



Care Management Referral Form

Medical & Behavioral Health Care Management

ALL EMERGENT MEDICAL OR BEHAVIORAL HEALTH CONCERNS REQUIRE EMERGENCY SERVICES THROUGH EMERGENCY SERVICE CHANNELS. THEY MAY BE CM REFERRALS AFTER STABILIZATION BUT NOT BEFORE.

Referral Date: _____

Member Information	Referral Information
Primary Health Plan: Additional Insurances (If Any): _____ Name: _____ ID #: _____ DOB: _____ Phone: _____ Language: _____	Requested By: Requestor Name: _____ Phone: _____ Submitted By: _____ Phone: _____

Reason for Care Management Request

- All Care Management Referrals will be reviewed and acted upon within 1 business day.
- Requests requiring immediate response should be escalated to a supervisor immediately.

MEDICAL

- ☐ General Medical issues (ex: Member needs help understanding their diseases, coordinating care with their doctors, etc.)
- ☐ High or inappropriate medical utilization. (ex: frequent ER visits, frequent PCP changes, medication management issues)
- ☐ High priority transplant, HIV, Hemophilia member requesting assistance.
- ☐ Interdepartmental Medical Management request for immediate assistance.
- ☐ Maternal Child Health – Pregnant, Pediatric (under age 21), CRS or Former CRS.

BEHAVIORAL HEALTH

- ☐ Routine BH referrals (ex: member requests advocacy for Behavioral Health or indicates need for BH assistance in some way that is not urgent or related to inpatient and/or medication).
- ☐ Member/Family member has questions about BH services, how to access covered services, complaints.
- ☐ Suicidal/Homicidal caller. (Please refer **AFTER** you follow SI/HI protocol)
- ☐ Member requests referral for BH services (i.e., therapy, groups, etc.).
- ☐ Urgent need for psychotropic medication.

Details Relating to Reason for Referral and Additional Comments (What happened? What do you want done?)

PLEASE REMEMBER TO ATTACH THIS REFERRAL FORM TO THE MEMBER'S SIEBEL RECORD

Please send Medical or Behavioral Health referrals to:

Medical: BHNPopHealthManagement@bannerhealth.com

Behavioral Health: BUHPCareMgmtBHMailbox@bannerhealth.com

Maternal Child Health: BUHPMaternalChildHealth@bannerhealth.com