LifeCare Health Partners Referral App FAQs

V1.0 as of June 26, 2018

Question	Answer
General	
Is my phone supported?	Our Mobile App is supported on the following platforms: iOS (iPhone, iPod touch, and/or iPad) Android 2.2, 2.3, 2.3.2, 2.3.3
Is the Mobile App secure?	Yes! All critical information is encrypted, fully HIPAA compliant, and no personal information is stored on your mobile device. However, mobile devices do offer you the ability to store your login information for apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.
What are the features of the Mobile App?	The LifeCare Health Partners Referral App gives you the ability to easily make a referral to any of our 21 LTACHs in 9 states or home health care agencies. In addition, you may find a location, understand our admissions criteria, find out about LifeCare Health Partners Career opportunities, view status of submitted referrals, make modifications to your profile and contact us by email or phone. Access your account information, view news releases, report an outage, and contact us via email or phone.
How do I get the Mobile App for my phone?	Simply search for LifeCare Health Partners in the App Store or Android Market.
Do I have to buy the Mobile App?	No. Our Mobile App is completely free to download and install.
How current is the referral information I see in the Mobile App?	The information you see in the Mobile App displays in real-time, so it's always accurate. However, if you keep the Mobile App open for more than 15 minutes, you will be required to sign in again using two factor authentication.
Can anyone make a referral?	Yes!
What if I have a suggestion to make the app better?	Simply sign into the app, select the contact us form and send us your suggestions in the comments section. We will review all comments on a weekly basis and may even use your suggestion for future improvements to the app.
Do I need to sign up to use the app?	Yes, you do. To stay HIPAA compliant, every user must create a profile and sign in with two factor authentication every time you use the app. For this app, it means using a password and a passcode.
Registration	
How do I sign up?	Signing up is fast and simple. Simply fill out the sign in form, submit your information, confirm your email address from your email account (you will receive an email from us asking to confirm your email account) and sign in with your password and the passcode, which can be emailed and/or texted to you.
Who can sign up?	Literally anyone! You could be a patient, family or friend, physician, social worker, case manager or other person affiliated with a patient. The goal of this app is to make it easy to refer patients to LifeCare Health Partners services.
What if I forgot my password?	From the sign in page, select the "forgot my password" button.
What if the app says I am already registered?	Reset your password with the email you used to sign up.

Submitting Referrals	
How do I submit a referral?	From the dashboard, go to the "Submit Referral" button at the top of the dashboard, Location Finder and Criteria sections. Select the "Submit Referral" button and a form will appear. Fill in the requested information and submit. It is that easy!
I've submitted a referral, now what?	Each location gets daily notification when referrals are submitted through the app. A representative from the location you chose will either call or email you within 48 hours of receipt. In the meantime, you may always check the status of a referral by going to Settings/Referral List.
How do I check the status of a referral I submitted?	You may check the status of your referrals 24/7 by going to Settings/Referral List.
How do I know which criteria to select?	From the dashboard, you may look at the admitting criteria for LifeCare Health Partners' long term acute care, transitional care and behavioral health hospitals and home health care agencies.

Contact Us	
What if I have a suggestion to improve the app?	Submit a contact us form indicating that you have app feedback and place your suggestions in the comment section and send in! We will periodically evaluate all suggestions for consideration in future releases of the app. Our goal is to continuously improve the app.
What if I would like a tour of a specific LifeCare Health Partners location?	Submit a contact us form indicating you would like a tour. We would be happy to accommodate you!
What if I have referral submission feedback?	Submit a contact us form indicating you have referral submission feedback. We want to hear from you!

Location finder	
What if I don't see the location I seek?	Please submit a contact us form, which you can find on the dashboard or main menu. Place the location that you seek in the comments section.

Managing Your Profile	
How can I manage my profile?	From the dashboard, you may modify your profile by touching the head icon in the upper right corner. In the profile, you may change your name, phone number, email and reset your password. You may also add a profile picture by uploading a photo.

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