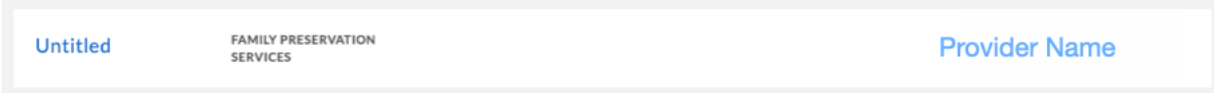
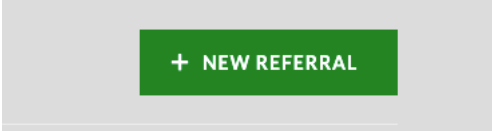


Untitled Referrals in Sprout

If you see an Untitled Referral in Sprout like this:



It is caused by someone in the Agency selecting + New Referral:



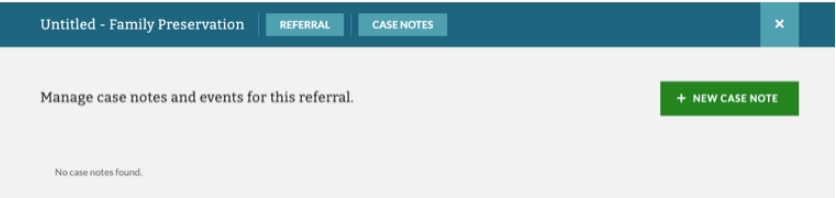
Providers should not be doing this; FIN will send you the referral. If you do not see the referral you need in Sprout, reach out the Resource Specialist who will move it to your vault.

If you have any Untitled Referrals you can resolve them in Sprout and you won't see them on your list anymore.

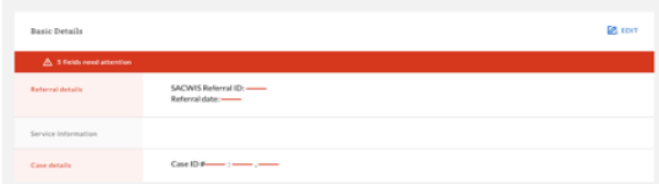
To do this, you need to open the untitled referral by clicking on the word untitled.



Next, select Referral:



You will see this screen, select Edit in the top right corner:



Next, select Resolved from the drop-down Referral state:

The screenshot shows the 'Service Referral' form with the 'Referral State' dropdown menu open. The dropdown menu is open, showing the following options: 'Select state' (highlighted in purple), 'Requested', 'Accepted', 'Scheduled', 'In Progress', and 'Resolved'. A blue arrow points to the 'Resolved' option. The form header includes 'Edit Form | Untitled' and 'SAVE | DONE' buttons. The form content includes a title 'Service Referral', a timestamp 'Last Saved: 2/2, 10:22:07 AM PST', and a progress bar with four steps: '1. BASIC DETAILS', '2. CHILD DETAILS', '3. ASSESSMENT INFO', and '4. SUMMARY'. Below the progress bar, there is a section titled 'Enter the basic details of this service referral' with a note '* Some fields required'. The 'Service Details' section includes fields for 'SACWIS Referral ID *', 'Referral Date *' (with a date picker showing 'e.g. mm/dd/yyyy'), 'External ID', and 'Referral State'.

Then select Save and Done at the top right of the screen:

The screenshot shows the 'Service Referral' form with the 'SAVE' and 'DONE' buttons highlighted. Two blue arrows point to the 'SAVE' and 'DONE' buttons. The form header includes 'Edit Form | Untitled' and 'SAVE | DONE' buttons. The form content includes a title 'Service Referral', a timestamp 'Last Saved: 2/2, 10:26:52 AM PST', and a progress bar with four steps: '1. BASIC DETAILS', '2. CHILD DETAILS', '3. ASSESSMENT INFO', and '4. SUMMARY'. Below the progress bar, there is a section titled 'Enter the basic details of this service referral' with a note '* Some fields required'.

You can exit out of the referral and that case will not be on your list anymore.

*You can also do this for cases that are closed before being completed, after entering your End of Service Note (when the info isn't sent to FIN billing, for us to enter). That way they don't appear on your list any longer.