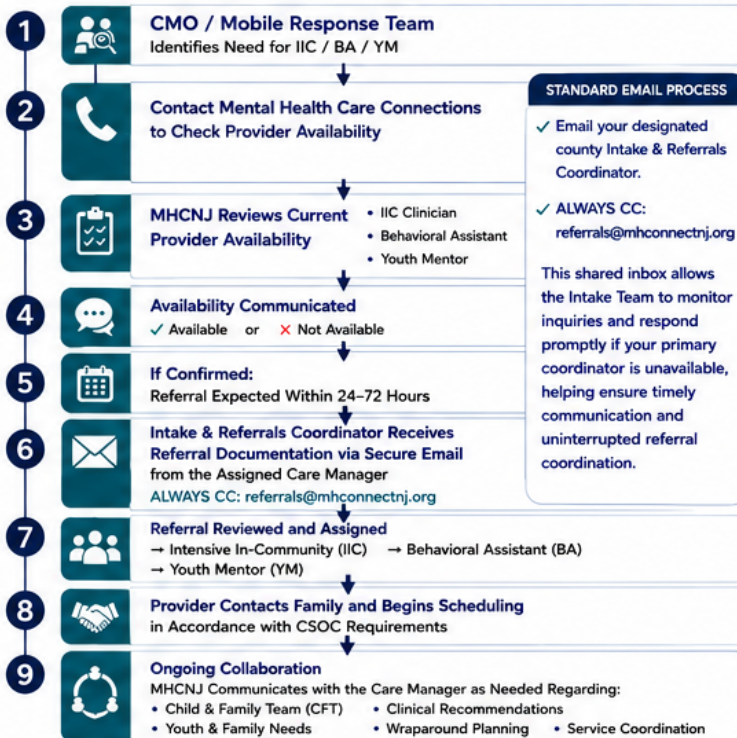


PROVIDER REFERRAL WORKFLOW & CONTACT GUIDE

MHCNJ REFERRAL WORKFLOW

For Care Management Organizations (CMOs) & Mobile Response and Stabilization Services (MRSS)



STANDARD EMAIL PROCESS

✓ Email your designated county Intake & Referrals Coordinator.

✓ ALWAYS CC: referrals@mhconnectnj.org

This shared inbox allows the Intake Team to monitor inquiries and respond promptly if your primary coordinator is unavailable, helping ensure timely communication and uninterrupted referral coordination.



All communications are handled securely and in compliance with HIPAA and CSOC requirements.

MHCNJ CONTACT DIRECTORY



Sean S. Lee, LCSW

Agency Head | Chief Operations & Innovation Officer

732-586-1054 or 856-502-4777

slee@mhconnectnj.org

COUNTY COVERAGE



Statewide
• Essex



Adriana Acevedo, BA

Intake & Referrals Coordinator

(732) 504-4356

adriana@mhconnectnj.org



Ocean
• Union



Lisa Ward, BA

Intake & Referrals Coordinator

(646) 528-4025

lward@mhconnectnj.org



Monmouth
• Middlesex
• Mercer



Jessica Matteo, BA

Intake & Referrals Coordinator

(908) 294-7577

JMatteo@mhconnectnj.org



Hunterdon
• Somerset
• Warren



ALWAYS CC: referrals@mhconnectnj.org

and your designated county point of contacts per email request.

SCAN FOR LIVE STAFFING AVAILABILITY



Scan for Live Staffing Availability
Access MHCNJ's current provider availability by county and service (IIC, BA & YM).



Updated every Monday by 9:00 AM with immediate staffing availability and non-availability notifications to support timely referrals.



Resource Net is also a resource for staffing updates.

EMAIL EXAMPLE: UNION COUNTY INQUIRY

From: Union County Care Manager

To: Adriana@mhconnectnj.org
Cc: referrals@mhconnectnj.org
Subject: IIC Service Availability Inquiry

Hi Adriana,
I am looking to staff an IIC for a youth in Union County.
Could you please let me know if you have availability?
Thank you,
Union County Care Manager

From: Adriana Acevedo

To: Union County Care Manager
Cc: referrals@mhconnectnj.org
Subject: RE: IIC Service Availability Inquiry

Hi,
Thank you for reaching out.
Yes, we currently have IIC availability this week. I will initiate the referral process and follow up shortly.
Best,
Adriana Acevedo

WHY THIS PROCESS WORKS



Improves point of contact traffic flow and reduces communication delays.



If Adriana is not available, one of our other Intake Coordinators will respond because they monitor referrals@mhconnectnj.org.



Ensures timely responses and continuity of care for youth and families.

SERVICE EXCELLENCE COMMITMENT



Respond promptly to availability inquiries.



Communicate provider availability clearly.



Coordinate referrals efficiently.



Initiate services as quickly as clinically appropriate.



Maintain ongoing collaboration with Care Managers, Mobile Response Teams, CMOs, and Child & Family Teams.



Deliver quality behavioral health services centered on the youth and family.



Mental Healthcare Connections
of New Jersey, LLC

Building Connections That Last Beyond Services.



732-586-1054
or 856-502-4777



www.mhconnectnj.org



info@mhconnectnj.org



FOLLOW MHCNJ ON INSTAGRAM

Scan to stay connected for updates, resources, and announcements!

*Building Connections.
That Last
Beyond Services.*