



Frontier Health Referral Process

To initiate a referral for a behavioral health evaluation, call the Frontier Health Referral Line at **855-336-9327**. If after hours, this number will connect you to Frontier's crisis line. Frontier Health will provide referral staff with an intake appointment date within 10 business days. If you have to leave a message upon your initial referral call, Frontier Health will contact you within 48 hours with an appointment date and time. Frontier Health will also call the patient prior to their appointment date to confirm.

For the referral call, Frontier Health will need the following information:

- Reason for Referral
- Patient Name
- Date of Birth
- Social Security Number
- Address
- Telephone contact number
- Best time to contact
- Insurance Information
- Referring Physician and Practice Name

Ordering the Referral in Allscripts:

The screenshot shows the Allscripts 'Orders' interface. The 'Orders' tab is active, and the 'FU/Ref' sub-tab is selected. The interface includes a 'To Be Done' date field (MM/DD/YYYY), a 'To Be Performed' dropdown, a 'Priority' dropdown, an 'Entering For' dropdown, and a 'Supervised By' field. A search bar contains the text 'Frontier'. At the bottom, there is a checkbox labeled 'Behavioral Health Referral - Frontier Health'.

For the intake appointment, Frontier Health will need the following information:

- Reason for Referral
- Medication list
- Allergies
- Recent labs
- Diagnosis
- Last 2 service notes

Please fax to:
423-636-8365

Referral Appointment Follow-Up

Frontier Health will provide the referring provider with appointment status, i.e. (appointment kept, cancelled, re-scheduled, no show) within 3 business days of the scheduled appointment. Intake documentation will also be faxed to the referring provider within 5 business days of the kept appointment.

For assistance, please contact:

Bristol: Heather Chapman 423-383-4366 or Denise Davidson 276-591-7193

Kingsport: Jessica Hayes 423-268-1074 or Sarah Beddingfield 423-361-7197

Johnson City: Regina Clark 423-361-0303 or Trisha Whitlock 423-360-6022