Contra Costa Health Plan
Case Management Program
Invites Referrals from our Community Provider Network and Regional Medical Center Network Providers.

CASE MANAGEMENT
Telephone: 925.313.6887
Fax: 925.313.6462

DIABETES MANAGEMENT
Telephone: 925.313.6060
Fax: 925.313.6462
Introduction
Contra Costa Health Plan’s Case Management Program was created to provide outreach and case management services for clients that over/under utilize services or have difficulty adhering to a treatment plan. Our goal is to promote quality collaborative standards of care through increased coordination of services, decreased fragmentation of care, efficient utilization of resources, and patient/family involvement and satisfaction.

What is the CM Program?
A diverse staff representing a wide spectrum of professional backgrounds round out the CM Program team. Combining skills in psychology, registered nursing, clinical social work, and health education, our team works closely together with the client, family and primary care provider to achieve the highest positive health outcomes for each individual.

Who are our clients?
Our clients are CCHP members who meet one or more of the following criteria:

- Medical non-adherence (e.g. frequent missed appointments, misuse of medications, poor dietary practices)
- High utilization of Emergency Room services
- Frequent hospital admissions
- Readmissions (<30 days after discharge) for ambulatory care sensitive conditions (e.g. diabetes, asthma, congestive heart failure, hypertension)
- Psychosocial risk factors negatively impacting health
- Cognitive changes as evidenced by significant fluctuations in memory, mood, personality or behavior by the geriatric client
- Unstable medical conditions warranting closer monitoring
- Self-care deficits requiring one-on-one or group health education to promote well-being

How do I refer?
Simply complete the referral form and fax it to the CM Program at 925-313-6462. Telephone referrals can also be made by calling 925-313-7453. Leave a message including times you may be reached and someone will return your call promptly.

Regional Medical Center Network staff and providers can go to the CCHP page on the Intranet and click on the Forms folder in the left-hand toolbar to obtain a copy of the referral form.

Helpful Tips
In order to expedite referrals to the Case Management Program and avoid unnecessary delays, the following “helpful tips” are offered:

- Fill out the referral form completely.
- Call the CM Program at 925-313-7453 if you have any questions about the appropriateness of a referral.
- Provide the CM Program with detailed information about your referred patients and your primary concerns.
- Avoid referring a patient who requires immediate intervention (e.g. same day home visit.)
- The same referral form may be used to refer to the diabetes disease management program.