

**Military OneSource Program  
Policies and Procedures  
Attachment 28**

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**SUBJECT: WARM HAND-OFF AND REFERRALS**

**DATE: 4/26/12**

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**PURPOSE:** To provide information and guidance on Warm Hand off and Referrals for the Military OneSource Program (MOS). The Contractor is responsible for ensuring MOS Staff and Network Providers adhere to the policies and procedures. The Contractor is responsible for ensuring that these policies and procedures are reflected in the Contractors Business processes.

**POLICY:** The procedures for a warm handoff will ensure that Participants do not have to repeat their story/issue when a third party agency is engaged in the discussion or referral. During the warm handoff, the contractor staff or network provider shall, at a minimum, maintain a no-hold telephonic connection and no identifying information or referral shall be provided without the expressed consent of the Participant.

**PROCEDURE:**

1. If a Participant requests services or a program that requires a transfer, a warm handoff is required as per MOS policy.
2. If the Triage Staff is unable to connect with a live person, with the permission of the Participant, the Triage consultant will leave a message for the service and/or program to call the Participant.
3. The Participant is encouraged to call MOS if they have received a call from the service or program.

**EXCEPTIONS:** There are no exceptions to this policy without Government MOS Program Office written approval.