**Future State Process Map | UNI Case Study**

**SW Transfer Specialist**
- Receives request from referring SW
- Takes verbal clinical and informs of bed availability
- Inclined to admit?
  - Yes: Enters case into Transfer Center
  - No: Medicaid, Medicare, or Detox?
    - Yes: Requests benefits check
    - No: In network?
      - Yes: Inform referring SW that patient cannot be admitted
      - No: Can we accommodate now?
        - Yes: Notify of acceptance and complete bed request
        - No: Close case in Transfer Center
  - No: Notifies CW of benefits check results
- Can we accommodate now?
  - Yes: Inform referring SW will call back when bed is available
  - No: Completes benefits check

**PABS Transfer Specialist**
- Receives request from referring SW
- Takes verbal clinical and informs of bed availability
- Inclined to admit?
- Enters case into Transfer Center
- Medicaid, Medicare, or Detox?
- In network?
- Can we accommodate now?
- Close case in Transfer Center
- Notify of acceptance and complete bed request