

Referrals FAQ

- v. Version 3.0 – December 2025
- w. help.holonsolutions.com
- e. support@holonsolutions.com

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Administrator Questions

01 Why did MiHIN upgrade to the new referrals platform?

This upgrade migrated the entire Holon referrals platform to a web portal that can be accessed from any web browser. This removed the need to implement and install onto a practice's computer.

Now Holon can be accessed anywhere there is a web browser, doesn't matter whether you're using Windows or Mac!

02 How do I get my team set up with the MiHIN Referrals platform?

- A** Those who are on the old referrals platform (installed Holon application) can now access the new web portal with their existing Holon credentials via <https://referrals.holonsolutions.com/>.

You can access step-by-step upgrade instructions, guides, recorded webinars, and support session booking on MiHIN's website:

<https://mihin.org/mihinreferrals/>

- B** If you're new and onboarding, administrators will need to complete a practice planner, which can be downloaded here: [Holon Practice Planner](#) (Password: HolonPlanner2025).

To provision a set of users, please download & fill out this User Provisioning Template: <https://www.holonsolutions.com/wp-content/uploads/2025/02/UploadUserAccountsTemplate.xlsx>

Completed planners need to be sent to **support@holonsolutions.com**.

- C** Once your organization's practice planner has been received and processed, the Holon team will connect with you to provide MiHIN Referrals account information and access instructions.
- D** Organization administrators will need to contact **support@holonsolutions.com** for any user account updates (adding a new user, deactivating a user, adding an existing user to a new organization, etc.).
- E** The Holon Support team needs the following user information for any user-related requests:
1. First & last name
 2. Email address
 3. NPI (if provider)
 4. List of organizations user needs access to



03 What devices are compatible with the new Holon platform?

Holon's Referrals web portal is compatible on all devices via the web browser.

04 As a receiving practice, how do I make changes to our questionnaire form?

 MiHIN Referrals does not currently support admin access to manage questionnaires.

Organization administrators can contact **support@holonsolutions.com** to make changes to their questionnaires. Please include the following information with this request:

1. Organization name
2. Changes required for the questionnaire

05 How do I gain access to the reporting dashboard?

The new Holon platform provides a robust analytics dashboard where organization administrators can access usage reports on the MiHIN Referrals. We can provision at most 2 users from each organization to have access to the reporting dashboard.

Please contact **support@holonsolutions.com** to assist with access to the MiHIN Referrals analytics dashboard.



Getting Started Questions

06 How do I access my new MiHIN referrals platform?

 Access step-by-step instructions, guides, & more here: [MiHIN Referrals – MiHIN](#)

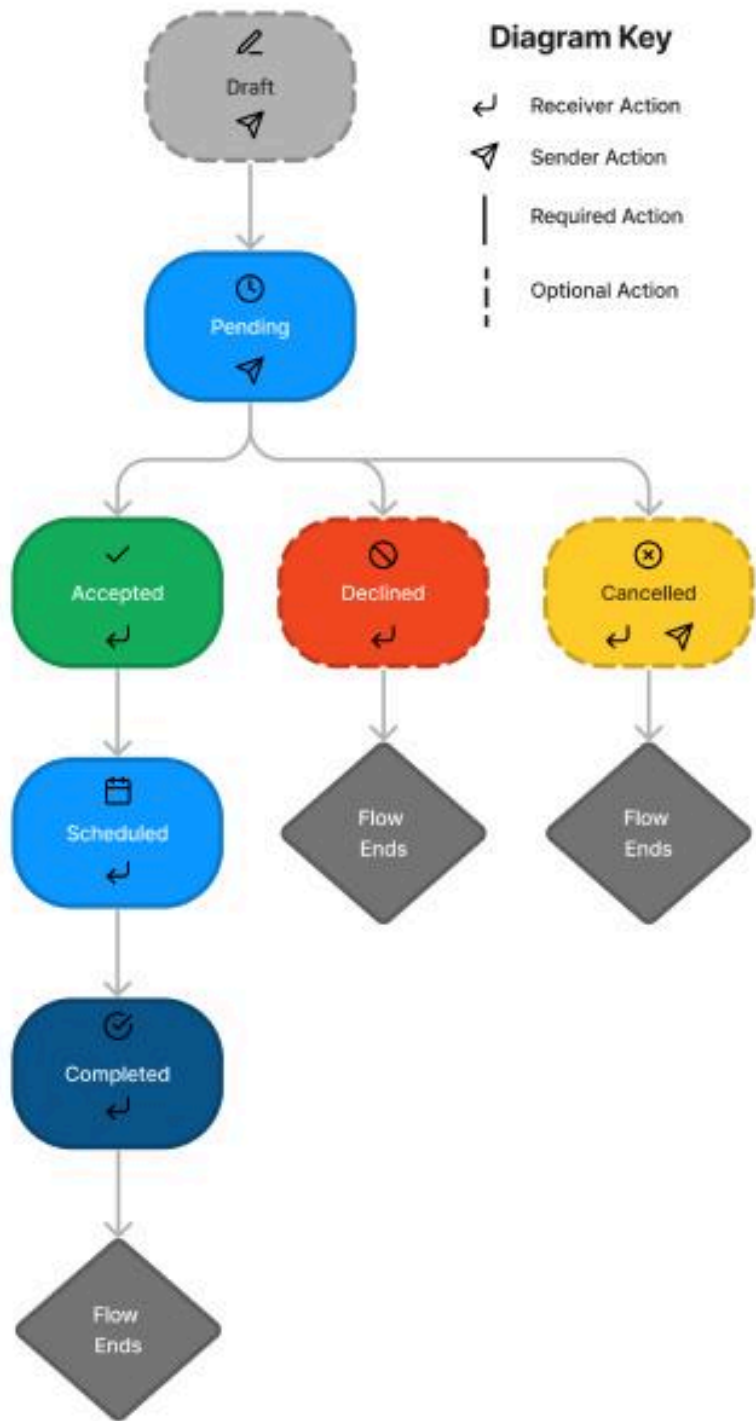
- A** Once your organization's practice planner has been received and processed, the Holon team will connect with you to provide your team's MiHIN Referrals account credentials (User ID and temporary password will be provided for each team member included on the practice planner).
- B** Login to the Holon Referral's web portal via <https://referrals.holonsolutions.com/> with your Holon account credentials.
- C** Find the Holon Quick Start instructions here: [Holon Quick Start Guide](#)
- D** Log in using the account credentials provided to you by the Holon team.
 - 1. Please note that the platform utilizes email addresses as user IDs.
 - 2. If the credentials given to you are not working, please contact **support@holonsolutions.com** for assistance.



Referrals Workflow Questions

07 What is the referrals lifecycle?

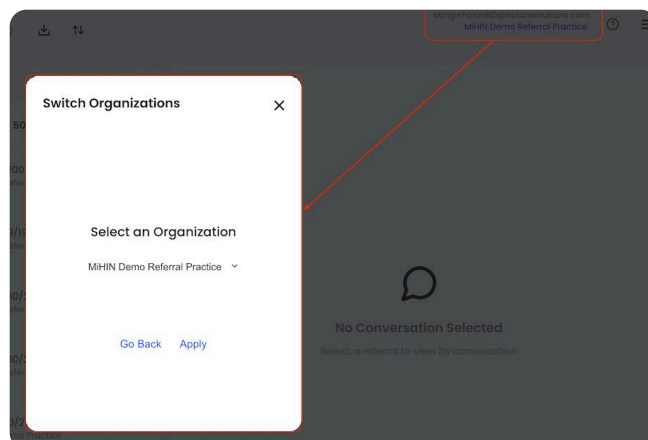
Referral Status Lifecycle



08 I manage referrals for multiple organizations, how can I switch organizations?

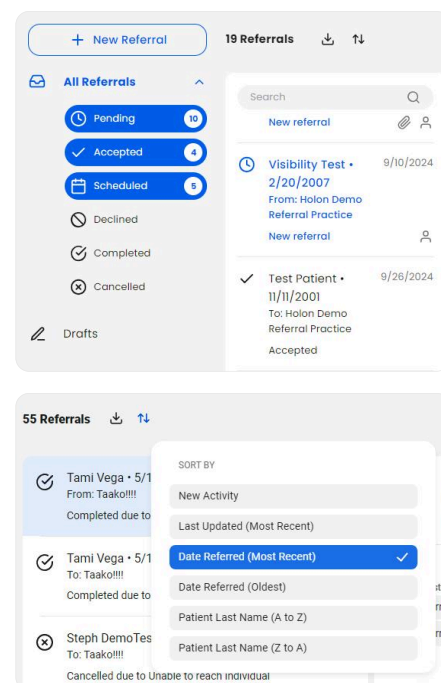
Click your organization's name in the top-right corner of the screen, next to the menu icon. This opens the **Switch Organizations** popup, where you can select a different organization from the dropdown and apply the change.

If an organization you manage does not appear in the list, your administrator will need to submit a support ticket to request access on your behalf.



09 How do I know when there are messages waiting for me on a referral?

- A** When a new referral is sent, it will display in bold blue text at the top of your inbox (depending on the inbox filters you have applied).
 - 1. Please note that once opened, the referral will no longer display in bold blue text.
- B** For any other updates to a referral, please locate and open the referral.
- C** The inbox offers a variety of filters and sorting options that can be utilized to refine which referrals are displayed.



Troubleshooting Questions

10 I cannot find a provider / organization in the Referrals web portal that I want to refer to. How can I find / add them?

If you are not able to find a specific provider or organization that you believe should appear on this list, please contact **support@holonsolutions.com** to assist. Please include the following details, if possible:

1. Name of the organization
2. Provider's first and last name

11 I cannot find a specific provider from my organization that I need to send a referral on behalf of. How can I get them added to my Referring Provider list?

If you are not able to find a specific provider from your team on the Referring Provider field in the referral form, please have your organization's administrator contact **support@holonsolutions.com** to assist. Please include the following details for the missing provider user:

1. Name of the organization
2. Provider's first and last name
3. Provider's email address
4. Provider's NPI

