

Enhanced Care Management, Complex Case Management and Community Health Workers Referral Form

Kaiser Permanente **ONLY** accepts referrals for **Medi-Cal Members** whose coverage is assigned to Kaiser Permanente.

Kaiser Permanente employs a “No Wrong Door” approach for Enhanced Care Management, Complex Case Management and Community Health Workers referrals – referrals will be accepted from all points of care within the continuum.

Which Services does this referral form cover?

This referral form is for the following:

- [Enhanced Care Management](#)
- [Complex Case Management](#)
- [Community Health Workers](#)

Types of Referrals

- **Routine:** Routine referrals are submitted for Members who do not meet the criteria for an expedited referral but have immediate needs.
- **Expedited:** Expedited referrals are submitted for Members who have immediate safety concerns or are high-risk Members being discharged from an inpatient/skilled nursing facility.

Instructions

Fill out this form and all required fields to the best of your ability. Submit this form to the appropriate region via secure email. Missing information may result in additional processing delays.

- Northern California referrals REGMCDURNs-KPNC@KP.org
- Southern California referrals RegCareCoordCaseMgmt@KP.org

SECTION A

Fields marked with an asterisk (*) are mandatory

Is the person being referred a Kaiser Permanente (KP) Medi-Cal Member?*

- ☐ Yes, this is a Kaiser Permanente Medi-Cal Member
- ☐ No. STOP, do NOT proceed. Please send referral to their assigned Medi-Cal Managed Care Plan.

Referral Source Information

Date of Referral*

Referrer Name*

Referrer Organization Name*

Referrer Email*

Referrer Phone Number*

Referrer Relationship to Member*

External referral by, select ONE*

- ☐ Network Lead Entity (NLE)
- ☐ ECM/CS Vendor (please indicate which NLE you are affiliated with)
- ☐ Full Circle Health ☐ Independent Living Systems ☐ Mom's Meals ☐ Partners in Care
- ☐ ECM/CS Vendor
- ☐ Managed Care Plan (MCP)
- ☐ Other health care provider
- ☐ Mental health care provider
- ☐ Hospital or ER care team
- ☐ County or other government organization
- ☐ Schools/Local Education Agencies (LEAs)
- ☐ Other community-based provider
- ☐ Legal aid organizations
- ☐ Justice involved organizations
- ☐ Other:

Attestation*

- ☐ By checking this box, you confirm that all information provided on this form is accurate and has been verified. You also confirm that the Member has consented to participating in the program(s) they are being referred to AND that you can provide supporting documentation if requested.

SECTION A

Fields marked with an asterisk (*) are mandatory

Member Information

Member Name*	
Member Date of Birth*	Member Phone Number*
Member Mailing Address* (Street, City, State, Zip Code)	
Member's Kaiser Permanente MRN* (if known)	Member's Medi-Cal CIN (if known)
Caregiver/Support Person Name	
Caregiver/Support Person Contact (Email/Phone Number)	

Current Service Usage

Is the Member currently receiving any of the following services? Check ALL that apply:

☐ **Enhanced Care Management**

Provider Name:

Provider Email/Phone Number:

☐ **Complex Case Management**

☐ **Community Health Worker**

Community Supports

- ☐ Housing Transition Navigation Services
- ☐ Housing Deposits
- ☐ Housing Tenancy and Sustaining Services
- ☐ Day Habilitation Programs
- ☐ Recuperative Care (Medical Respite)
- ☐ Short-Term Post-Hospitalization Housing

- ☐ Respite Services (Caregiver Respite)
- ☐ Assisted Living Facility Transitions
- ☐ Community or Home Transition Services
- ☐ Personal Care and Homemaker Services
- ☐ Environmental Accessibility Adaptations (Home Modifications)
- ☐ Medically Tailored Meals/Medically-Supportive Food
- ☐ Sobering Centers
- ☐ Asthma Remediation

SECTION B

☐ 1. Enhanced Care Management

Important Information – Please Read

- **Description:** Enhanced Care Management (ECM) provides intensive care management services to members with complex health and/or social needs. The benefit is limited to specific Populations of Focus defined by the DHCS. ECM is available in all Kaiser Permanente's service areas.
- **Members may NOT be enrolled in ECM if they are receiving any of the following programs at the same time:**
 - Community Health Workers (CHW)
 - Complex Case Management (CCM)
 - Hospice
 - Program for All-Inclusive Care for the Elderly (PACE)
 - California Community Transitions (CCT)
 - 1915 (c) Home and Community-Based Services (HCBS) Waivers* including:
 - Medi-Cal Waiver Program (HIV/Aids)
 - Home and Community-Based Alternatives (HCBA)
 - Assisted Living Waiver (ALW)
 - Home and Community-Based Services Waiver for the Developmentally Disabled (HCBS-DD)
 - Multipurpose Senior Services Program (MSSP)
 - Self-Determination Program (ICF/DD)
 - HCBS Waiver for I/DD

*Please see the DHCS website for more information on these waivers

1.1) Is this a Streamlined Authorization request?

(Question 1.1 - To be completed by the Network Lead Entities ONLY)

☐ Yes

☐ No

Provider Name:

Lead Care Manager Name:

Service Start Date:

1.2) Type of referral:

☐ Routine (5 Business Days)

☐ Expedited (3 Business Days)

SECTION B

☐ 1. Enhanced Care Management (Continued)

1.3) Select ALL qualifying criteria:

- ☐ Transitioning from ECM with another CA Medi-Cal health plan
- ☐ Individual or family experiencing homelessness
- ☐ Individual at risk for avoidable hospital and/or ER admissions
- ☐ Individual with serious mental illness (SMI) and/or substance use disorder (SUD) needs
- ☐ Individual transitioning from incarceration or who have transitioned within the last 12 months
- ☐ Adults living in the community and at risk for long-term care institutionalization
- ☐ Adult nursing facility resident transitioning to the community
- ☐ Child or youth enrolled in California Children's Services (CCS)
- ☐ CCS Whole Child Model (WCM) with additional needs beyond the CCS Condition
- ☐ Child or youth involved in Child Welfare
- ☐ Birth Equity (Individual who is pregnant or 12 or less months postpartum)

Comments (optional)

SECTION B

☐ 2. Complex Case Management

Important Information – Please Read

- **Description:** Complex Case Management (CCM) provides extra support to avoid adverse outcomes for Members who are not enrolled in the highest risk group designated for ECM. CCM provides both ongoing chronic care coordination and interventions for episodic, temporary needs.
- A Member cannot be enrolled in CCM and ECM. Please **ONLY** select **ONE** of these services.

CCM Referral Decision Guidance

CONDITION

ACTION

No Medi-Cal coverage

➤ Refer Member to KP Community Support Hub (formerly Thrive Local) or KP Social Services department

Medi-Cal coverage not assigned to KP

➤ Refer Member to assigned Medi-Cal Health Plan

Enrolled in other KP Case Management Program providing duplicative comprehensive case management functions

➤ Consult with KP Case Management Program provider

Enrolled in Hospice

➤ Consult with Hospice

Enrolled in PACE program

➤ Consult with PACE provider

2.1) Type of referral:

☐ Routine (5 Business Days)

☐ Expedited (3 Business Days)

2.2) To be eligible, the Member must meet at least ONE of the following criteria. Select ALL that apply:

- ☐ Multiple chronic conditions or one complex condition
- ☐ Significant deficits in social determinant of health that impact their health
- ☐ Difficulty navigating the health care system
- ☐ Difficulty managing treatment prescribed by their provider or nonadherence to treatment plans
- ☐ Frequent missed appointments with serious medical conditions
- ☐ Pattern of utilizing emergency services in lieu of primary or urgent care

2.3) What CCM services are needed? Select the ONE that applies:

- ☐ Comprehensive assessment of rising risk conditions, available benefits, and resources
- ☐ Care Coordination focused on longer term Chronic Conditions
- ☐ Interventions for episodic, temporary needs

Comments (optional)

SECTION B

☐ 3. Community Health Workers

Important Information – Please Read

- **Description:** Community Health Workers (CHW) are non-licensed peer advocates based in the Member's own community who **help Members reach a short-term, health-related goal**. They provide face-to-face, non-clinical, culturally appropriate peer support. Services include health education, navigation, peer advocacy, and assessments/applications for government assistance programs.
- Eligibility for CHW services is broad and inclusive, so most KP Medi-Cal Members may qualify.
- If a Member is high risk and has more complex needs, consider whether a referral to ECM may be more appropriate to support them. A Member cannot be enrolled in CHW if they are already enrolled in ECM. See page 4 to learn more.
- **CHWs can provide health education, health navigation, peer support/advocacy and help with applications for government assistance programs. Here are some examples of CHW services:**
 - High Risk Pregnancy Peer Support (e.g., education on lifestyle adjustments to prevent complications)
 - Diabetes Management Peer Support (e.g., education and guidance on medication adherence)
 - Substance Use Peer Support (e.g., education about substance abuse, reducing enabling behaviors, and coping strategies)

3.1) Select **ALL** that apply: What health-related goal does the Member request CHW support with?

☐ In-person education, navigation, or peer advocacy (e.g., education on how to navigate the health system or self-advocate in a health care setting). **Must specify goal below:**

☐ Help enrolling in government assistance programs (e.g., WIC, CalFresh, SSDI/SSI) to help improve health. **Must specify goal below:**

☐ Culturally appropriate health education or health navigation (e.g., education on how to shop for healthy meals, asthma prevention). **Must specify goal below:**

☐ Outreach services to engage Member in their care plans (e.g., attending appointments with Member, helping to meet care plan goals). **Must specify goal below:**

☐ Other: **Must specify goal below:**

SECTION B

☐ 3. Community Health Workers (Continued)

Comments (optional)

Any other information to assist with CHW care planning, such as the member's identified Social Determinant of Health (SDOH) need or other medical, social, or mental health barriers that the CHW can help address.

STOP!

PLEASE BE SURE TO:

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