

Health/Care Management Programs Referral Guide



To Make a Referral: Call 1-866-942-7966, fax 1-866-942-7785, or email phmreferrals@mvphealthcare.com

- Programs are open to members of MVP health plans at no charge and with no obligation.
- Your referral triggers our outreach (or members may call the phone number above to self-refer).
- Sessions are confidential and conducted by phone.
- Programs include education and training, personalized mailings, and health coaching for those who need extra help to set and reach goals that are important to their treatment plans.

Care Management Programs

| Program | Patients to Refer | Information that MVP May Request |
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| Case Management | Members with complex injuries or diagnoses, often with critical health issues and co-morbidities. Also members with multiple chronic conditions such as heart failure, COPD, heart disease, diabetes, and asthma. | <ul style="list-style-type: none"> • Recent H&P, labs, and office visit notes • Medical treatment plan • Medications |
| Little FootprintsSM | Any pregnant MVP member who is experiencing a difficult pregnancy, has had problems with a previous pregnancy, or is considered high risk. | <ul style="list-style-type: none"> • Office prenatal form or health risk assessment • EDC • Completed Prenatal Risk Form for MVP Medicaid members |
| Social Work | Members who need help connecting to community resources and services. | Most recent office visit notes, caregiver resources |
| Transplant Case Management | For approval of transplant evaluations and listings for solid organ and bone marrow transplants. | <ul style="list-style-type: none"> • Clinical information to support transplant request • Most recent labs and office visit notes |

Health Management Programs

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| Asthma | Adults or children who need to make healthy lifestyle changes, needs assistance with educational information and strategies to help better manage their asthma. | <ul style="list-style-type: none"> • Controller medication • FEV1 or PFT • Inhaled corticosteroid • Use of spacer • Whether an asthma action plan is in place |
| Heart Disease | Adults who are living with heart disease would need to make healthy lifestyle changes, needs assistance with educational information and strategies to help better manage their heart disease. | Most recent labs (HDL, LDL, total cholesterol, blood pressure, triglycerides), use of Beta blocker |
| COPD | Adults with a diagnosis of chronic obstructive pulmonary disease who need to make healthy lifestyle changes, needs assistance with educational information and strategies to help better manage their COPD | <ul style="list-style-type: none"> • Blood pressure • COPD severity (stage 1-4) • FEV1 or PFT • O2 saturation • Use of spacer • Use of Systemic corticosteroid and bronchodilator medications |
| Depression* | Adults with a diagnosis of depression or whom you may suspect to be depressed. | Information may be requested as needed |
| Diabetes | Adults or children whose diabetes would need to make healthy lifestyle changes, needs assistance with educational information and strategies to help better manage their diabetes. | <ul style="list-style-type: none"> • Blood pressure • Date of dilated retinal exam • Most recent labs (HbA1C, LDL, total cholesterol, albumin/creatinine ratio or urine microalbumin) |
| Heart Failure | Adults with a diagnosis of heart failure would need to make healthy lifestyle changes, needs assistance with educational information and strategies to help better manage their Heart Failure. | <ul style="list-style-type: none"> • ACE inhibitor • ACE substitute • ARB • Blood pressure • Ejection fraction • Most recent labs (HDL, LDL, total cholesterol) |
| Low Back Pain | Adults diagnosed with low back pain would need to make lifestyle changes, needs assistance with educational information and strategies to help better manage their back pain. | Information may be requested as needed |

* Depression program managed by Beacon Health Options