

One referral form. Simpler access.

New Referral Form- Medicare Mental Health eReferral WebForm

CESPHN has introducing a single, streamlined referral form for all CESP HN-funded mental health services. The National Medicare Mental Health eReferral web-based form replaces all existing CESP HN online referral forms, making referrals simpler and more consistent. All other referral forms will be phased out in the coming months.

Please note

- This referral form is for clinicians and service providers only.
- Community members seeking mental health support can call [Medicare Mental Health](#) on 1800 595 212 to refer.
- General practitioners (GP) will have access via HealthLink-enabled GP software very soon.

New Referral Form Link [here](#)

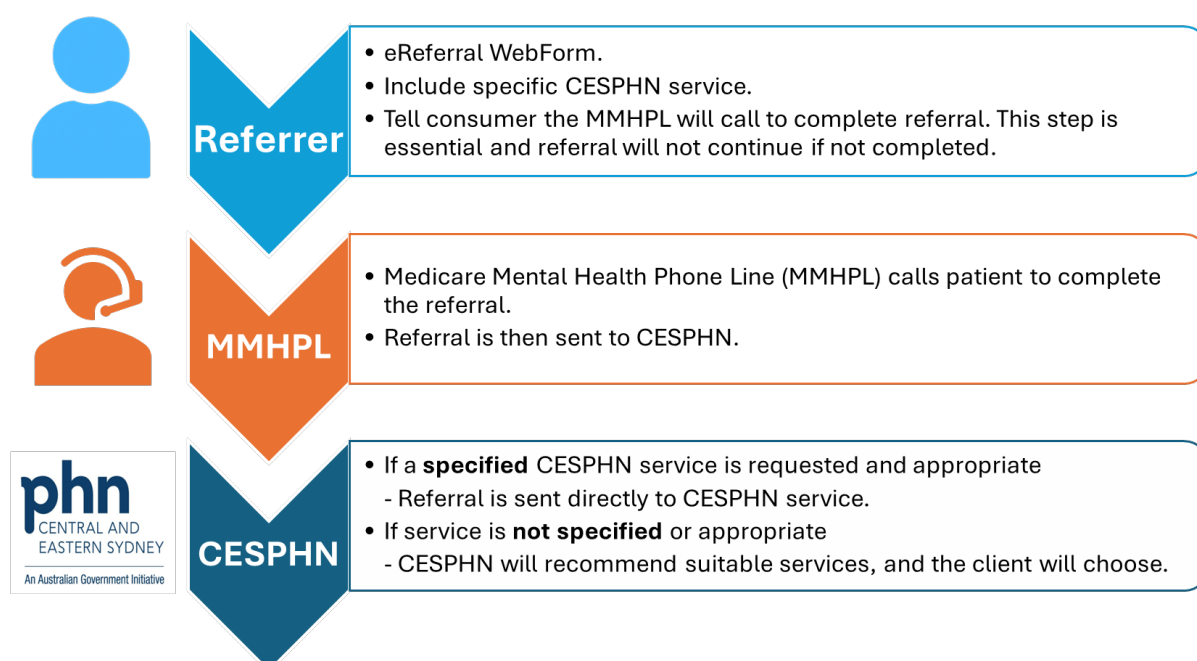
This is the preferred referral pathway for referring to CESP HN funded mental health services including:

- Bondi and Canterbury Medicare Mental Health Centres.
- Psychological Support Services (PSS).
- From 1 July Help aHead (the integrated mental health hubs).

What this means for referrers and stakeholders

Moving to a single referral form supports a more coordinated and consistent mental health system, reducing duplication and improving access to care. A shared intake approach will help identify needs early and connect people to appropriate CESP HN funded services. Where a service is not specified, CESP HN will work with consumers to identify suitable options. Referrers will also receive a tracking link to follow referral progress, improving transparency and confidence in the process.

Referral flow chart:



Changes to the process and extra steps.

- Please note the National eReferral goes to the Medicare Mental Health Phone Line (MMHPL) first, **not directly to CESPHN.**
- MMHPL clinician calls the consumer first to complete the referral process before it comes to the CESPHN mental health intake team.
If this step is not completed a referral does not proceed.
- If you do not name a CESPHN service, the CESPHN team will recommend suitable services, and the client will choose their preferred option.
- The eReferral does not allow selecting a specific service so please add what is needed it to “**Reason for referral.**” Such as:
 - Name of CESPHN service you are requesting.
 - Presenting concerns and referral goals.
 - Preferred provider ***if applicable for PSS.***
- Tracking link available once referral is submitted. See FAQ and Tracking link below.

More information:

- The CESPHN Mental Health Line Ph 1300 170 554, is available to provide more information and support on changes, referral process and services.
- See [FAQ and Tracking](#) for any technical support.
- Referrers may wish to access Initial Assessment and Referral Decision Support Tool training. Use of the IAR is highly encouraged.