

# CenCal Health Case Management Referral Form



M-CM-RF-1224 E

**Member must be eligible with CenCal Health**

**STEP 1: Please fill out all applicable information below and proceed to Step 2**

## MEMBER INFORMATION

Referral Date:  Last Name:  First Name:

Medi-Cal # CIN: (9 digits/letter)  Date of Birth:  Age:

Preferred Language:  English  Spanish  Other:

Address:

City:  State:  Zip code:

Phone Number:

Member's Primary Contact:  Relationship:

Member's Primary Contact Phone Number:

Primary Care Physician:  Is Member/Caregiver Aware of Referral:  Yes  No

## REFERRAL INFORMATION

Completed by:  Title:

Referral Source Name (Agency/Facility):

Phone Number:  Fax Number:

Email:

**Step: 2**

**CenCal Health Case Management Services**

**Eligibility Criteria for CCHCM**

(referrals can be made for all ages, select all referral reasons that apply)

- Care Transition Services** (moving from one level of care to another)
- Disease Management (acute/chronic illness)**  
(Asthma, COPD, Cardiovascular, Depression, Diabetes, Heart Failure, Maternal Mental Health, Kidney Disease, ect.)
- 2 or less unplanned Hospital/SNF admissions in 6 months**
- 2 - 4 ED visits in 6 months**
- Fragile conditions and/ or cognitive changes requiring assistance with ADL/IADLs and respite services**  
(CBAS, IHSS, ect.)
- Psychosocial Needs** (linkage to community resources such as food, housing, transportation, vocational, ect.)
- Care Coordination** (catastrophic, rehabilitation, transplant, eating disorders, gene/cell therapy ect.)
- Behavioral Health** (medical care impacted by untreated Behavioral Health needs)

**Please add supporting comments and additional pertinent information regarding reason for your referral**

**Step: 3** Submission

*Please fax the completed referral form with supporting documentation to the Fax number below*

CenCal Health Departments	Phone Number	Adult Case Management (ages 21+)	Pediatric Case Management ages (0-20)
CenCal Health Case Management	805-562-1082 (option 2)	805-681-8260	805-692-5140

Contact CenCal Health’s Member Services Department for benefit questions at (877) 814-1861