**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.

### Case Management Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>Patients to Refer</th>
<th>Information that MVP May Request</th>
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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. | • Recent H&P, labs, and office visit notes  
• Medical treatment plan  
• Medications |
| Little Footprints℠      | Any pregnant MVP member who is experiencing a difficult pregnancy, has had problems with a previous pregnancy, or is considered high risk. | • 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. | • Clinical information to support transplant request  
• Most recent labs and office visit notes |

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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. | • 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 | • 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. | • 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. | • 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 |