



BCBSRI Case Management Referral Form

To refer a member for case management services, please complete this form and **fax it to (401) 459-5804, Attention Triage.**

- Urgent
- Routine

Referral Date: _____

Patient Information

First Name: _____ Last Name: _____

BCBSRI ID Number: _____ Date of Birth: _____

Phone Number: _____ Member's Preferred Language: _____

Referral Source Information

Name of Person Completing Form: _____ Phone: _____

Title of Person Completing Form: _____

Patient's Primary Physician: _____

Physician Phone Number: _____ Physician Fax Number: _____

Reason for Referral: _____

Primary Diagnosis: _____

History of Present Condition: _____

Current Services (if known): _____

Was the patient or primary caregiver informed that a referral is being made? Yes ___ No ___

Comments: _____

Submitting a Case Management Referral

Please fax the following information to BCBSRI at (401) 459-5804:

- **Referral form**
- **Medication list**
- **Any additional clinical information** that may help the case manager in addressing your patient's needs

Case Management – General Information

BCBSRI's case management services are provided by registered nurses, social workers, registered dietitians and health advocates. They help patients:

1. Who have a complex medical or behavioral health condition
2. For whom case management services would likely reduce the risk of adverse outcomes

Upon referral, a case manager will screen for the appropriateness of case management services and triage for urgency of initiating services.

Examples of Cases that Should Be Considered for Case Management Referral

- Medically complex or fragile condition with comorbidities requiring assistance with implementing a treatment plan and addressing access barriers
- Chronic conditions, such as COPD, CHF, ESRD, Hepatitis-C, substance abuse, and cirrhosis, that are not well controlled
- Asthma with ER and inpatient utilization
- HIV non-compliant with medications and/or with ER/inpatient hospitalization
- Dementia
- Oncology with complications
- Organ transplant with complications
- Frequent ER use
- Depression