



Case Management Referral Form

To request Case Management services, please complete the information below and

Fax this form to **Community Health Plan of WA (206) 652-7073** or
Community HealthFirst Medicare Advantage (206) 652-7068

☐ Routine ☐ Urgent

Referral Date: _____

Patient Information

Last Name: _____
 First Name: _____
 Date of Birth: _____
 ID NO: _____
 Phone No: _____
 Plan Name: ☐ Community Health Plan of WA ☐ Community HealthFirst Medicare Advantage
 Member's Primary Language: _____

Health Care Team Information

Referred by: _____
 Phone No: _____
 PCP: _____
 Fax No: _____

1. Reason for referral: _____
2. Diagnosis: _____
3. History of present condition: _____
 Current services (if known): _____
4. Has the patient or primary caregiver been informed that a CM referral was being submitted? ☐ Yes ☐ No

Comments: _____

Case Management Overview

CHP provides RN and MSW Case Management services for members who:

- have complex medical or behavioral health conditions
- have high psychosocial risk factors
- for whom Case Management may reduce the risk of adverse outcomes

Submitting a Case Management Referral:

Please fax this referral form and any additional clinical information to:

Community Health Plan of WA	(206) 652-7073
Community HealthFirst Medicare Advantage	(206) 652-7068

Case Management General Information:

Upon referral, a Case Manager will screen for appropriateness and triage for the urgency of initiating CM services. If the member accepts Case Management, the Case Manager will formulate a Plan of Care and send it to the member's PCP. If the member declines Case Management, the Case Manager will notify the referral source.

Examples of cases that should be considered for a CM Referral:

- Frequent ER visits or hospital stays for diagnoses such as COPD, congestive heart failure, diabetic complications
- Progressive or degenerative diagnoses with complex care needs, such as sickle cell anemia, HIV/AIDS, M.S., ESRD with dialysis request
- Diagnoses requiring lengthy recovery and with complex care needs, such as TBI, CVA, burns, multiple trauma, transplant
- Neonates who are premature, have a congenital anomaly or require complex care coordination or family education
- Medically complex conditions requiring coordination of care or complex discharge needs
- Mood disorders; psychoses; schizoaffective, anxiety and eating disorders; autism-spectrum disorders
- Developmental delay
- Chemical dependency/substance abuse
- Overutilization of health services or non-compliance with mental health treatment
- Evidence of abuse, neglect, or threat of harm to self or others
- Complex medical and mental health problems