

Case Management Referral Form

To refer your patient for Case Management, please return this form to Anthem Blue Cross (Anthem) by fax at **1-866-333-4827** for physical health referrals and **1-855-473-7902** for behavioral health referrals. If referring multiple patients, please submit only one member per fax.

Referral date		Member/caregiver informed of referral?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Eligibility verified?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Records attached?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Referral source information				
Name		<input type="checkbox"/> Member <input type="checkbox"/> IPA/medical group: _____ <input type="checkbox"/> Provider <input type="checkbox"/> Other: _____		
Phone		<input type="checkbox"/> Hospital <input type="checkbox"/> Anthem dept.: _____		
To receive notification of referral outcome, select your preferred contact method.				
<input type="checkbox"/> Email		<input type="checkbox"/> Phone		<input type="checkbox"/> Fax
Member information				
First and last name		Parent/guardian name (if minor)		Primary phone
				Alt. phone
Member ID		DOB		Primary language
Brief history (select all that apply)				
Admission history: <input type="checkbox"/> ≥ 2 hospitalizations in 12 months <input type="checkbox"/> ≥ 3 ER visits in last 12 months <input type="checkbox"/> Rapid readmission (within 30 days) <input type="checkbox"/> Hospital discharge within last 7 days <input type="checkbox"/> ER visit within last 7 days		Primary diagnoses: <input type="checkbox"/> COPD <input type="checkbox"/> Transplant (potential/actual), type: _____ <input type="checkbox"/> CHF <input type="checkbox"/> ESRD <input type="checkbox"/> Mild-mod behavioral health dx <input type="checkbox"/> Diabetes <input type="checkbox"/> Substance abuse <input type="checkbox"/> Asthma <input type="checkbox"/> Other: _____ <input type="checkbox"/> High-risk pregnancy		
Program(s) See description on the following page and select all that apply.				
Referrals for physical health Case Management (adult/pediatric) — Fax to 1-866-333-4827 . Referrals for behavioral health Case Management (adult/pediatric) — Fax to 1-855-473-7902 .				
<input type="checkbox"/> Complex Case Management/Care Coordination <input type="checkbox"/> Care Transitions (including post-discharge follow-up) <input type="checkbox"/> Complex Discharge Planning <input type="checkbox"/> Continuity of Care		<input type="checkbox"/> High-Risk Obstetrics (gestational age < 35 weeks) <input type="checkbox"/> BHT/ABA Coordination <input type="checkbox"/> Community Health Worker <input type="checkbox"/> Safe Choice Program		
Reason for referral				

<https://mediproviders.anthem.com/ca>

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Program descriptions

Complex Case Management/Care Coordination — Case managers are nurses or licensed social workers trained to work with members and providers to ensure health care needs are met.

Care Transitions — This program assists with coordinating transitions of medical or behavioral health care, including transitions from pediatric to adult care providers, transitions between health plans, and transitions from hospital to home or community settings (in other words, post-discharge follow-up care).

Complex Discharge Planning — Case managers work with hospital staff and members while they are in an inpatient care setting to assist with complex barriers that may hinder or delay safe discharge.

Continuity of Care — If the member now sees providers who are not in the Anthem network, or if their provider stops working with Anthem, in certain cases they may be able to continue seeing those providers for up to 12 months.* Anthem provides continuity of care services for:

- An active course of treatment for an acute medical or behavioral health condition.
- An active course of treatment for a serious chronic condition.
- Pregnancy, regardless of trimester.
- A terminal illness.
- A newborn child between the ages of birth and 36 months.
- A surgery or other procedure that is authorized by Anthem or a delegated provider and is scheduled to occur within 180 days of the contract's termination or within 180 days of the effective date of coverage for a newly covered enrollee.

* Anthem is not required to provide continuity of care for services not covered by Medi-Cal. Provider continuity of care protections do not extend to providers of durable medical equipment, transportation, other ancillary services or carved-out services.

High-Risk Obstetrics — Appropriate referrals include but are not limited to the following conditions: first pregnancy, maternal age less than 18, multiple pregnancy, previous or current hypertension, diabetes, previous preterm delivery, previous or current preterm labor, psychosocial issues, substance abuse, incompetent cervix, placental issues, hyperemesis, or any other high-risk medical condition.

Behavioral Health Treatment (BHT)/Applied Behavior Analysis (ABA) Coordination — Assigned case managers work with members and/or providers to ensure access to necessary BHT/ABA services.

Community Health Worker — Our Community Health Workers can provide over-the-phone or face-to-face engagement to assist with managing health tasks, assisting with health roadblocks or connecting members to community resources (for example, food bank, utility assistance, phone service, caregiver support and housing assistance).

Safe Choice Program — An integrated physical and behavioral health team consisting of clinical case managers and medical directors works with providers, members and pharmacies to address the inappropriate or unsafe use of prescription opiates. Interventions include:

- Facilitating referrals to pain management specialists, substance abuse treatment programs, community-based support groups or other appropriate resources.
- Care coordination to ensure timely access to necessary health or social services.
- Written communication to providers encouraging collaboration with our clinical teams.
- Member education and reinforcement of appropriate treatment modalities with the goal of supporting member adherence to treatment plans.
- Assigning a member to one pharmacy to obtain prescribed medications and/or assigning a provider to prescribe controlled medications (if clinical team deems appropriate).

For questions related to Case Management referrals, please leave a message at **1-888-334-0870** and a team member will return your call within one business day.