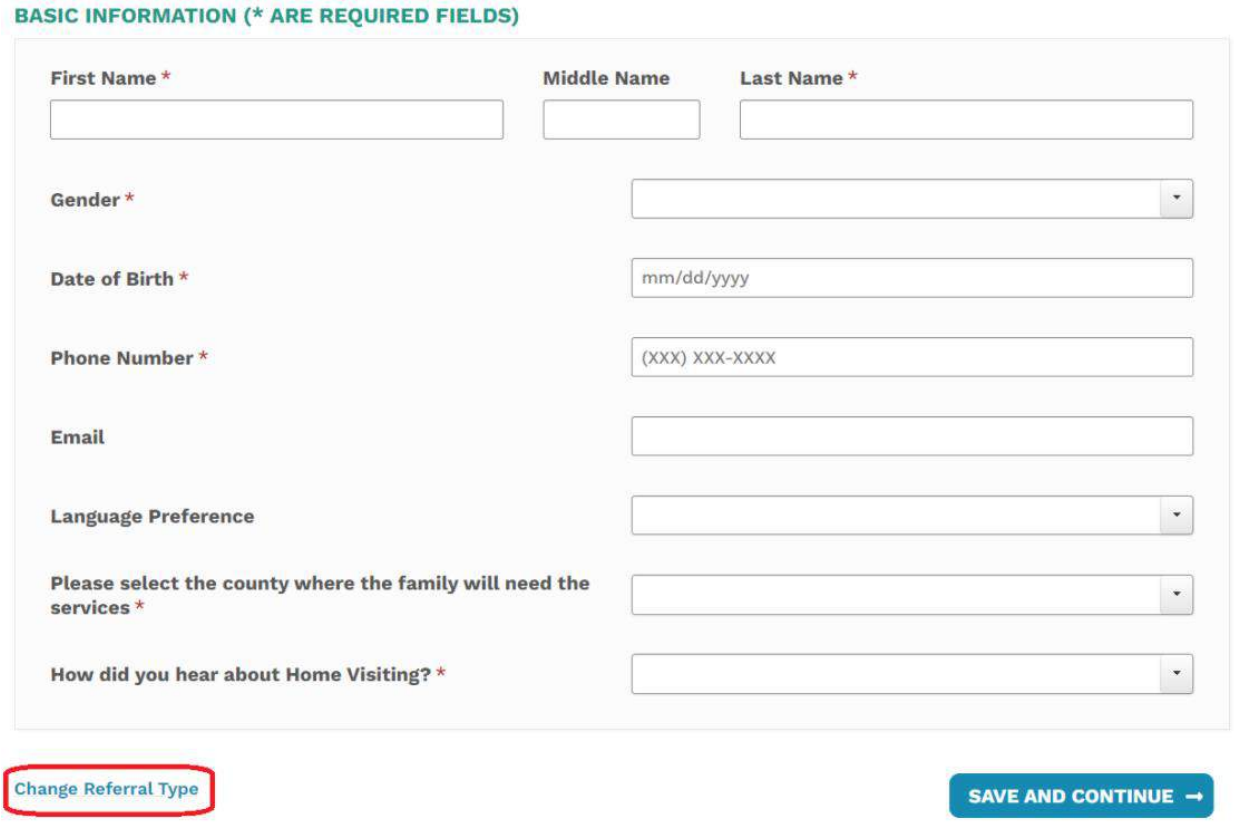
Complete referrals require more details from the applicant/family than quick referrals. The user will navigate through several pages and collect required information form the applicant/family to determine which programs they are eligible for.



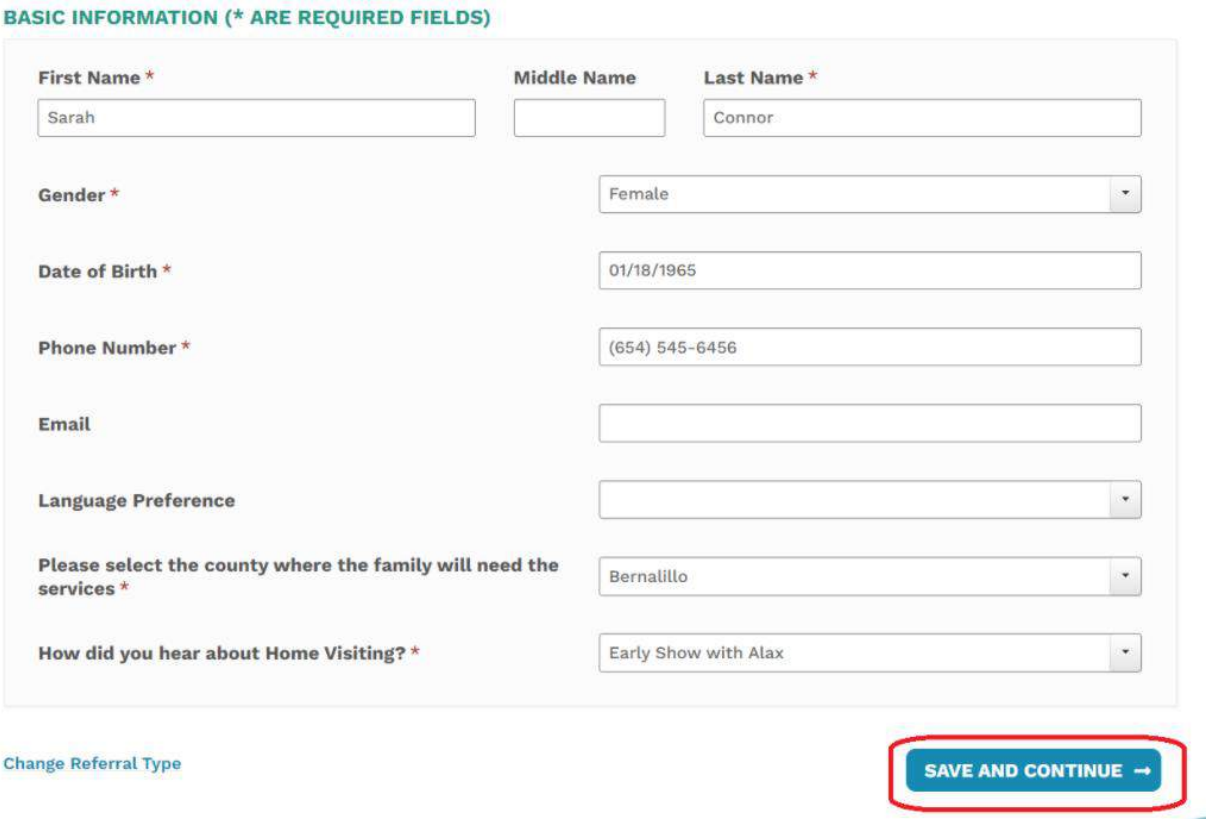
- To submit a complete referral, click on the Start Home Visiting Referral button → START HOME VISITING REFERRAL and select Complete Referral to launch the complete referral page.



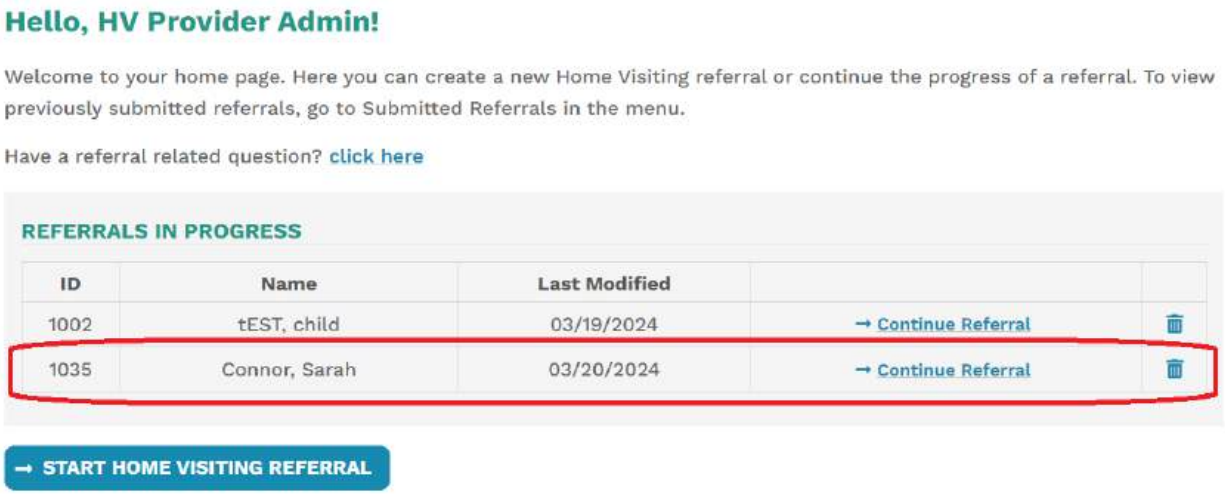
- Once the complete referral pages is launched, the user must fill in all of the required fields marked with a red asterisk.
- If the user needs to change the referral type to a quick referral, they can click on the Change Referral Type hyperlink at the bottom of the page.



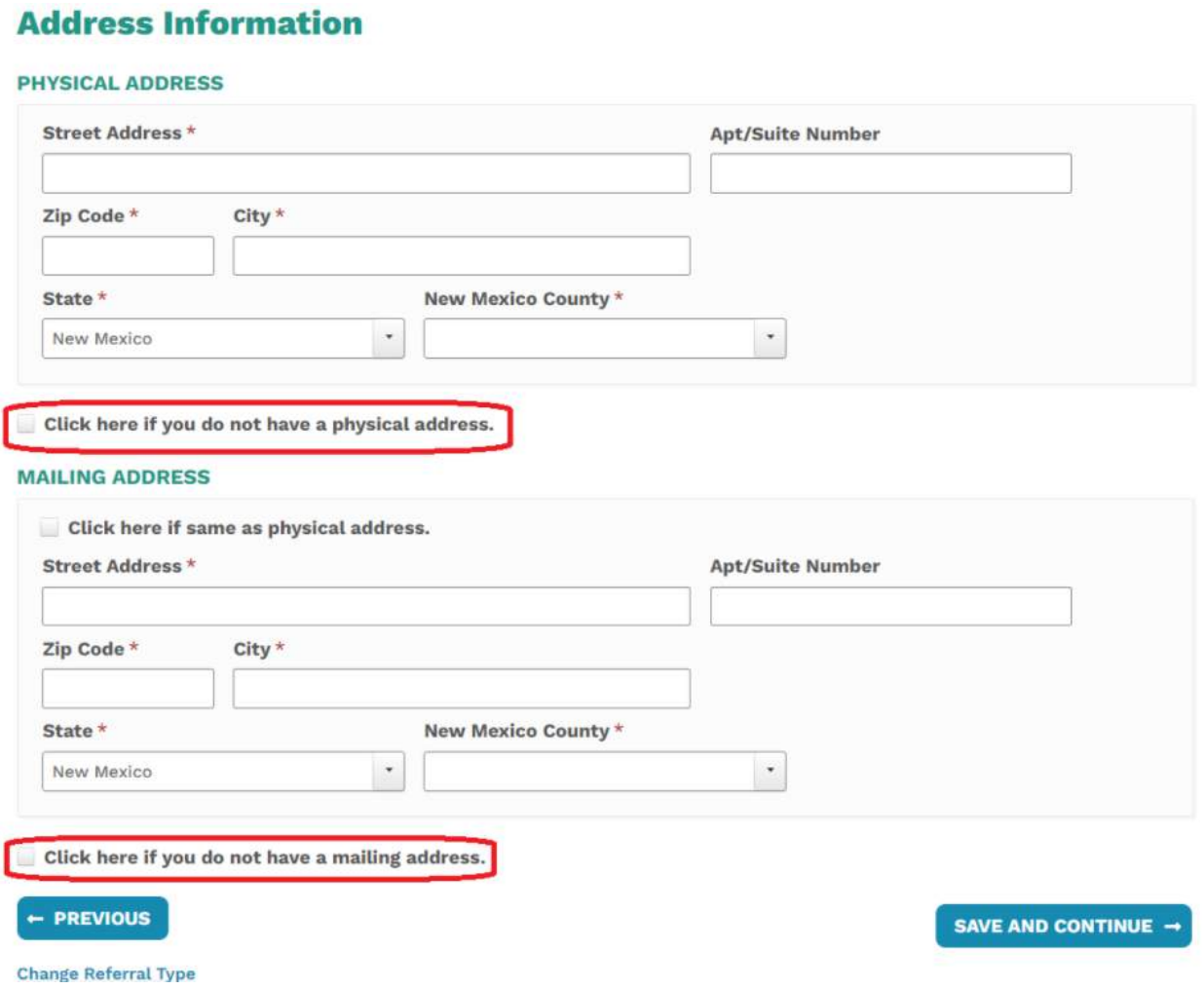
- There are 4 pages with questions the user will need to fill out. Once all of the required fields on each page have been filled out, click Save and Continue to advance to the next page.



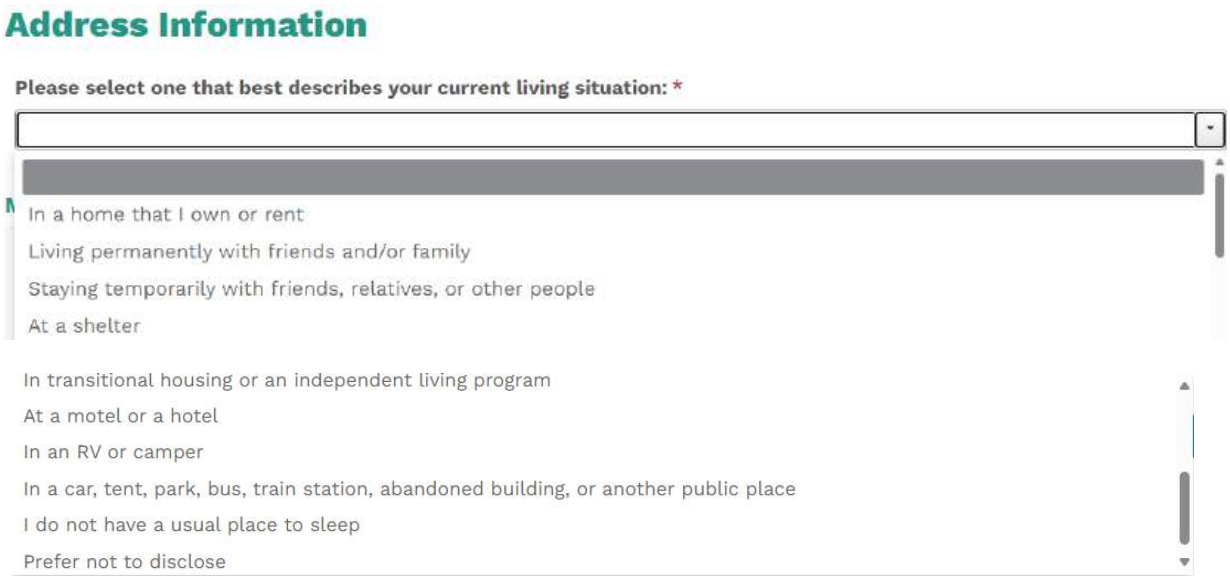
- If at any point the user needs to stop, they can click the Save and Continue button and exit the referral.
- The referral will be saved in the Referrals In Progress table on the user's landing page and the user can continue when they are able to do so.



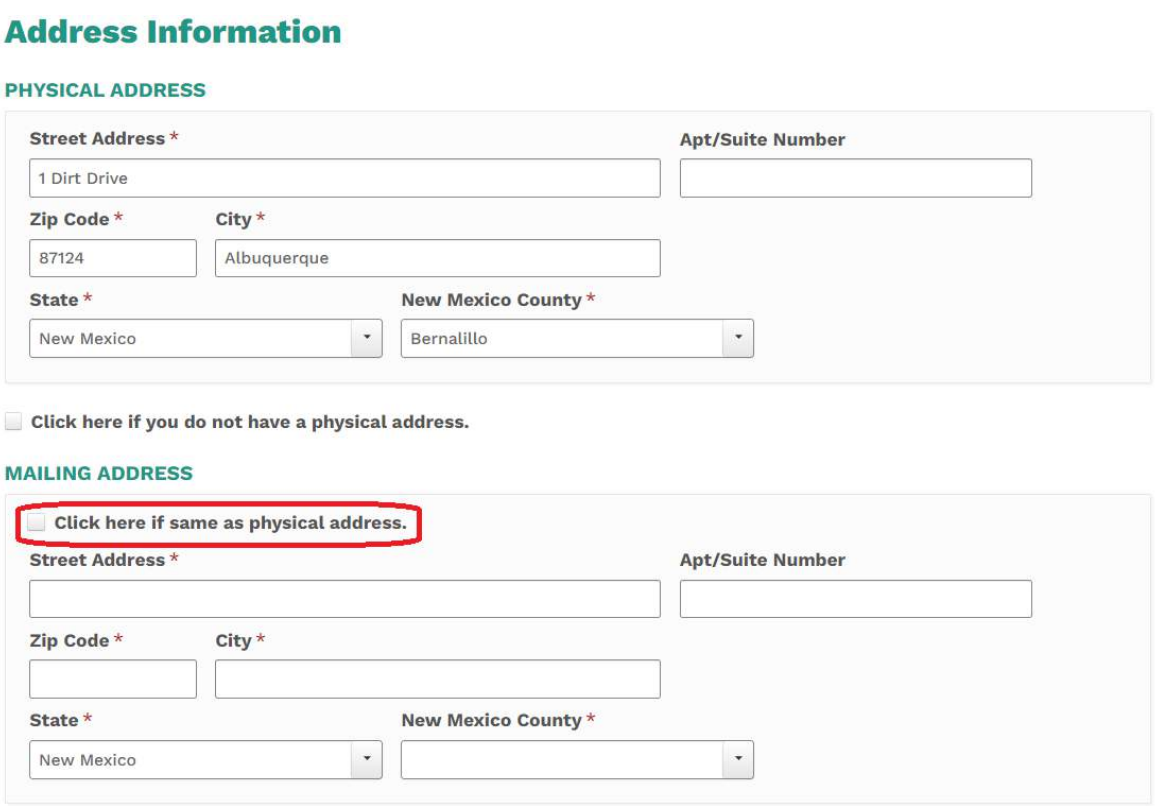
- Page 2 requires the applicant's/Family's living situation and address if applicable.
- If the applicant/family does not have a permanent mailing or physical address, the user can make the proper selection and check the checkboxes indicating this and the address fields will no longer be required to continue.

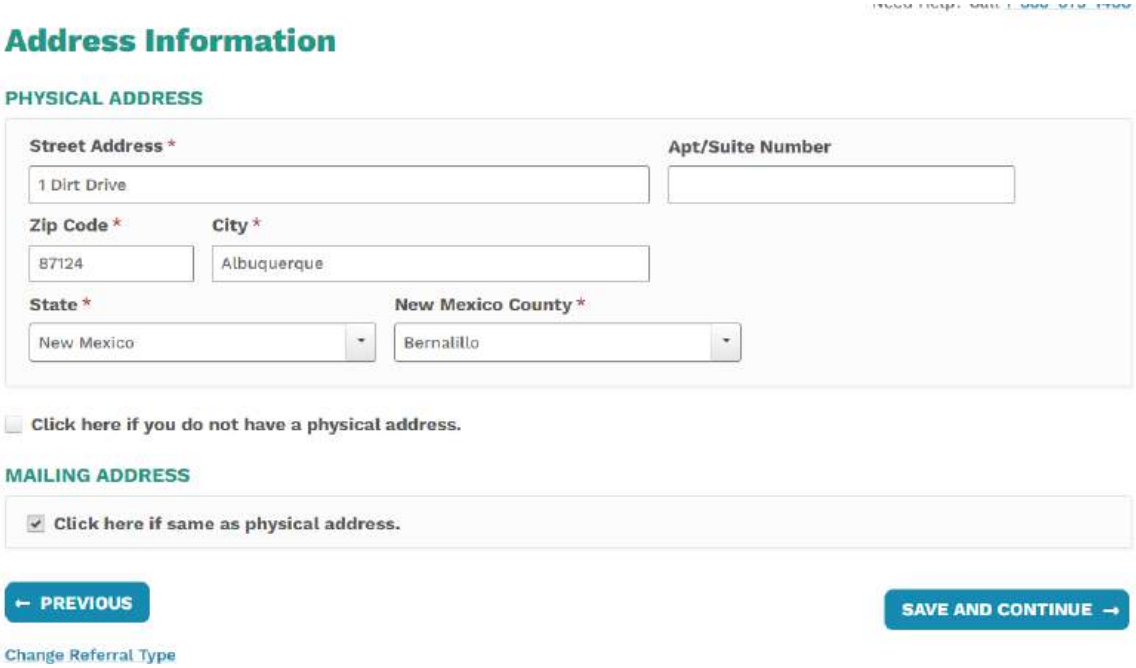


- If the applicant/family does not have a physical address and checks the checkbox, they will be asked about their living situation instead of being required to enter a physical address.



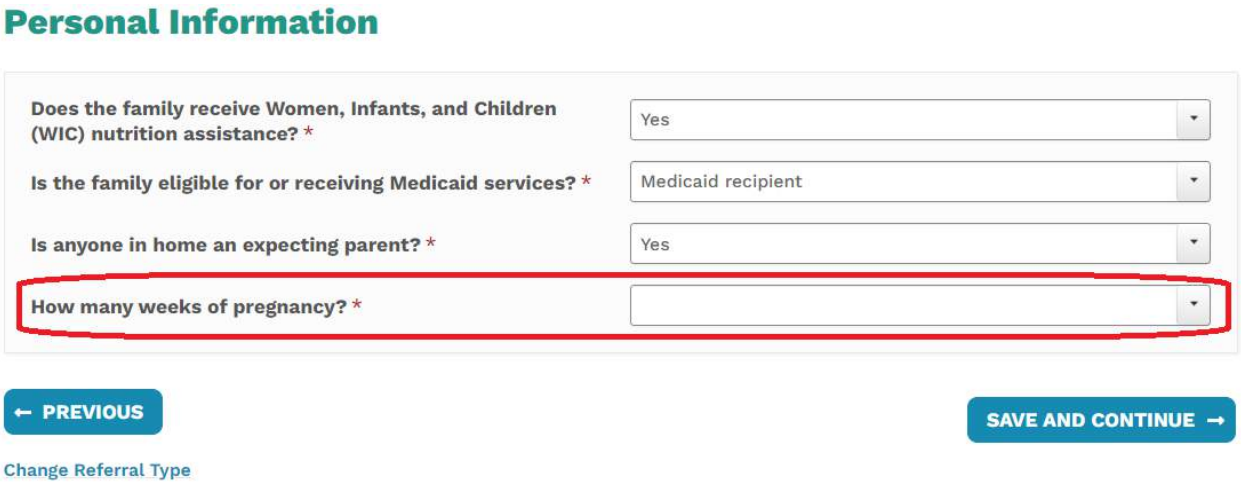
- When the physical address is entered, the HV user has the option to use the same address as the mailing address by checking the Click here if same as physical address checkbox within the mailing address section.
- If the checkbox is checked, the mailing address fields disappear and are automatically populated with the physical address.





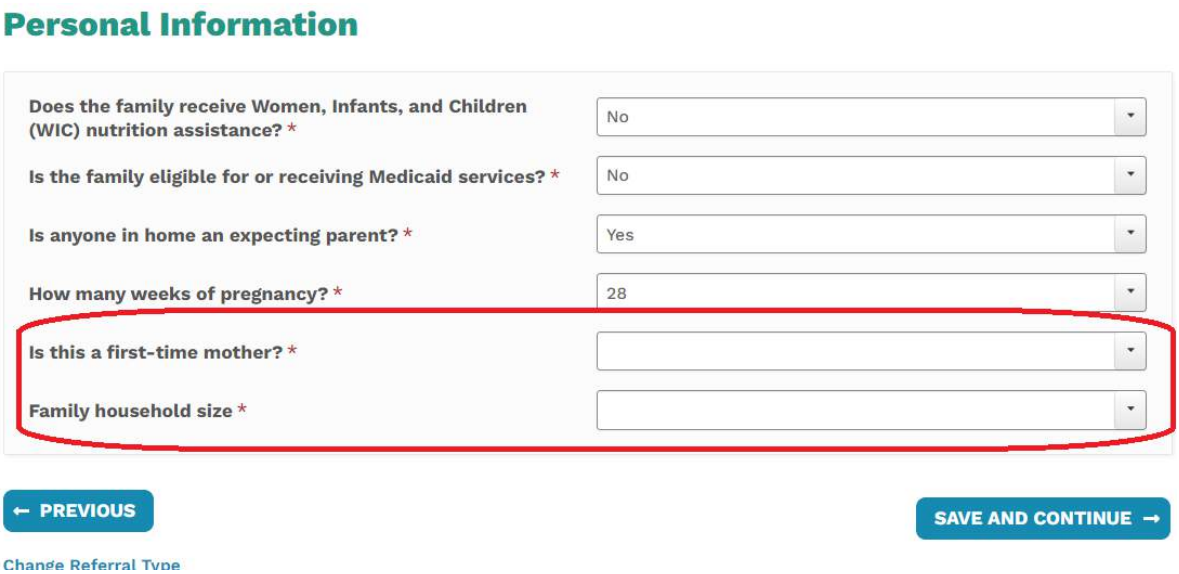
- Page 3 asks the applicant/family questions regarding any assistance or services they already receive from other programs.

- If the HV user selects Yes in the “Is anyone in the home an expecting parent?” field then a new question of “How many weeks of pregnancy?” appears.

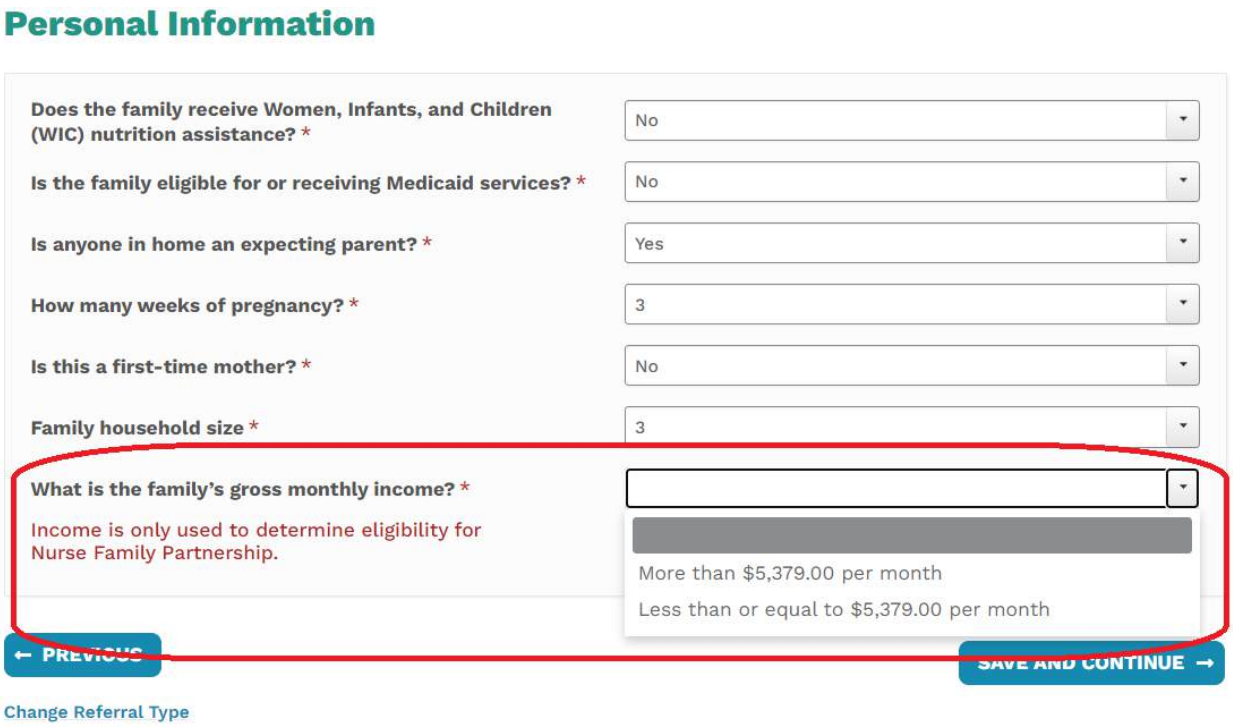


- For all Counties except Bernalillo and Valencia, this is the last question and the HV user moves on.
- If the HV user selected that services were needed in Bernalillo or Valencia Counties on page 1, then some questions only specific to residents of those counties appear in the following scenarios.
- These questions are only specific to Valencia and Bernalillo County residents because they are the only two Counties which offer the Nurse Family Partnership (FNP).

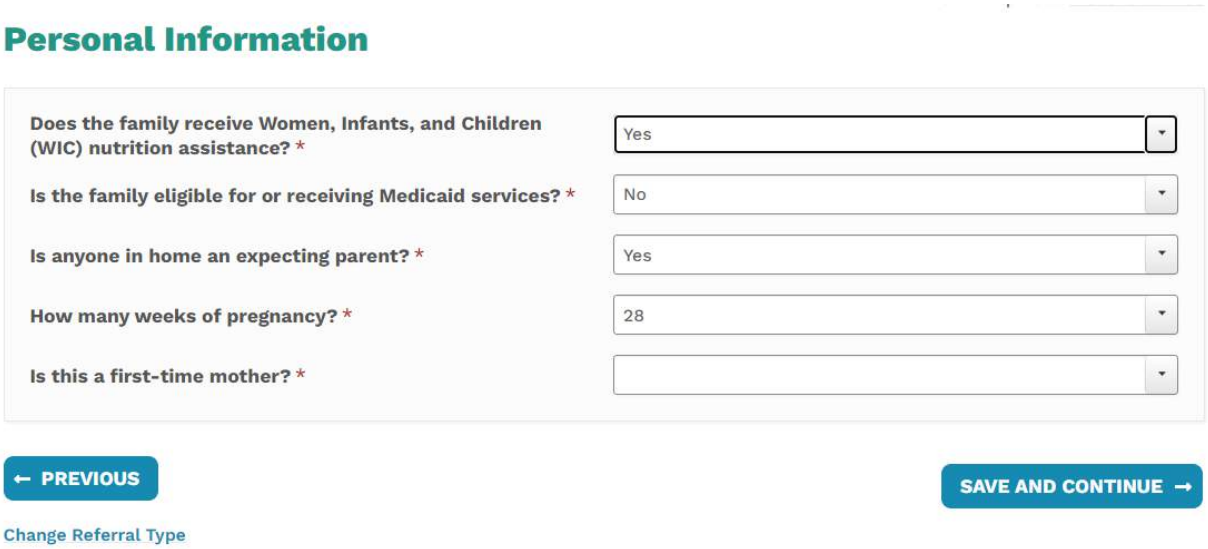
- For families receiving services in Bernalillo or Valencia Counites, if the HV user selects No in the "Do you receive WIC?" field and No or I don't know in the "Are you eligible for or receiving Medicaid services?" field, and enters 1 - 28 weeks of pregnancy in the "How many weeks of pregnancy?" field, then 2 new questions appear.
    - "Is this a first-time mother?"
    - "Family household size"

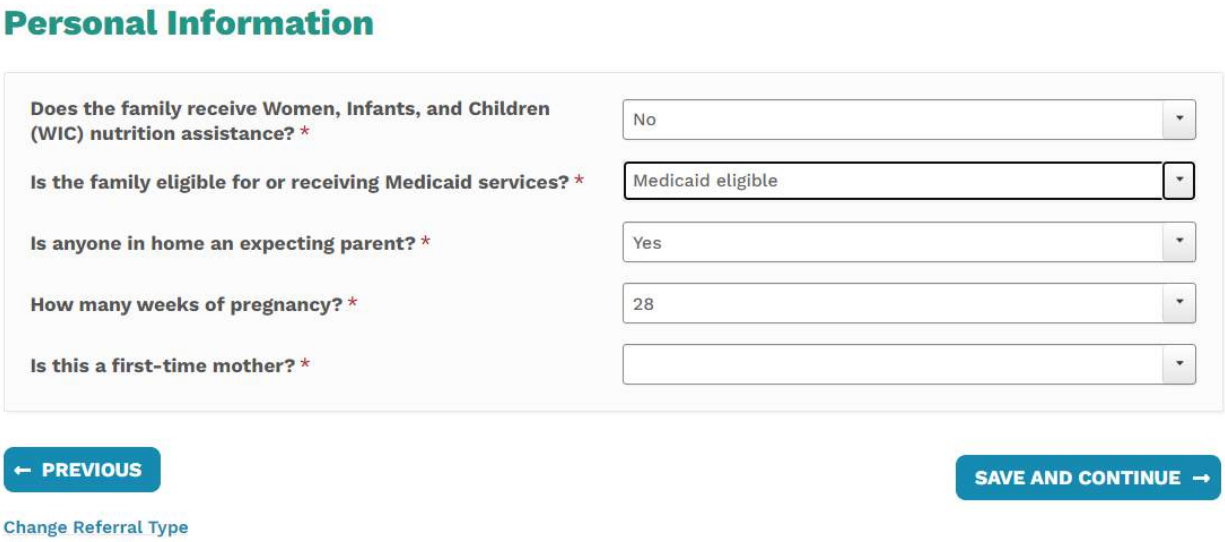


- When the family household size question is answered, the last question appears.
    - "What is the family's gross monthly income?"
- Note: this question is only asked if the family needs services in Bernalillo and Valencia Counties and does not affect their eligibility for home visiting services in any way.
- All families are eligible for home visiting services regardless of their income.

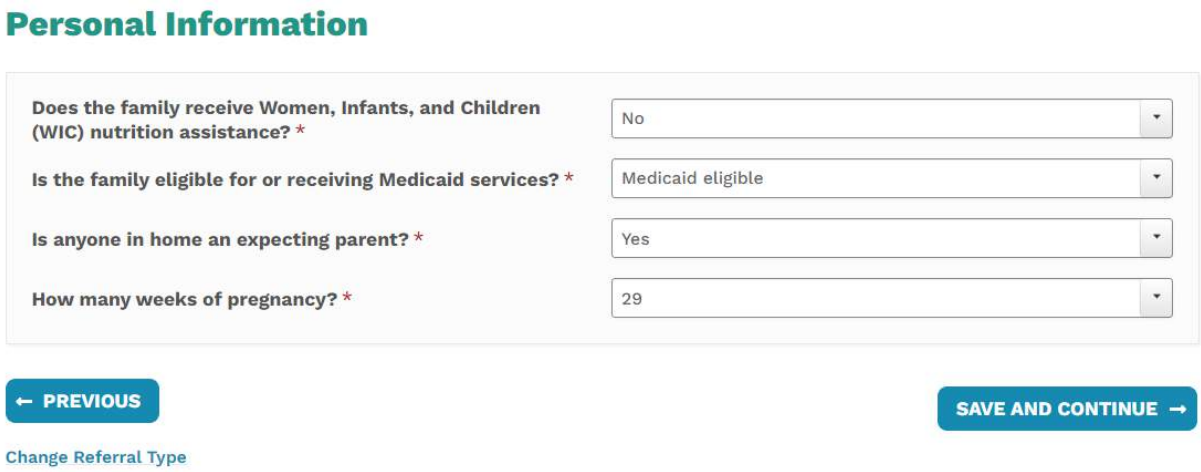


- If the applicant/family selects Yes in either or both of the first two fields stating they do receive WIC and/or they are eligible for Medicaid services, then the Family household size question does not appear (Bernalillo and Valencia residents only).



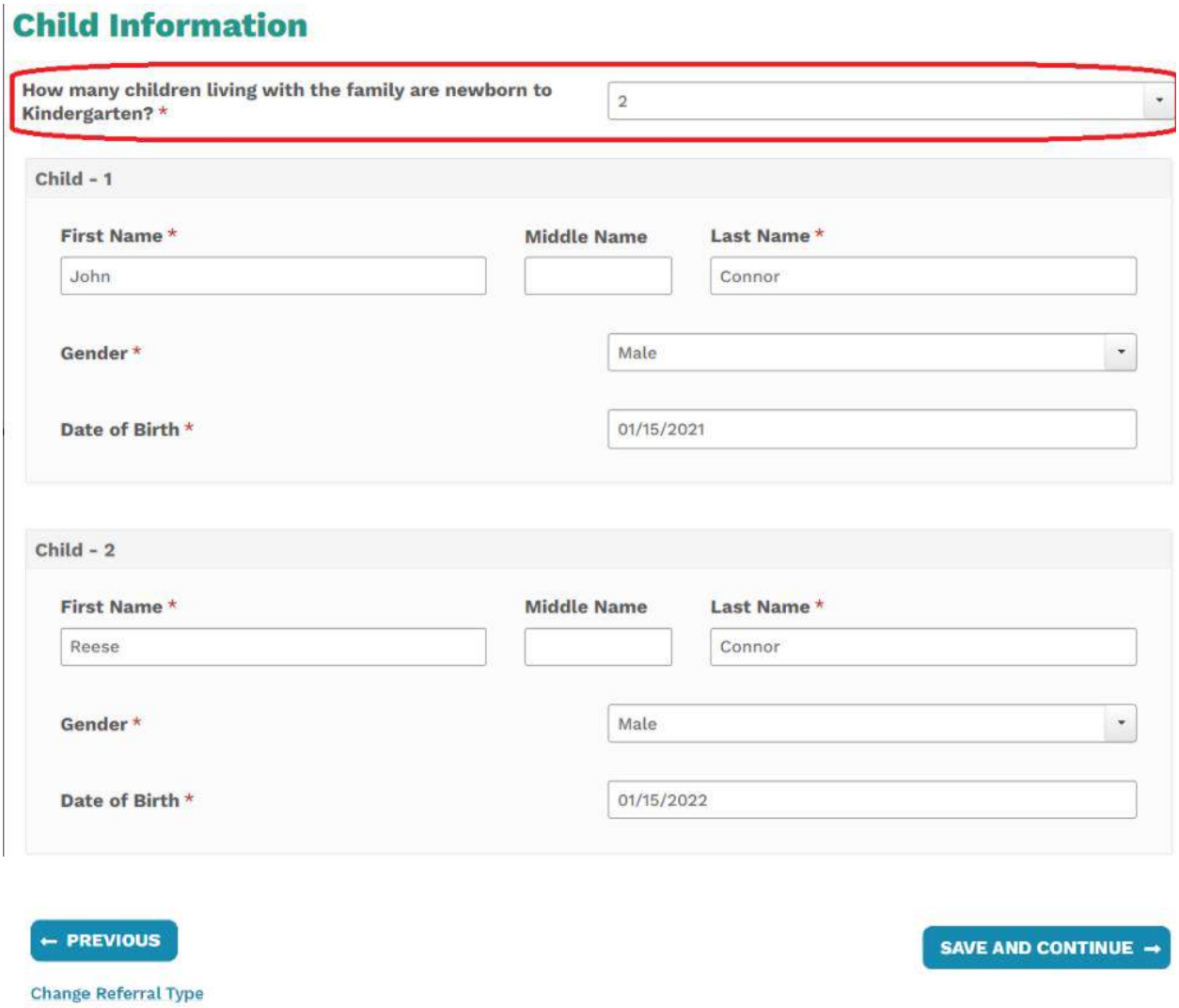


- If the applicant/family selects 29 weeks or more of pregnancy, then the is this a first-time mother question does not appear.



- Page 4 asks the applicant/participant about their child information.

- The user will need to collect information for all children in the household
- The number selected in the “How many children living with the family are newborn to Kindergarten?” field will determine how many child profiles must be completed.



- Page 5 of the complete referral is the review page where the user can review all information they have entered in the referral and edit each section as needed.
- If all information is accurate, the user can click the Check Eligibility button to proceed to the final page of the referral.

Review Home Visiting Referral

BASIC INFORMATION

Full Name
McDunnough, Edwina

Date of Birth
04/15/1985

Gender
Female

Preferred Language
English

Phone Number
(505) 654-6546

Email
bowhunter122612@gmail.com

County where services are needed
Bernalillo

How did you hear about Home Visiting?
Early Show with Alax

EDIT

ADDRESS INFORMATION

Physical Address
1 Dirt Drive
Albuquerque, New Mexico 87124

County
Los Alamos

Is mailing address same as physical address?
Yes

EDIT

PERSONAL DETAILS

Receives WIC nutrition assistance
No

Medicaid eligible or Medicaid recipient
No

Is anyone in the home an expecting parent?
Yes

Weeks of pregnancy
3

Is this a first-time mother?
No

Household size
3

Household gross monthly income
Less than or equal to $5,379.00 per month

EDIT

CHILD INFORMATION

Child - 1

Name	Date of Birth	Gender
Connor, John	01/15/2021	Male

Child - 2

Name	Date of Birth	Gender
Connor, Reese	01/15/2022	Male

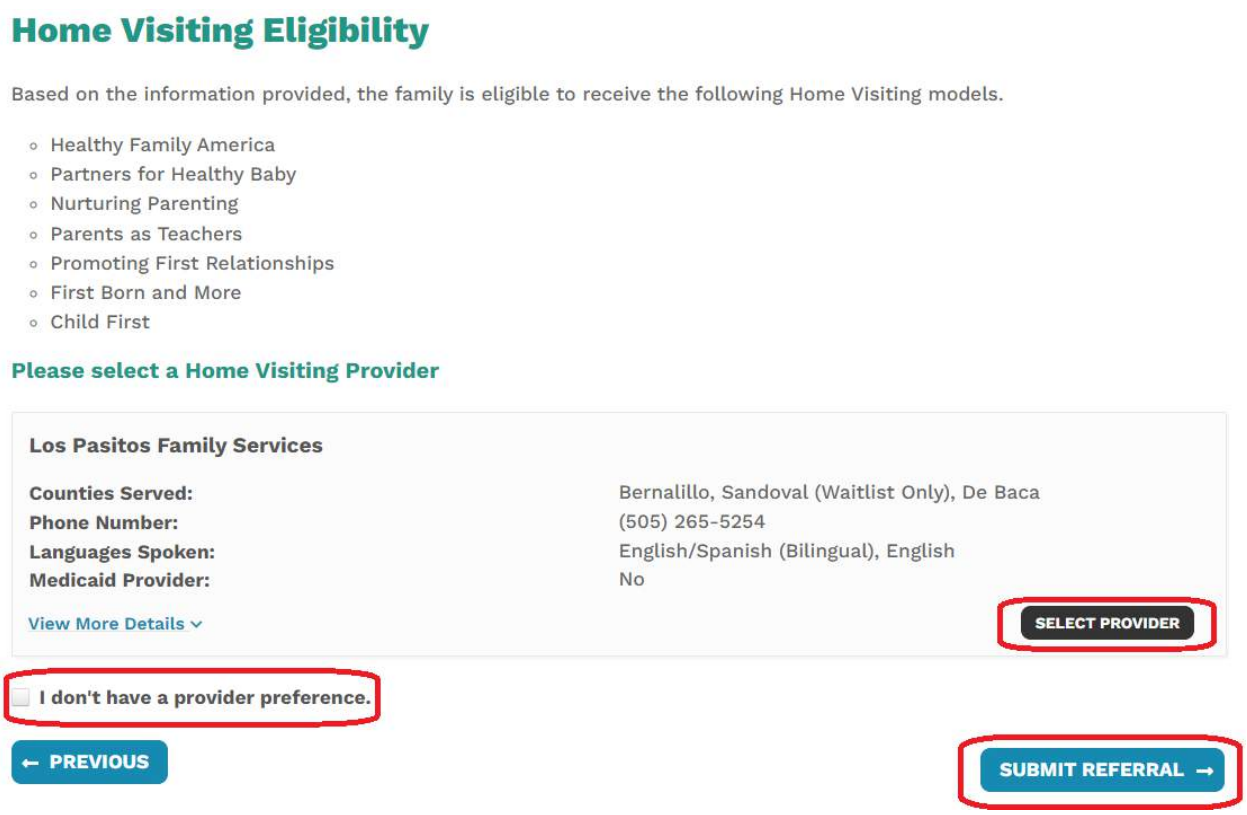
EDIT

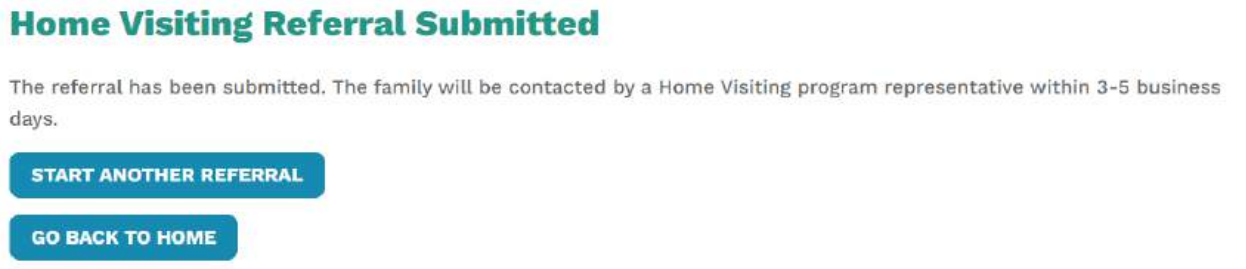
← PREVIOUS

CHECK ELIGIBILITY →

Change Referral Type

- Page 6 is the final page of the referral. This page lets the user know what program's the applicant/family is eligible for based on the answers they provide in the referral.
- The user has the option to select the home visiting provider they wish to assign the referral to at this time. The referral will be routed to the home visiting provider's Assigned Referrals queue upon being submitted.
- If the applicant/family does not have a provider preference, the user can check the "I don't have a provider preference." check box and the referral will be routed to the open referrals queue upon being submitted, where any provider who provides services within the family's county can pick up the referral.





- If the referral was assigned to the provider the user works for, the user can now see the complete referral in the Assigned Referrals queue within the home visiting provider's profile.

Assigned Referrals

Count: 6

ID	Name	Type	Submitted Date	County	Status
1000	Gunnam, Ravi Kiran	Third Party	05/19/2024	Bernalillo	Provider Completing Referral
1001	Tester, John	HV Provider	05/20/2024	Bernalillo	Assigned to Provider
1019	Lipton, Troy	HV Provider	05/20/2024	Bernalillo	Assigned to Provider
1089	Tester, John	HV Provider	05/29/2024	Bernalillo	Provider Completing Referral
1096	Studio, Jlab	Third Party	05/31/2024	Guadalupe	Provider Completing Referral
1097	Core, Sound	Third Party	05/31/2024	Valencia	Provider Completing Referral

- Once a referral has been assigned to a home visiting provider, the provider can open the referral by clicking on the referral ID.
- The user can choose to send the referral to the UNM referral system to continue and complete the referral process.
- The user can choose to remove the assignment from the home visiting provider's assigned referrals. This will move the referral to the Open Referrals queue to be picked up by any provider who provides services within the same county.
- Lastly, the user can choose to close the referral for a number of reasons. If the referral is closed, no services will be provided to the applicant/family.

HV Referral

< Go Back

REFERRAL INFORMATION

Referral ID
1001

Referral Type
HV Provider

Submitted Date
05/20/2024

Submitted By
Avenues Early Childhood Services

Current Status
Assigned to Provider

Status Date
05/20/2024

Eligible Models
Partners for Healthy Baby, Nurturing Parenting, Parents as Teachers, Promoting First Relationships, First Born and More, Child First, Healthy Family America

View Status History +

BASIC INFORMATION

Full Name
Tester, John

Date of Birth
05/01/2000

Gender
Male

Preferred Language
English

Phone Number
(505) 555-5555

Email
john2@gmail.com

County where services are needed
Bernalillo

How did you hear about Home Visiting?
Project Hatch

ADDRESS INFORMATION

Physical Address
123 State Street
Albuquerque, New Mexico 87108

County
Bernalillo

Is mailing address same as physical address?
Yes

BASIC INFORMATION

Full Name
Connor, Sarah

Date of Birth
01/18/1965

Gender
Female

Preferred Language
NA

Phone Number
(654) 545-6456

Email
NA

County where services are needed
Bernalillo

How did you hear about Home Visiting?
Early Show with Alax

ADDRESS INFORMATION

Current Living Situation
In a home that I own or rent

Mailing Address
1 Terminator Drive
Albuquerque, New Mexico
87124

Physical Address
1 Terminator Drive
Albuquerque, New Mexico
87124

County
Bernalillo

County
Bernalillo

PERSONAL DETAILS

Receives WIC nutrition assistance
Yes

Medicaid eligible or Medicaid recipient
No

Is anyone in the home an expecting parent?
Yes

Weeks of pregnancy
40

PERSONAL DETAILS

Receives WIC nutrition assistance
Yes

Medicaid eligible or Medicaid recipient
Medicaid eligible

Is anyone in the home an expecting parent?
Yes

Weeks of pregnancy
14

Is this a first-time mother?
No

CHILD INFORMATION

Child - 1

Name
Taylor, Johnny

Date of Birth
03/23/2020

Gender
Male

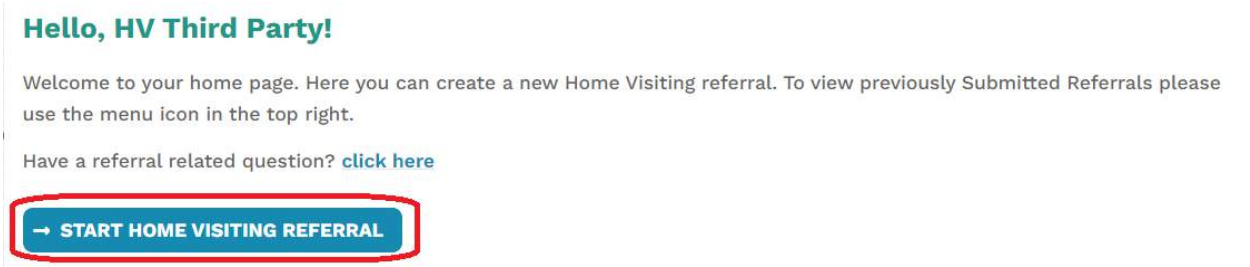
Remove Assignment | Close Referral

< Go Back

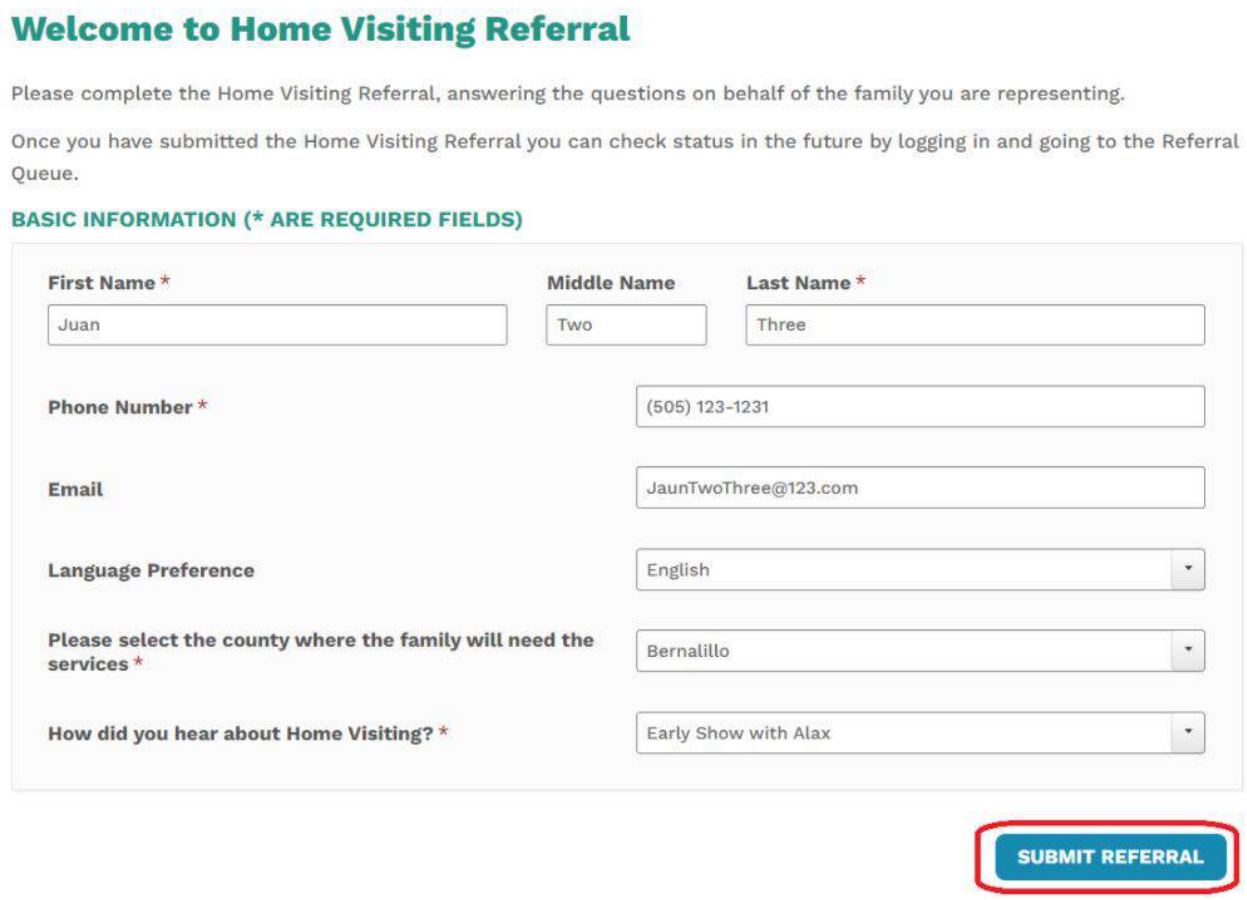
REFERRALS SUBMITTED BY THIRD PARTY ORGANIZATIONS

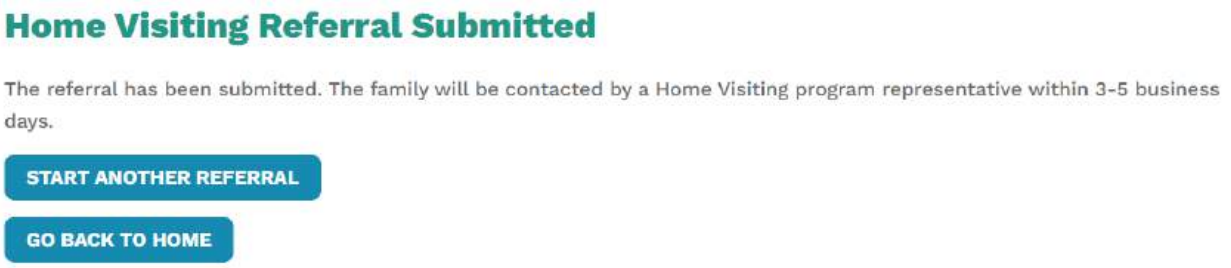
Third party organization users can submit quick referrals on behalf of applicants/families. These referrals are submitted into the open queue for providers within the same county as the applicant/family can pick up and complete.

- To start a new referral, click the Start Home Visiting Referral button to launch the quick referral page.

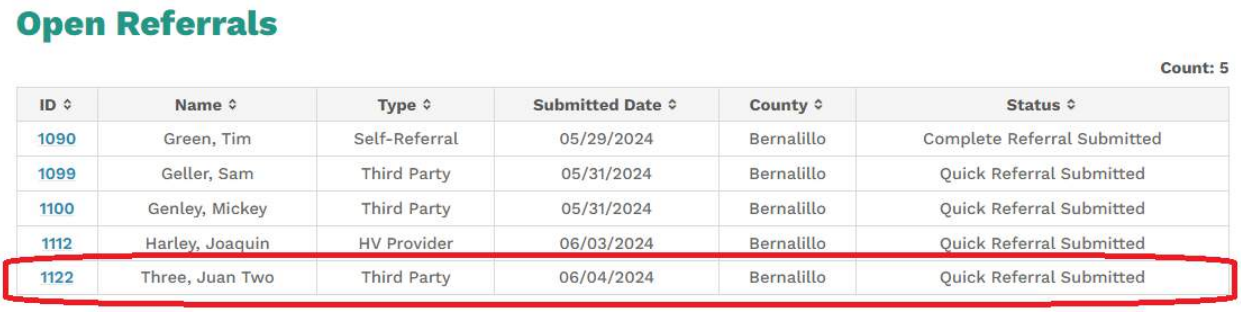


- Once launched, the third party user fills out the required fields.
- After all required fields have been filled out, the third party user can submit the referral.





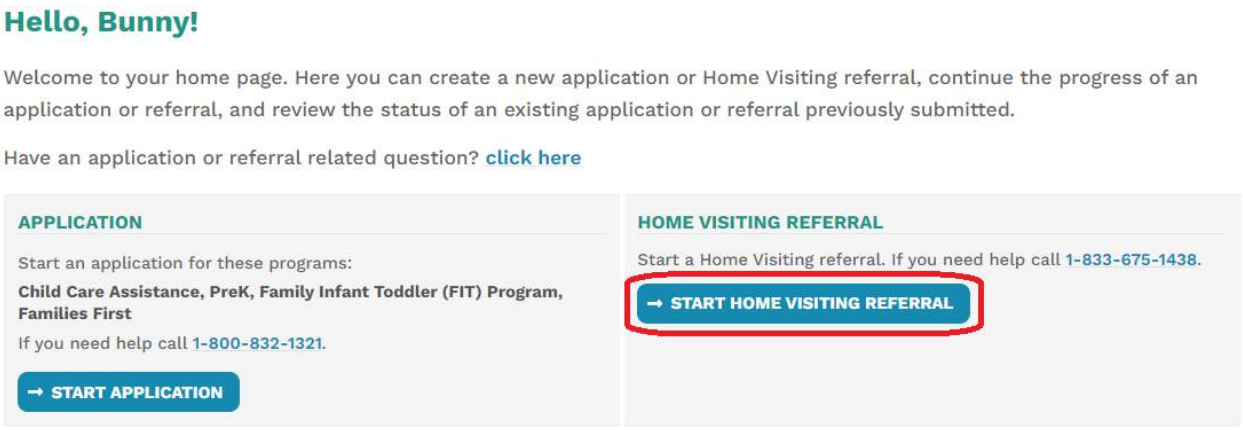
- Once submitted, the quick referrals submitted by third party organizations are routed to the open queue for the county listed in the quick referral.
- Any provider who provides services within the county can assign the quick referral to their provider profile to be completed.



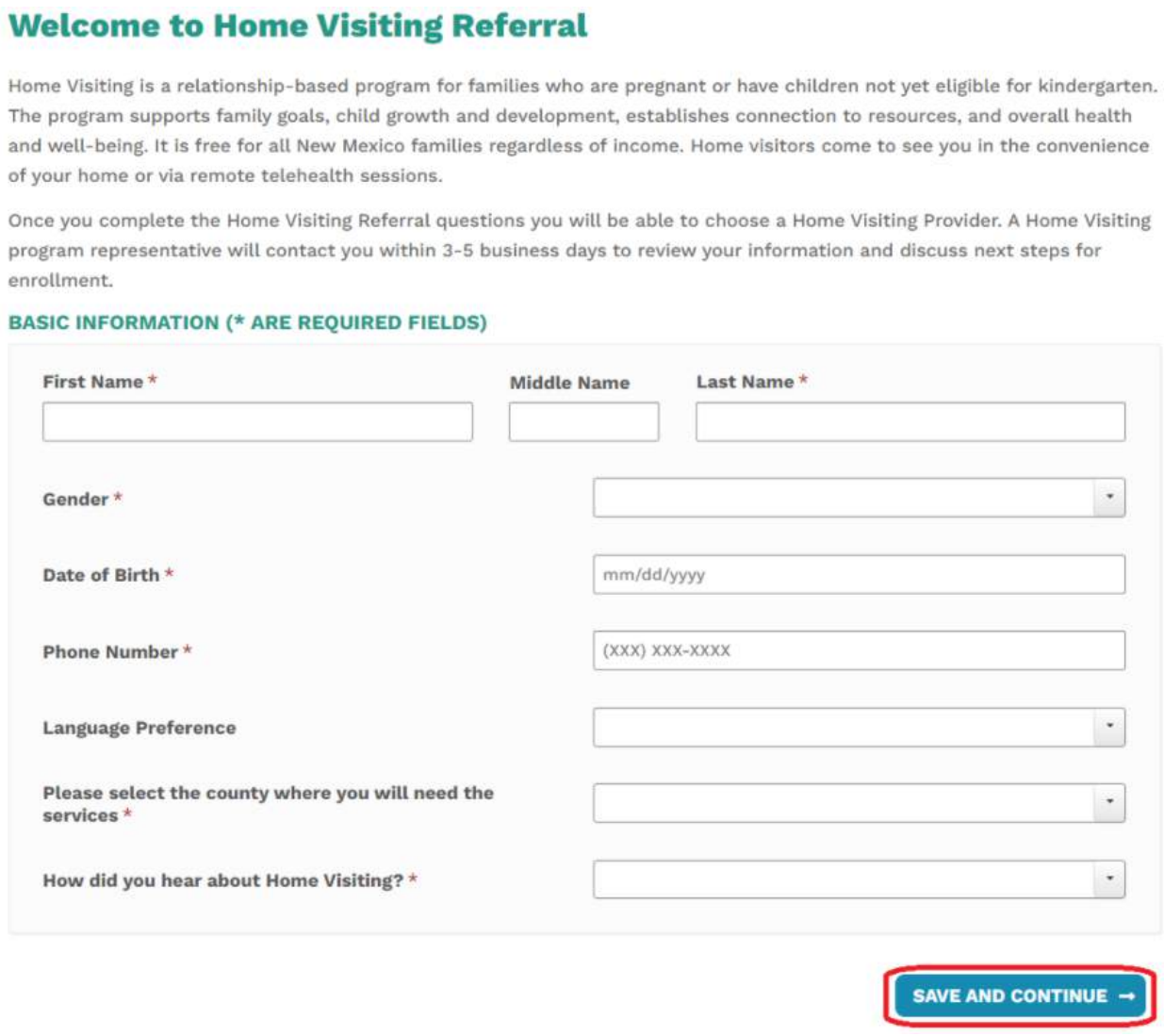
REFERRALS SUBMITTED BY FAMLIES (SELF REFERRALS)

Applicants/Families are able to register and create an account within AIE and submit self referrals on their own behalf. The applicants/families are only able to submit complete referrals since they can readily answer all of the questions within the complete referral.

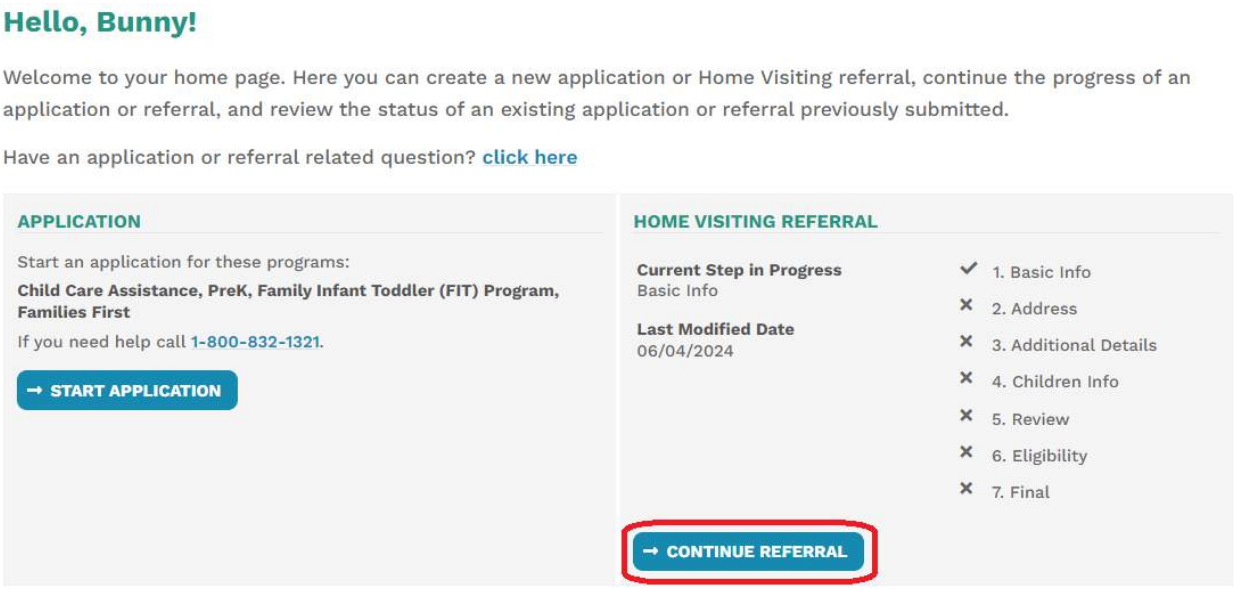
- Once the applicant/family registers their user account and is set up, they will land on the applicant/family home page/landing page.
- Here the applicant/family can start a new application for childcare assistance or start a new home visiting referral, depending on what services they are in need of.
- The following focuses on the home visiting referral portion of the system.
- To begin a self referral, the applicant/family clicks on the Start Home Visiting Referral button to launch the complete referral page.



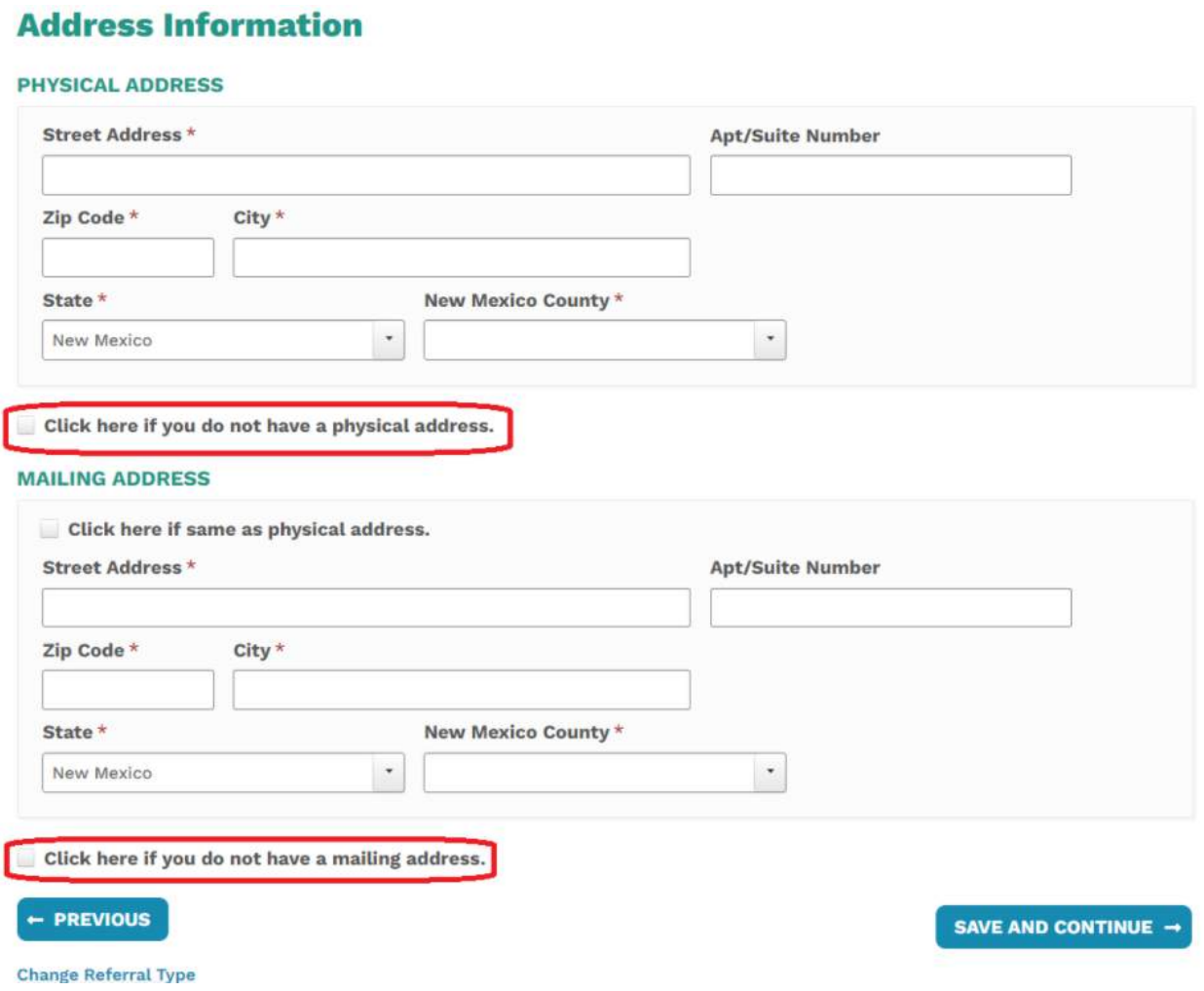
- Once launched, the applicant/family must fill out all required fields within the complete referral.
- When all of the required fields have been filled out on each page, the applicant/family must click on Save and Continue to advance to the next page of the referral.



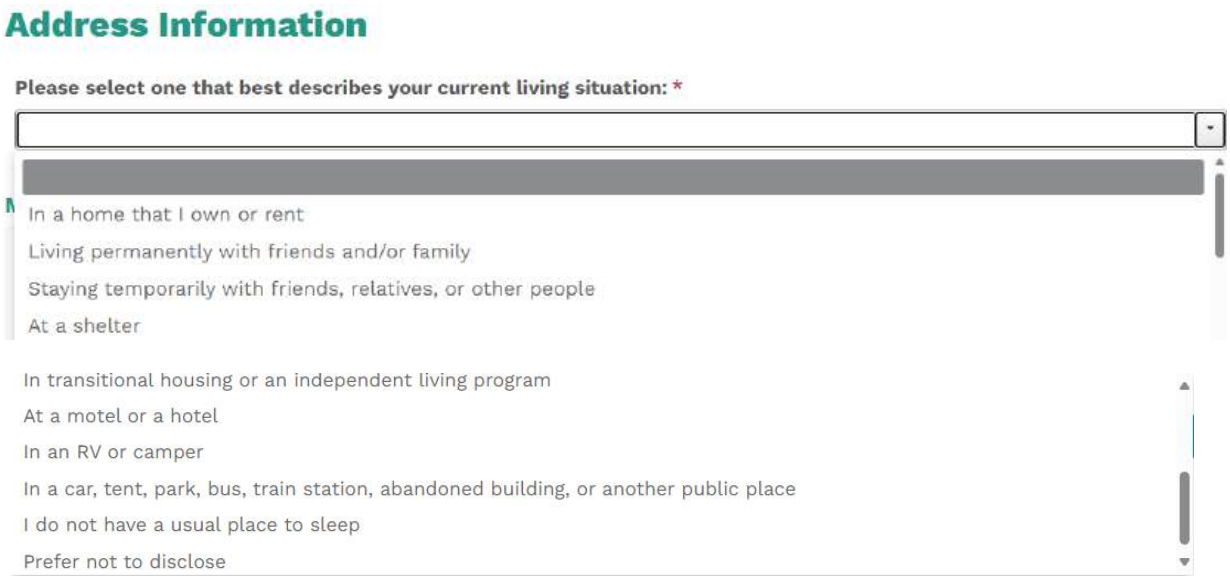
- If at any point the applicant/family needs to stop the referral, they can simply click the Save and Continue button and exit the referral.
- The referral will be saved in the Home Visiting Referrals In Progress section of the applicant's/family's home page.
- Here the applicant/family can continue the referral process when they are able to do so.



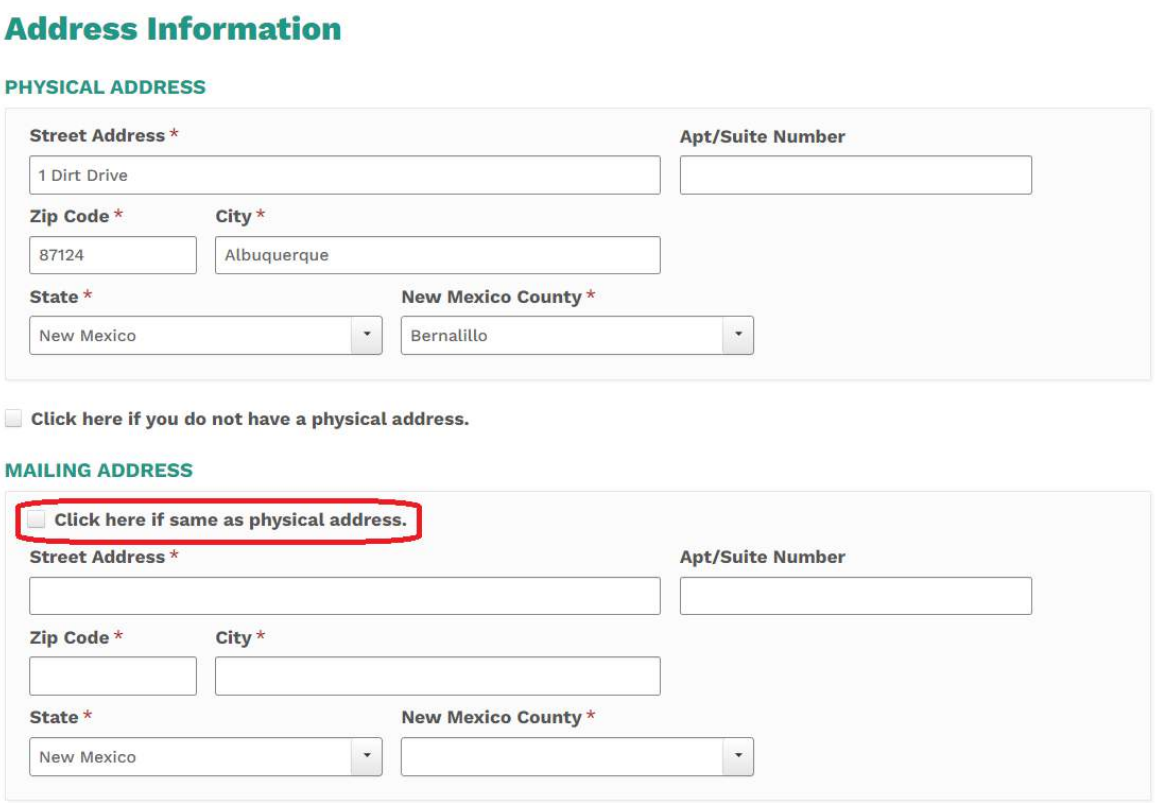
- Page 2 requires the applicant's/Family's living situation and address if applicable.
- If the applicant/family does not have a permanent mailing or physical address, the user can make the proper selection and check the checkboxes indicating this and the address fields will no longer be required to continue.

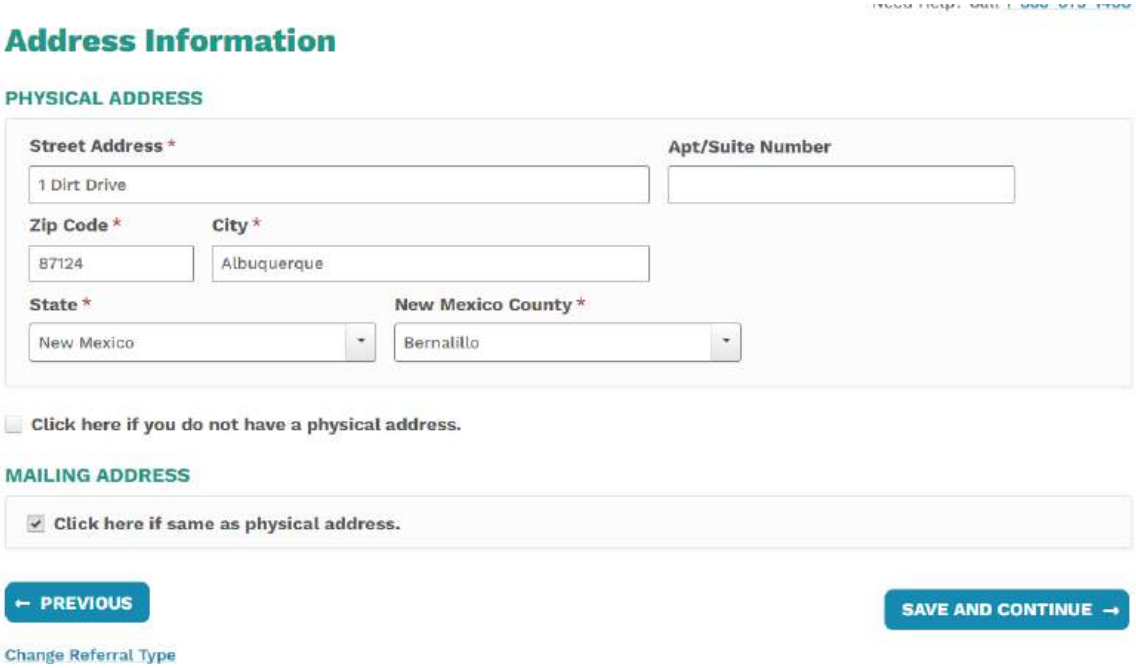


- If the applicant/family does not have a physical address and checks the checkbox, they will be asked about their living situation instead of being required to enter a physical address.



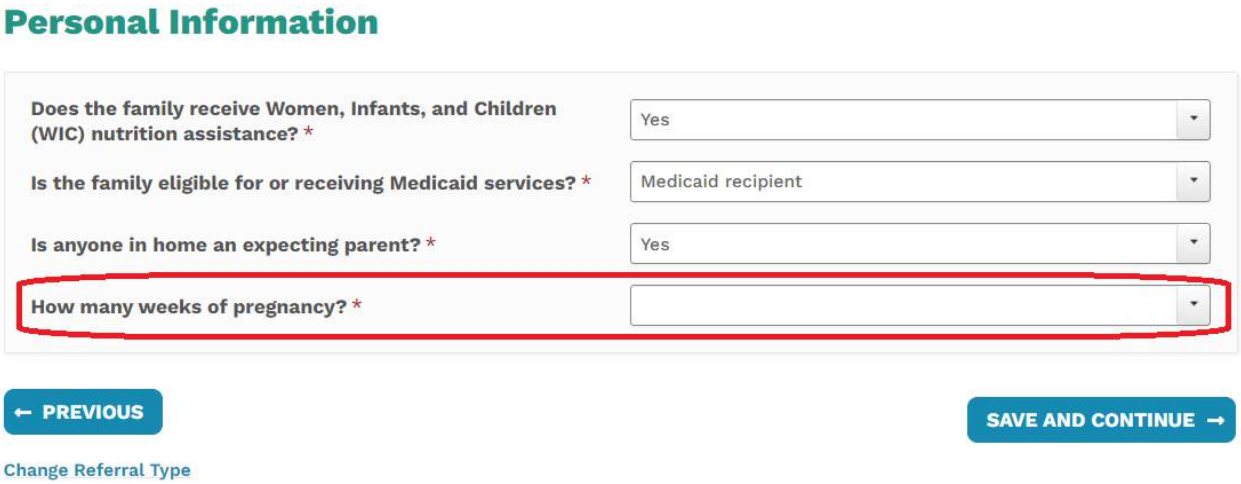
- When the physical address is entered, the applicant has the option to use the same address as the mailing address by checking the Click here if same as physical address checkbox within the mailing address section.
- If the checkbox is checked, the mailing address fields disappear and are automatically populated with the physical address.





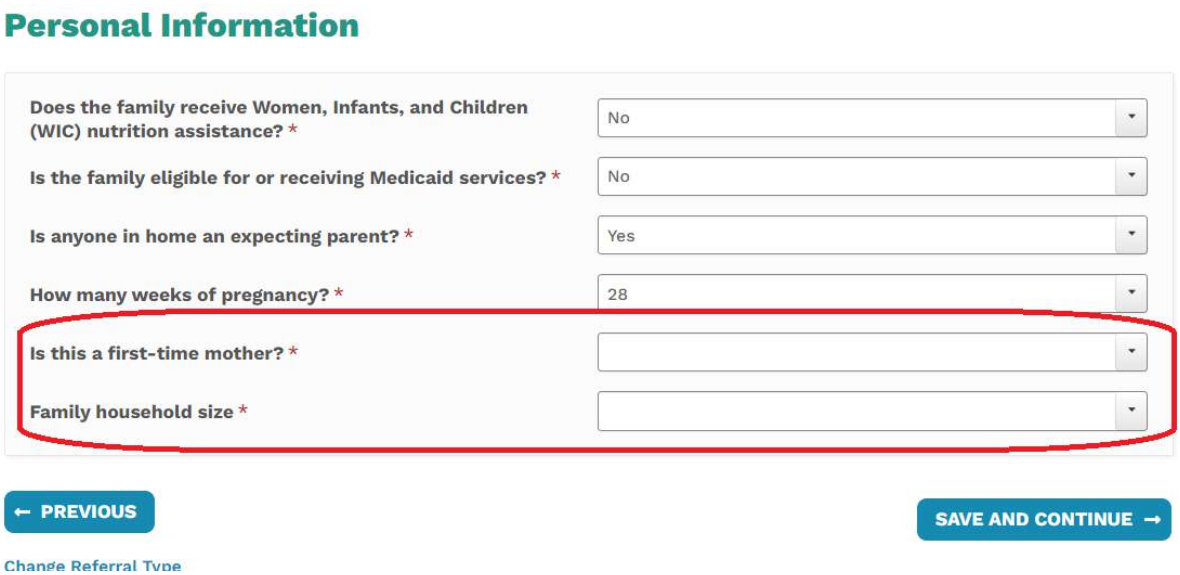
- Page 3 asks the applicant/family questions regarding any assistance or services they already receive from other programs.

- If the applicant selects Yes in the "Is anyone in the home an expecting parent?" field then a new question of "How many weeks of pregnancy?" appears.

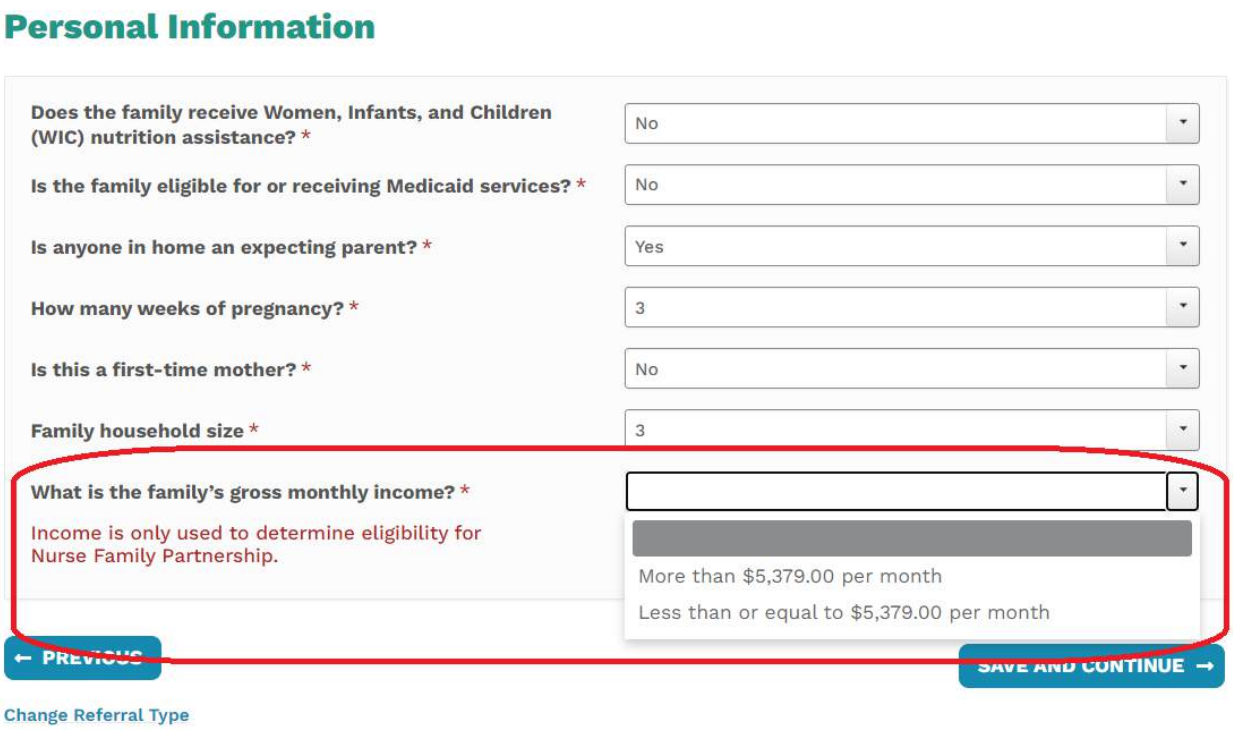


- For all applicants/families living in any other County except Bernalillo and Valencia, this is the last question and the applicant moves on.
- If the applicant selected that services were needed in Bernalillo or Valencia Counties on page 1, then some questions only specific to residents of those counties appear in the following scenarios.
- These questions are only specific to Valencia and Bernalillo County residents because they are the only two Counties which offer the Nurse Family Partnership (FNP).

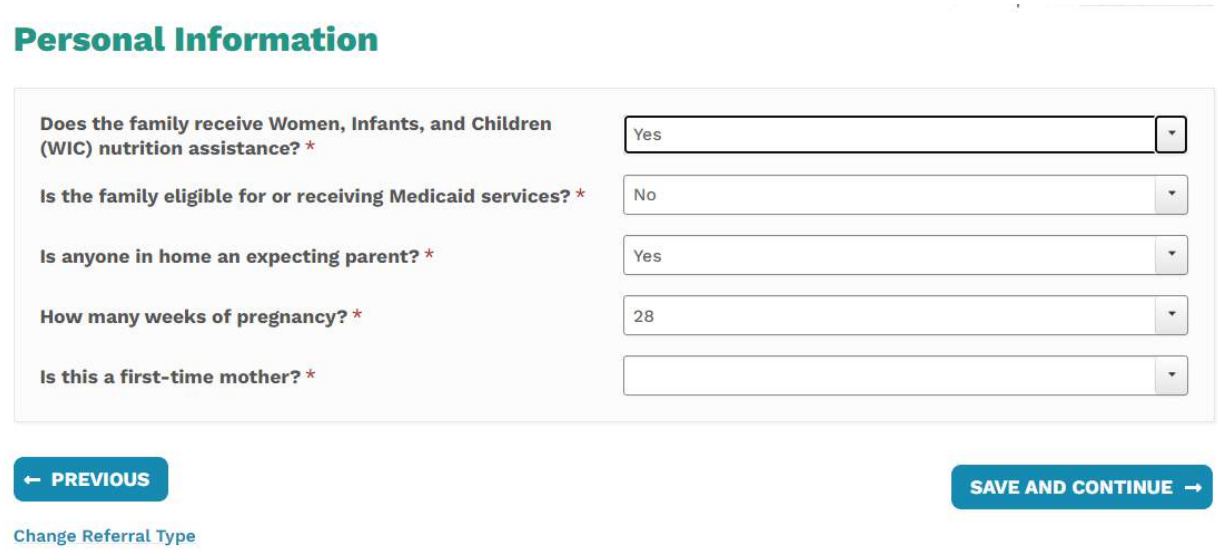
- For families receiving services in Bernalillo or Valencia Counites, if the applicant selects No in the "Do you receive WIC?" field **and** No or I don't know in the "Are you eligible for or receiving Medicaid services?" field, **and** enters 1 - 28 weeks of pregnancy in the "How many weeks of pregnancy?" field, then 2 new questions appear.
    - "Is this a first-time mother?"
    - "Family household size"

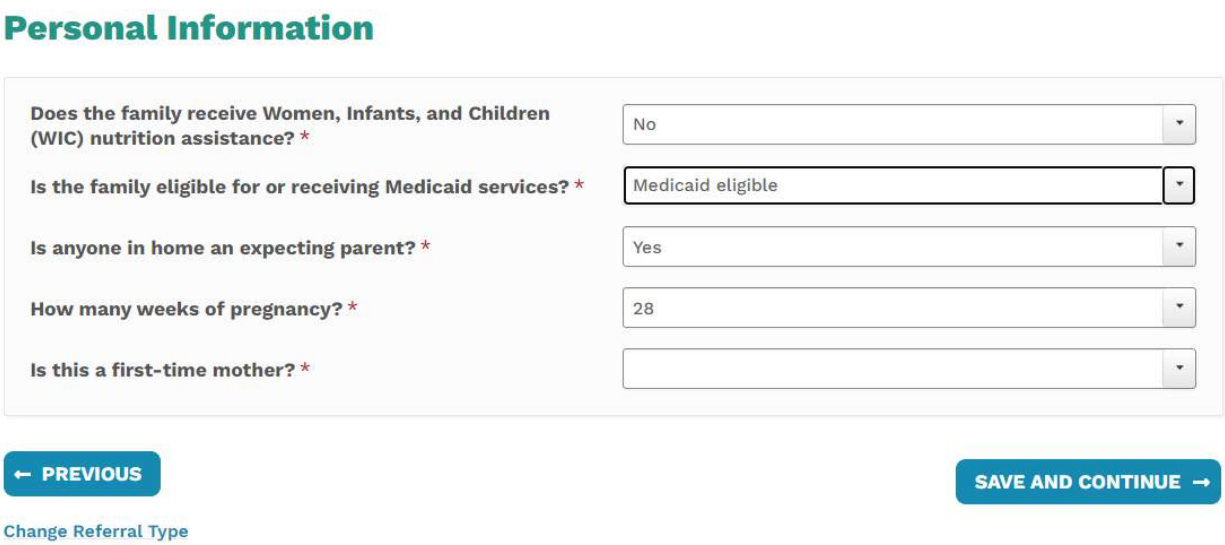


- When the family household size question is answered, the last question appears.
    - "What is the family's gross monthly income?"
- Note: this question is only asked if the family needs services in Bernalillo and Valencia Counties and does not affect their eligibility for home visiting services in any way.
- All families are eligible for home visiting services regardless of their income.

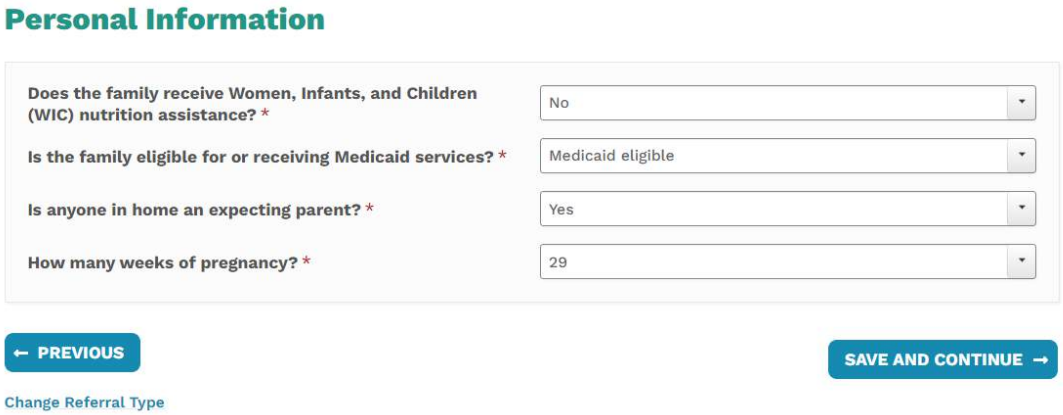


- If the applicant/family selects Yes in either or both of the first two fields stating they do receive WIC and/or they are eligible for Medicaid services/Medicaid Recipient, then the Family household size question does not appear (Bernalillo and Valencia residents only).

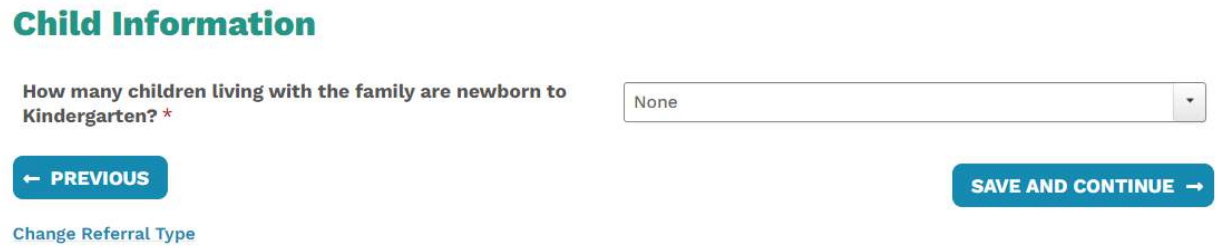




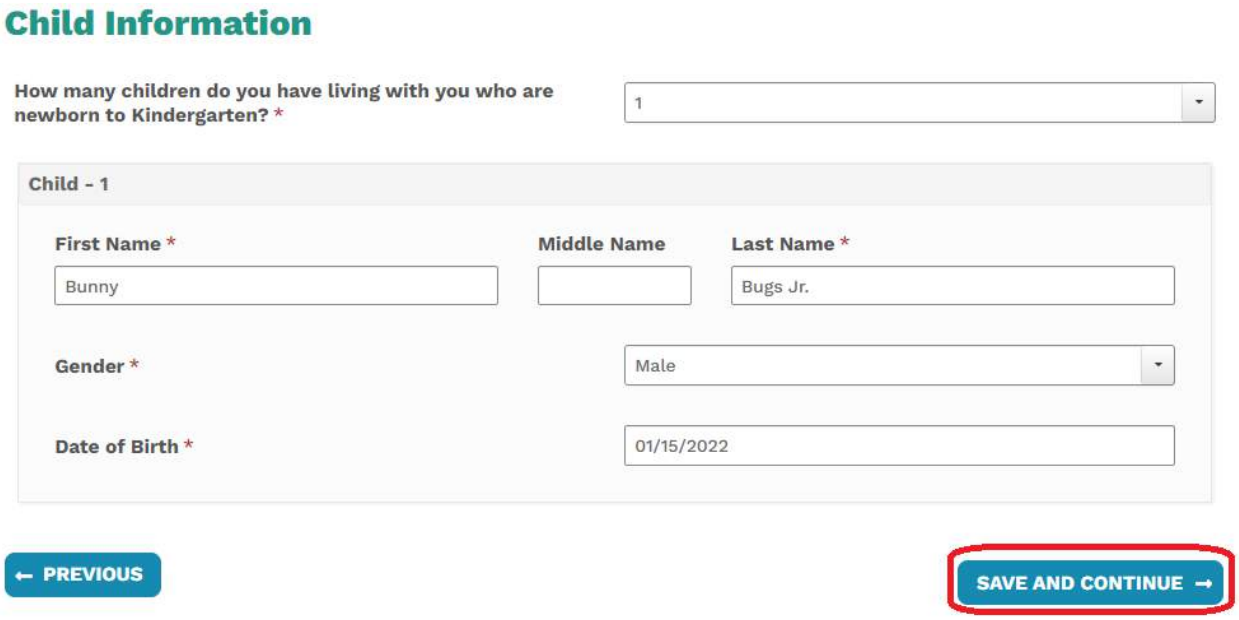
- If the applicant/family selects 29 weeks or more of pregnancy, then the is this a first-time mother question does not appear.



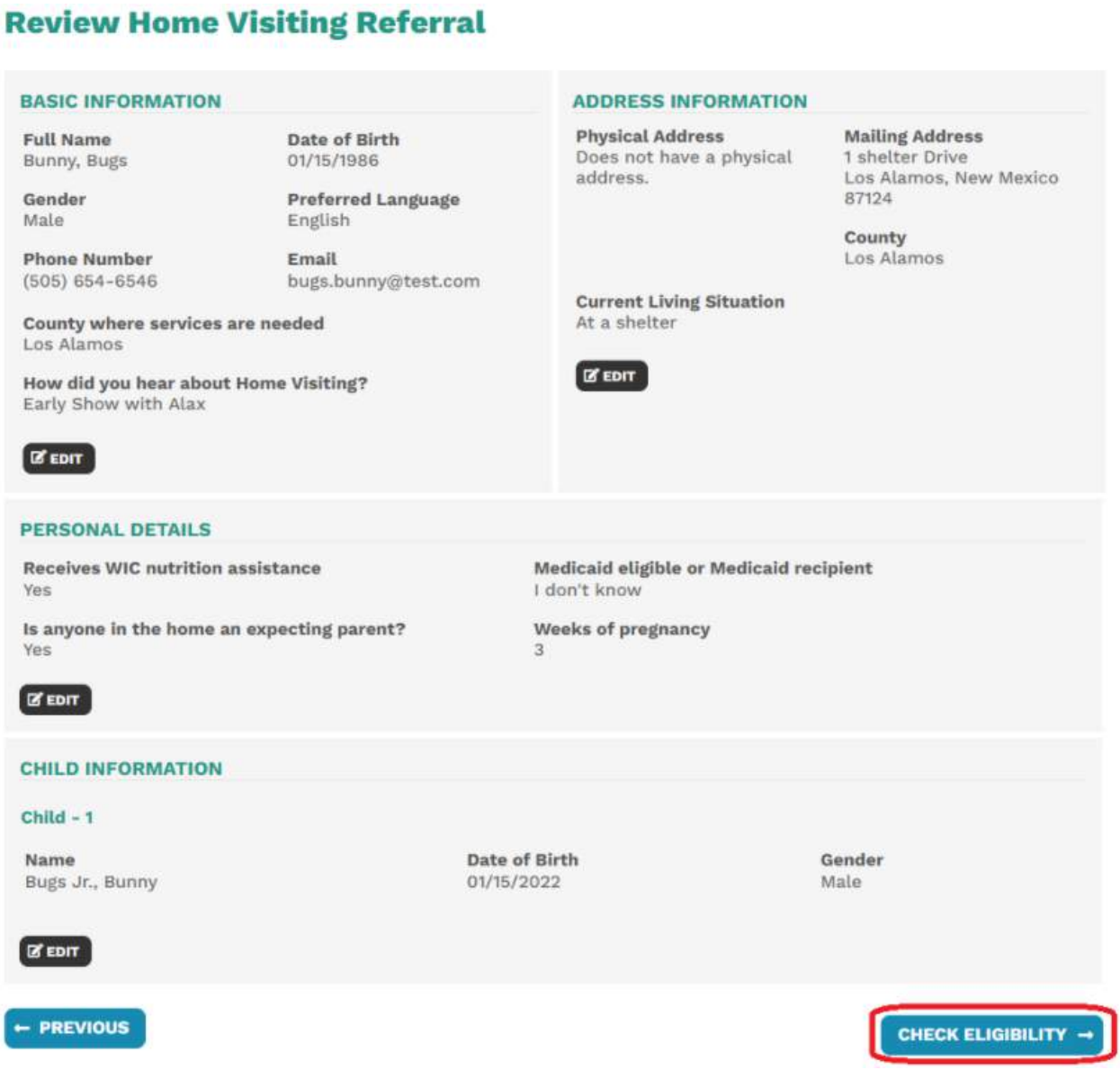
- Page 4 asks the applicant about their child information.



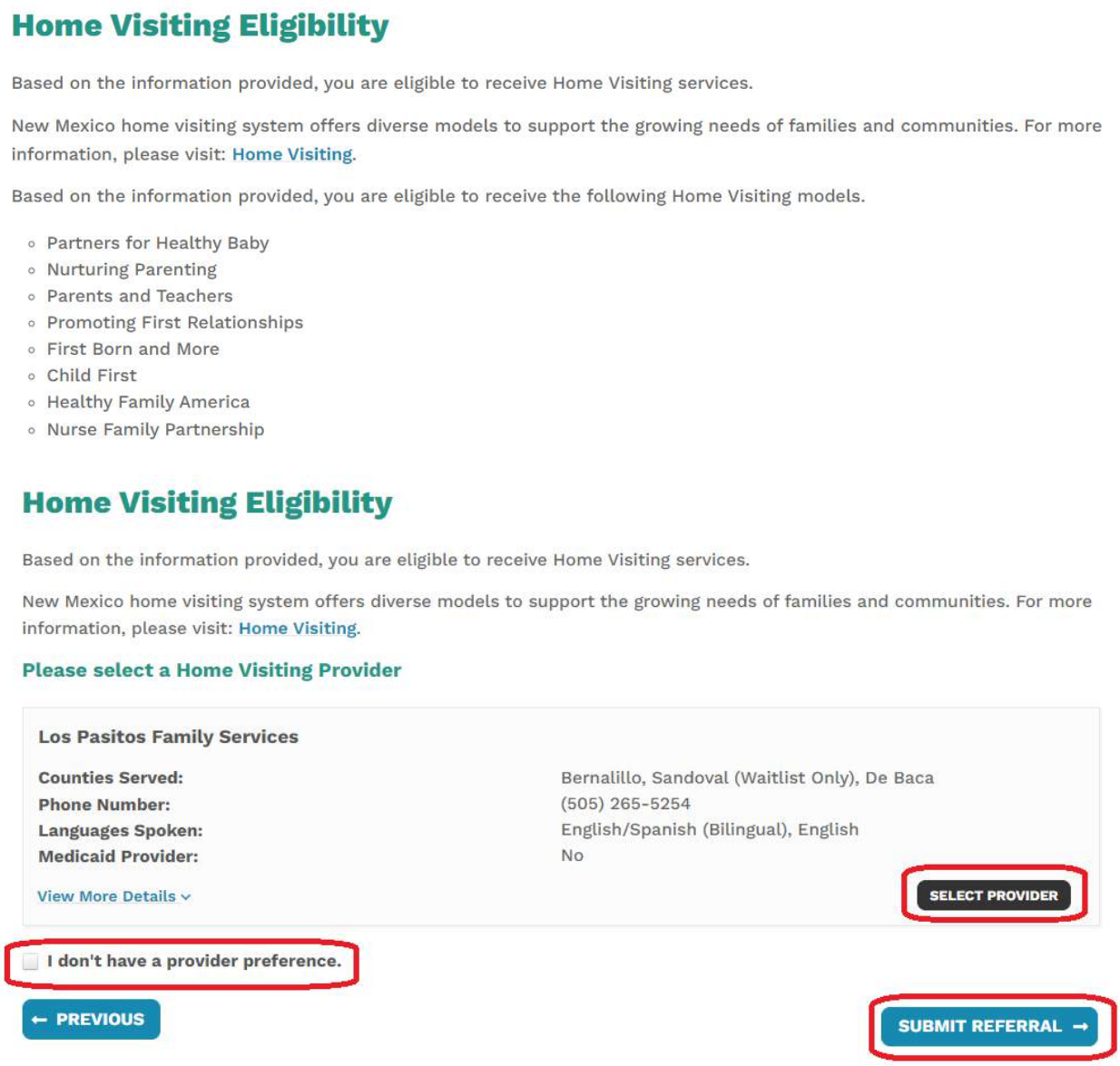
- The user will need to collect information for all children in the household
- The number selected in the "How many children living with the family are newborn to Kindergarten?" field will determine how many child profiles must be completed.



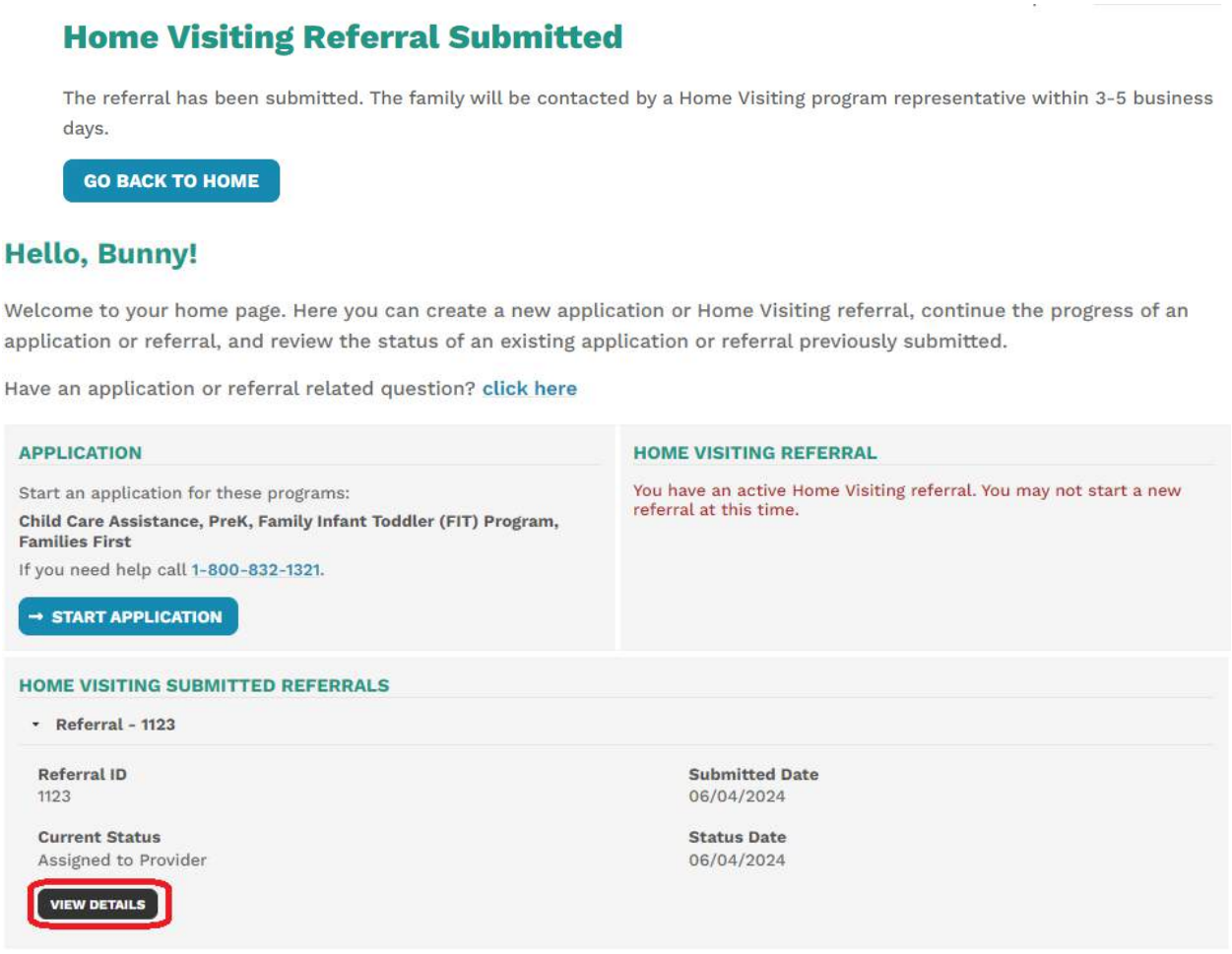
- Page 5 is the review page where the user can review all information they have entered in the referral and edit each section as needed.
- If all information is accurate, the user can click the Check Eligibility button to proceed to the final page of the referral.



- Page 6 is the final page of the referral. This page lets the user know that the applicant/family is eligible for home visiting services.
- The user has the option to select the home visiting provider from the county they selected to which they wish to assign the referral to at this time.
- The referral will be routed to the home visiting provider's Assigned Referrals queue upon being submitted.
- If the applicant/family does not have a provider preference, the user can check the "I don't have a provider preference." check box and the referral will be routed to the open referrals queue upon being submitted, where any provider who provides services within the family's county can pick up the referral.



- Once the applicant/family submits the referral, they will not be able to submit another referral until the current referral is completed.
- Submitting another referral after one has been submitted and accepted will result in a duplicate referral which may be rejected.
- The applicant can track the status of their referral on their home page as well as view the details of their referral by clicking the View Details button.
- The referral status will be updated once the information has been transferred to the UNM home visiting system and the referral has been completed.



HV Referral

REFERRAL INFORMATION

Referral ID
1123

Referral Type
Self-Referral

Submitted Date
06/04/2024

Submitted By
Bugs, Bunny

Current Status
Assigned to Provider

Status Date
06/04/2024

BASIC INFORMATION

Full Name
Bunny, Bugs

Date of Birth
01/15/1986

Gender
Male

Preferred Language
English

Phone Number
(505) 654-6546

Email
bugs.bunny@test.com

County where services are needed
Bernalillo

How did you hear about Home Visiting?
Early Show with Alax

ADDRESS INFORMATION

Physical Address
Does not have a physical address.

Mailing Address
1 shelter Drive
Los Alamos, New Mexico
87124

County
Los Alamos

Current Living Situation
At a shelter

PERSONAL DETAILS

Receives WIC nutrition assistance
Yes

Medicaid eligible or Medicaid recipient
I don't know

Is anyone in the home an expecting parent?
Yes

Weeks of pregnancy
3

Is this a first-time mother?
No

CHILD INFORMATION

Child - 1

Name
Bugs Jr., Bunny

Date of Birth
01/15/2022

Gender
Male