

## Case Management Referral Form

Anthem Blue Cross and Blue Shield Medicaid (Anthem) case managers help make healthcare easier and less overwhelming for our members. They work with our members to help them understand the types of services we offer to them and how to participate in their own care.

Our licensed clinical staff uses evidence-based *Clinical Practice Guidelines* to help create a plan of care in collaboration with the member and their treating providers. We update providers about outreach in order to monitor progress. We offer information to help providers coordinate care, prevent hospital readmissions, and improve the member’s health outcomes.

Please complete the information below to request or refer a member for case management services.

**Please email this form to [kentuckycm@anthem.com](mailto:kentuckycm@anthem.com).**

Referrer/agency information			
Referrer/agency:			
Contact person:			
Referrer phone:			
Has the patient agreed to receive an outreach call?			
Would you like to receive a call from the Case Management team to discuss your patient’s case?			
Does your patient have any transportation (missed appointments), food, and/or housing issues – in other words, social needs?			
Member information			
Name:		Phone number:	
DOB:		Anthem ID #:	
Diagnosis:			

\* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield Medicaid.



<https://providers.anthem.com/ky>

**Reason for case management referral:**

Case Management will contact the member within two business days.

**Note:** Once your member is engaged in case management, you can follow the patient's progress by logging into Availity\* at **availity.com**.