



**PROCEDURES FOR HEALTHY START CASE TRANSFER  
AMONG HEALTHY START PROVIDERS IN MIAMI-DADE COUNTY**

For seamless continuation of services, the Healthy Start Provider may transfer a case to another Healthy Start Provider for services. The following are some examples of when a case can be transferred: 1) The participant has moved out of the original Healthy Start Provider's catchment area and prefers to receive services from another Healthy Start Provider in her new area of residence. 2) The participant prefers to receive services by another Healthy Start Provider with whom she received care from during a previous pregnancy. In the event that the Healthy Start Provider deems it necessary to transfer a case, the procedures below are to be followed.

If the Initial Contact and/or Initial Assessment are completed, the Healthy Start Provider will:

- Get the participant's permission/consent to have the file transferred. Participant consent (written or oral) to share information with another Healthy Start Provider should be documented in the participant's record.
- Contact the Healthy Start Coalition of Miami-Dade to obtain permission to transfer the case. The Coalition reserves the right to determine which Healthy Start Provider will receive the case. Request must be submitted via e-mail to: [casetransfer@hscmd.org](mailto:casetransfer@hscmd.org). In addition, the anticipated receiving provider must be copied within the request.
- Document the reason for the transfer (within the Case Transfer Local Code), and the name of the Healthy Start Provider who will receive the case in the participant's record.
- Use the Local Transfer Code in HMS - "Transfer to Other MDHSCP (Miami-Dade Healthy Start Contracted Provider)" when sending a transfer. For the receiving provider a Local Code should be documented acknowledging receipt of the Case Transfer with the code - "Received Case Transfer".
- It is the referring Healthy Start Provider's responsibility to notify the Florida Department of Health in Miami-Dade County, Healthy Start Data Management Office of the case transfer and coordinate pick-up and delivery of that record via the courier.
- It is the referring Healthy Start Provider's responsibility to notify the receiving Healthy Start Provider of the case transfer.
- It is the referring Healthy Start Provider's responsibility to copy the participant's record for submittal to the receiving Healthy Start Provider
- It is the referring Healthy Start Provider's responsibility to complete a DOH Referral Form (DH 5065) (**Exhibit K2**), indicating the reason for case transfer, for submittal to the receiving Healthy Start Provider
- It is the referring Healthy Start Provider's responsibility to follow-up with the receiving Healthy Start Provider to confirm receipt of the case.



*In the event that the participant does not reside in the Healthy Start Provider's catchment area at the time the Screen/Referral is received by the Healthy Start provider, and an attempt to provide Initial Contact was not initiated, return the Screen/Referral Form to the Florida Department of Health in Miami-Dade County, Healthy Start Data Management Office for reassignment within 3 business days of receipt.*

**Note:** For submittal of the participant's record via mail: Send Federal Express, UPS, US Mail, etc., overnight mail with signature of receipt. Sign your name over the seal of the envelope to ensure confidentiality. For submittal of the participant's record via the courier: Place the record inside a sealed envelope stamped "confidential." Sign your name over the seal of the envelope to ensure confidentiality.