



Cancer Prevention
and Control Section

BC3NP and WISEWOMAN

MICHIGAN 211 REFERRAL MANUAL

If you are having difficulty accessing this document using screen reading software, please reach out to the State of Michigan's Cancer Prevention and Control Section at BC3NP@Michigan.gov or MDHHS-MIWISEWOMAN@Michigan.gov. Each local agency is only able to access its own program data.

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Introduction to 211

Michigan 211 Referrals, also known as MI 211 Referrals, is a referral tool that allows local agency staff from the Breast and Cervical Cancer Control Navigation Program (BC3NP) and WISEWOMAN Program to securely send participant information to MI 211 for social services referrals within the Michigan Breast and Cervical Cancer Control Navigation System (MBCIS).

To access the MI 211 Referrals module in MBCIS, the user will log in through the State of Michigan (SOM) MILogin. Prior to accessing MI 211 Referrals, the user must complete the MBCIS Application User Agreement form. If the user does not have access to MI 211 Referrals in MBCIS, send an email to BC3NP@Michigan.gov or MDHHS-MiWISEWOMAN@Michigan.gov requesting a user agreement form. This form is renewed annually to maintain access to the application.

Talking to the Participant and Obtaining Consent

First, the local agency staff member discovers the participant has needs related to the Social Determinants of Health. In the WISEWOMAN Program, the discovery will likely be because of how the participant answered one or more of the Social Determinants of Health questions. In the BC3NP, a nurse, doctor, technician, or other staff member may learn the participant's needs during normal conversation or by Social Determinants of Health questions asked by the clinic.

Second, the local agency staff member should talk to the participant about MI 211. **It is important the staff member obtains verbal consent** to allow MI 211 to contact the participant.

On the next page is a sample script for how to talk about MI 211 and obtain consent. Staff members do not need to memorize this script and repeat it word for word. This is just to provide a framework.

Talk About 211

Earlier, you said you are having trouble with ## Identified Need ##. I would like to offer you the opportunity to get a follow-up call from Michigan 211 to help you with ## Identified Need ##. Have you heard of Michigan 211?

If participant has not heard of 211:

Michigan 211 works with people in Michigan to connect them with organizations that provide the help they need when they need it.

If participant has heard of 211:

That's great. Since you know about Michigan 211, you know how helpful they are.

Obtain Consent

If you consent to sharing your name, phone number, zip code, and type of need, we can securely send your information to a person at Michigan 211 who is trained to help. That person will give you a call within two business days to discuss ## Identified Need ## and any other needs you have outside of WISEWOMAN or BC3NP.

Is it okay for me to share this information with them?

If participant consents to sharing their info:

If they are not able to reach you, do they have your permission to leave a voicemail or to leave a message if someone else answers the phone? Note their response in the Additional Notes field on the Referral tab.

If participant does not consent to sharing their info:

No problem. We understand and value your privacy. You can call 211 at any time if you want to speak with someone about ## Identified Need ##. They are available 24 hours a day, 7 days a week, and you can remain completely anonymous.

MILogin – MBCIS



More Than One Application:

If one or more applications appear, select **“Michigan Breast and Cervical Cancer Control System”** near the bottom of the screen.

Terms & Conditions

The screenshot shows a web interface for the Michigan Breast and Cervical Cancer System. At the top left, there is a teal button labeled '< Back to Home'. Below this is the MDHHS logo. The main heading is 'Michigan Breast and Cervical Cancer System'. A paragraph of text describes the system as the Michigan Breast and Cervical Cancer Control Information System (MBCIS) and mentions its use for three CDC-funded programs: BCCCNP, Michigan Colorectal Cancer Early Detection Program, and WISEV. Below the text, it says 'Please accept the Terms and Conditions to continue:'. A box titled 'Terms & Conditions' contains a paragraph of legal text. At the bottom of this box, there is a checkbox labeled 'I agree to the Terms & Conditions' which is highlighted with a red rectangle. Below the checkbox is a teal button labeled 'Launch service'.

Terms & Conditions:

The **Terms & Conditions** for user agreement should appear. When ready, select **“I agree to the Terms & Conditions”** in the lower left corner. Then select **“Launch Service”**, also in the lower left corner.

MBCIS Home

MBCIS
Michigan Breast and Cervical
Cancer Control Information System
Department of Health and Human Services

BC3NP	Other	
Client Information	Go to New Agency	
Enrollment Information	Login User Information	
	Exit Application	
WISEWOMAN		
Client Information		
Enrollment Information		
Administrative		
Agency	Tumor Size	Adequ
Facility	Treatment Type	Quest
Providers	Treatment Disposition	State
Diagnosis Codes	Clinical Procedures	Feder
Diagnosis Stage Codes	Service Diagnosis	Users
Diagnosis Status Codes	Exam Type	
Claim Error Codes	Revenue Codes	CRC E
Place Codes	State Contracts	CRC F
Cancer Registry Linkage	Accounting Templates	WW H
BC3NP Patient Navigators		
CLAIM Forms	CLAIM Reports	
Find Claim	Find Payment Status	
Add New Claim - UB-04 form		
Add New Claim - HCFA 1500 form		
EHR Review		
Find EHR Client		
211 Referrals		
Find Client		
Find Referrals		

MBCIS Home Page:

On the **MBCIS home page**, the user should find the **211 Referrals** heading in the lower left corner. When ready, select **“Find Client”** in the lower left portion of the screen.

Michigan 211 Referral Module

Find a Client

211 Referrals - Find Client

Please enter one or more pieces of information on the screen below. Then click the search button. Please always search for client before adding new client.

Client Name and Identifier	
MBCIS ID	<input type="text"/>
Client ID	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>

How to Find a Client:

The preferred method of finding a client in the **MBCIS System** is to enter the client's **MBCIS ID Number** in the upper left portion of the screen.

211 Referrals - Find Client

Please enter one or more pieces of information on the screen below. Then click the search button. Please always search for client before adding new client.

Client Name and Identifier	
MBCIS ID	<input type="text"/>
Client ID	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>
Birth Date	<input type="text"/> - <input type="text"/> - <input type="text"/>

Finding a Client:

1. Enter the **MBCIS ID Number** in the upper left portion of the screen.
2. Select **"Search"** at the bottom of the screen.

Client Name and Identifier	
MBCIS ID	<input type="text" value="329077"/>
Client ID	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>
Birth Date	<input type="text"/> - <input type="text"/> - <input type="text"/>

Previous Next Search Results

	MBCIS ID	Client ID	Last Name	First Name	M.
<input type="button" value="Select"/>	329077	PH1585409	TEST	STAFF	

Selecting a Client:

Client information should appear. If the information is correct, select **"Select"** in the bottom left corner.

Complete Client Information

2.1.1 Referrals - Patient		Client : STAFF TEST
		MBCIS ID : 329077 LCA : NORTH
Patient	Referrals	
Client Details*		
MBCIS ID*	<input type="text" value="329077"/>	
LCA	<input type="text" value="NORTHWEST MI HD - CHARLEVOIX"/>	
211 Patient Id	<input type="text"/>	
Last Name*	<input type="text" value="TEST"/>	
First Name*	<input type="text" value="STAFF"/>	
M.I.	<input type="text"/>	
Birth Date	<input type="text" value="01"/> - <input type="text" value="01"/> - <input type="text" value="1965"/>	
Gender	<input type="text" value="Female"/> ▼	
Address	<input type="text" value="220 W GARFIELD AVE"/>	
City	<input type="text" value="CHARLEVOIX"/>	
State	<input type="text" value="MI"/>	
Zip Code	<input type="text" value="49720"/>	
Phone*	<input type="text"/>	
Email	<input type="text"/>	
Preferred Language	<input type="text" value="English"/> ▼	
All fields marked with * are required		
<input type="button" value="Submit"/>		<input type="button" value="Cancel"/> <input type="button" value="Find C"/>

Patient Information Tab:

Users should now be on the [MI 211 Referrals](#) page in the **Patient Information** tab, as appears in the image on the left.

In order to continue, click the **“Submit”** button, even if the information was not updated. Selecting **“Submit”** at the bottom of the screen sends the participant information to MI 211 and establishes a record for them at MI 211.

Note: If participant speaks a language that is not listed in the Preferred Language Dropdown, user should select Other and add a notation about which language the participant prefers within the Additional Notes field of the **Referrals** tab. (See page 11.)

This participant does not have a phone number listed, so the system returns a Data Validation Error.

Data Validation Error

You must correct the following error(s) before proceeding:

- Client Phone Number is Required

2.1.1 Referrals - Patient

Client : STAFF TEST
MBCIS ID : 329077 LCA : NORTH

Patient Referrals

Client Details*

MBCIS ID* 329077

LCA NORTHWEST MI HD - CHARLEVOIX

211 Patient Id

Last Name* TEST

First Name* STAFF

M.I.

Birth Date 01 - 01 - 1965

Gender Female

Address 220 W GARFIELD AVE

City CHARLEVOIX

State MI

Zip Code 49720

Phone* 231-258-2434

Email

Preferred Language English

All fields marked with * are required

Submit Cancel Find C

Finding a Client:

Before proceeding, the **MBCIS System** requires a phone number for the client, as the Michigan 211 referral service contacts clients by phone.

1. Enter phone number with area code.
2. Click “**Submit**” at the bottom of the screen to proceed.

Create a Referral

• Record Submitted Successfully 1)

2.1.1 Referrals - Patient

Client : STAFF TEST
MBCIS ID : 329077 LCA : NO

Patient Referrals 2)

Client Details

MBCIS ID*	329077
LCA	NORTHWEST MI HD - CHARLEVOIX
211 Patient Id	40955b50-85e9-42ec-ab8d-4594c633b082

As Seen in the Image on the Left:

1. Client information has been submitted successfully after entering the phone number.
2. Users can now select the **Referrals** tab to enter a referral for the client.

2.1.1 Referrals - Service Request

Client : STAFF TEST
MBCIS ID : 329077 LCA : NO

Patient Referrals

Referral Id	Referral Date	Program
1)		

Client Details

MBCIS ID*	329077
211 Patient Id	40955b50-85e9-42ec-ab8d-4594c633b082
Creation Date	2023-11-09
Created by	User ID

Add New Referral

211 Referral Id	<input type="text"/>
Referral Program* 2)	BC3NP <input type="button" value="v"/>
Category Codes 3)	Select Category
	Select Category
Service Codes	Select Service <input type="button" value="v"/>
	Select Service <input type="button" value="v"/>
Consent 4)	<input type="text"/>
Effective Date 5)	<input type="text"/> - <input type="text"/> - <input type="text"/>
Additional Notes 6)	<input type="text"/>
Referral Status	active


Active(Initial Status): The request is in force and ready to be acted upon.
Revoked: The request has been terminated prior to the known full completion

Important Steps (image left):

1. The top space contains submitted referrals. Reference this area for referral history and to avoid duplicating a referral.
2. Select a **Referral Program** from the drop-down menu (BC3NP or WISEWOMAN).
3. At least one **Category Code** must be selected.
4. (Client) Consent is required by MI 211 and should be marked **Yes** to proceed.
5. The **Effective Date** should be the date the user is creating the referral.
6. **Additional Notes** should include anything the referral service may find helpful. If the participant prefers a language that was not listed in the Preferred Language drop-down list in the **Patient** tab, note the language here.

Add New Referral

211 Referral Id

Referral Program* 

Category Codes


Referral Program:

For step 2) on the left, there are two referral programs to choose from: **BC3NP** and **WISEWOMAN**.

Add New Referral

211 Referral Id

Referral Program*

Category Codes 

Service Codes

Consent

Effective Date

Additional Notes

Referral Status

All fields marked with * are required

Category Codes:

For step 3) on the left, the **Category Codes** field has multiple options to choose from; please select the best fit. There is an option to enter a second category code, if needed.


Add New Referral

211 Referral Id

Referral Program*

Category Codes

Service Codes

Consent 

Effective Date

Additional Notes

Referral Status

Active(Initial Status): The request is in force and ready to be acted upon.
 Revoked: The request has been terminated prior to the known full completion of should occur.

All fields marked with * are required

Patient Consent:

For step 4) at left, choose an option for **Patient Consent**. The choices are Yes or No. Consent is a required field in MBCIS.

Please Note: MI 211 requires participant consent and will not contact the participant if Consent is recorded as No.

Add New Referral

211 Referral Id

Referral Program* BC3NP

Category Codes SDOHCC-food-insecurity(Food Insecurity)

SDOHCC-stress(stress)

Service Codes Select Service

Select Service

Consent Yes

Effective Date ⁵⁾ 11 - 09 - 2023

Additional Notes ⁶⁾ test case; do not contact

Referral Status active

Active(Initial Status): The request is in force and ready to be acted upon.
 Revoked: The request has been terminated prior to the known full completion of should occur.

All fields marked with * are required

Submit **Cancel** **Find Cl**

Effective Date:

For step 5) on the left, **Effective Date** is the date the referral is entered.

Additional Notes:

For step 6), **Additional Notes** are optional, but may be included.

Note the **Referral Status** is **active**.

Select "**Submit**" at the bottom of the screen to submit the referral.

2.1.1 Referrals - Service Request Client : STAFF TEST
 MBCIS ID : 329077 LCA : NORTH

Patient Referrals

Referral Id	Referral Date	Program
View fdc3b5a-17dc-4ebb-9099-335119348684	11-09-2023	BC3NP

As Seen in the Image on the Left:

The referral has now been submitted. Users can access this referral for their reference.

Inactivate a Referral

While the **Referral Status** is “Active,” if there is a reason to cancel the referral, the user can select the “**Inactivate**” button in the bottom right corner to cancel the referral. The **Referral Status** will then change to “Revoked.”

Add New Referral	
211 Referral Id	fdcb3b5a-17dc-4ebb-9099-335119348684
Referral Program*	BC3NP
Category Codes	SDOHCC-food-insecurity(Food Insecurity)
	SDOHCC-stress(stress)
Service Codes	Select Service
	Select Service
Consent	Yes
Effective Date	11 - 09 - 2023
Additional Notes	test case; do not contact
Referral Status	active
Active(Initial Status): The request is in force and ready to be acted upon. Revoked: The request has been terminated prior to the known full completion of the intended actions. No further activity should occur.	
All fields marked with * are required	<input type="button" value="Submit"/> <input type="button" value="Cancel"/> <input type="button" value="Find Client"/> <input type="button" value="Inactivate"/>

Check Referral Status

Add New Referral	
211 Referral Id	fdcb3b5a-17dc-4ebb-9099-335119348684
Referral Program*	BC3NP
Category Codes	SDOHCC-food-insecurity(Food Insecurity)
	SDOHCC-stress(stress)
Service Codes	Select Service
	Select Service
Consent	Yes
Effective Date	11 - 09 - 2023
Additional Notes	test case; do not contact
Referral Status	completed
Active(Initial Status): The request is in force and ready to be acted upon. Revoked: The request has been terminated prior to the known full completion of the in should occur.	
All fields marked with * are required	<input type="button" value="Submit"/> <input type="button" value="Cancel"/> <input type="button" value="Find Client"/>

Checking the Referral Status:

After submitting the referral, the user can come back to the **Find Client** area to check on the status of the referral.

Enter the client information as described on [Page 8](#). Open the referral and check the **Referral Status**. The **Referral Status** is now set to **completed**.

Possible Referral Status options include:

- **Draft:** The request has been created but, is not yet complete or ready for action.
- **On Hold:** The request has been temporarily withdrawn, but is expected to resume in the future.
- **Unknown:** The source system does not know which of the status values currently applies for this request.
- **Completed:** The activity described by the request has been fully performed. No further activity will occur.
- **Active:** The request is in force and ready to be acted upon.
- **Revoked:** The request has been terminated prior to the known full completion of the intended actions.
- **Entered in Error:** This request should never have existed and should be considered “void.”

Follow Up on a Referral

After the Referral Status changes to “completed,” WISEWOMAN Users should follow up with the participant to make sure their needs are being met and to check on their health status in relation to any small changes they wanted to make.

There is no requirement for BC3NP Users to follow up with the participant. However, if it is possible to conduct a follow-up phone call, it would help close the loop on the referral.

The BC3NP and WISEWOMAN programs hope you find the [MI 211 Referrals](#) module to be a useful tool to securely refer participants to local resources that will help them meet their needs related to the Social Determinants of Health. If there are any questions about this manual or about the [MI 211 Referrals](#) module in MBCIS, you can email BC3NP@michigan.gov or MDHHS-MiWISEWOMAN@michigan.gov.

As local agencies begin to use [MI 211 Referrals](#), Users may identify items that would make [MI 211 Referrals](#) more useful. As changes are made to the system, this manual will be updated.