

# CONNECT

## Electronic

### MONTANA REFERRAL SYSTEM

### Why use CONNECT?

#### Privacy Compliant

- HIPPA
- FERPA
- 42CFR
- IDEA

#### Efficient Referral Process

- Reduce Duplication of Services
- Prevent unnecessary referrals
- Reduce incomplete referrals
- Improve health outcomes
- Easily track client progress

#### Statewide Tool

- Connect to any participating provider statewide
- Bridges gap between clinical and social service supports
- No user fees

#### Find Out More

[www.CONNECTMontana.org](http://www.CONNECTMontana.org)

#### Contact

State of Montana CONNECT Team:  
[CONNECT@MT.gov](mailto:CONNECT@MT.gov)



### What is the CONNECT Referral System?

CONNECT is a bidirectional referral network that allows client contact information to be sent between service providers. The secure web-based system is available at no cost to approved organizations that make client referrals. The goal of CONNECT is to reduce common barriers for external referrals and increase client uptake in services.

### How does CONNECT work?

The system allows each organization to sign a universal memorandum of understanding (MOU) that is effective for all programs utilizing CONNECT. Releases of information (ROI) are electronically signed by the client to reduce the burden paper ROI's can cause. CONNECT provides real time referral sending and tracking. System users have the ability to document service follow up as well as the outcomes of each referral received. The CONNECT system also has reporting capabilities that include easy to read referral metrics unique to your organization. These reports can enhance quality improvement efforts by showing areas of strength as well as opportune areas for improvement. Agencies may request any of these reports:

- Referral Delays to an Agency
- Referrals To/From Agencies
- Referral Outcomes for Agencies

### Who can use CONNECT?

- Social service agencies
- Schools
- Medical providers
- Mental health providers
- Anyone offering a necessary support service to families, children or adults