

**Suggested Template 1 – For commissioned providers acknowledging referral receipt from rediCASE (and advising transition)**

Subject: Referral received for **XXXX** – update on new referral pathway

Dear **[Referrer name]**,

Thank you for your referral for **XXXX [consumer name / DOB if appropriate]**, which has been received by **[provider name]**.

We would like to inform you of an important update to the mental health referral pathway in the Brisbane North region.

Brisbane North PHN is transitioning to a central intake model via Medicare Mental Health, delivered locally by a dedicated intake team (co-located with MH CALL). This team undertakes initial assessment and supports referral to the right level of care at the right time across commissioned, non-commissioned and private service options.

As part of this transition:

- The current **rediCASE referral pathway will be decommissioned on 30 September 2026**.
- Referrals should instead be submitted via HealthLink to the Medicare Mental Health intake team.

**How to refer going forward:**

- **GPs**: can access the referral form via HealthLink within their clinical software (HealthLink SmartForm)
- **Other health and community sector professionals**: can submit referrals via the secure [Medicare Mental Health webform](#)

This updated pathway supports a more consistent and coordinated approach to intake, improving navigation and reducing fragmentation across the system.

For further information, please visit [Medicare Mental Health intake and eReferrals](#).

We appreciate your support in transitioning to the new referral pathway.

Kind regards,

**[Name]**

**[Position]**

**[Organisation]**