UMPQUA HEALTH ALLIANCE

Case Management Referral

Please email completed form to *casemanagement@umpquahealth.com* or fax to 541-229-8180

Member Information

Legal Name:

Preferred Name: Pronouns:

Birthdate:

OHP Number:

Phone Number:

Email Address:

Legal Guardian:

Phone Number:

Email Address:

Mailing Address:

City:

State: Zip:

Member Communication Preference:

☐ Phone ☐ Text ☐ Email

☐ Other:

Guardian Communication Preference:

☐ Phone ☐ Text ☐ Email

☐ Other:

Referral Source Information

Referring Provider:

Phone Number:

Fax Number:

Email:

Referral Reason(s):

Date of Referral:

Are you pregnant? ☐ Yes ☐ No

Prenatal Provider:

Primary Care Provider:

Due Date:

Is the Umpqua Health Alliance Member Aware of this Referral? ☐ Yes ☐ No

Is the Umpqua Health Alliance Member involved with any of the following:

☐ Oregon Department of Human Services Child Welfare

☐ Oregon Department of Human Services Self-Sufficiency Programs:

☐ Aging and People with Disabilities (APD)

☐ Community Living Case Management (CLCM)

☐ SNAP ☐ TANF ☐ JOBS

☐ Adapt Integrated Health Care

☐ Home Health/Home Visiting

☐ Other:

Phone: 541-229-4842
Fax: 541-229-8180

Email:
CaseManagement @umpquahealth.com

Website:
www.umpquahealth.com

Address:
3031 NE Stephens Street,
Roseburg, OR 97470

General Information

Umpqua Health Alliance Case Management services are provided to our members that have complex medical and/or behavioral health conditions, have high psychosocial risk factors and need assistance navigating behavioral health and/or health care systems.

Referring a Member

Consider referring a member when they are:

- Unsure of where to go for their complex medical or behavioral health needs
- Experiencing a barrier to following medical recommendations
- Having or have had a life altering surgery *(temporary or long term)*
- Having frequent hospital admissions and readmissions within 30 days of discharge
- Needing information on or experiencing difficulty managing health conditions such as Diabetes, COPD, Asthma, etc...
- Experiencing complex or chronic medical conditions *(transplants, cancer, ESRD, COPD, CHF, or a terminal illness w/o hospice services)*
- Needing assistance in accessing medically necessary services *(in or out of network services)*
- Needing assistance in navigating youth behavioral health systems and levels of care
- Wanting advocacy and assistance surrounding school resources such as an Individual Education
- Plan (IEP) or 504 Plan
- Transitioning in or out of facilities, higher levels of care, mental health and/or substance use services.
- Looking for specialty provider programs, such as maternity care or maternity case management.

Case Management Process

1. Referral is received and reviewed

2. Case Manager is assigned

3. Case Manager makes 3 outreach attempts

   Member Declines:
   Referring provider is notified

   Member Accepts:
   Referring Provider is notified
   Assessment and Care Plan Creation

4. Care Coordination and Resource Connection

5. Navigating Health and Behavioral Health System

6. Empathy, Empowerment, Support and Advocacy

7. Member move toward meeting their Care Plan Goals

8. Improvement in Physical, Mental and Social Determinants of Health

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Oregon Health Plan / Medicaid

Language Access

LANGUAGE SERVICES

Alternative Languages

You can get this document in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. You can get help from a certified or qualified health care interpreter. Call 888-788-9821 or TTY #711#. We accept relay calls.

SERVICIOS DE IDIOMAS

Idiomas Alternativos

Usted puede obtener este documento en otros idiomas, en letra grande, braille o en el formato que prefiera. Puede obtener ayuda de un intérprete certificado o calificado en atención de salud. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 541-229-4852 o TTY #711#. Aceptamos todas las llamadas de retransmisión.

Learn More

umpquahealth.com/language-access/

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Toll free: 866-672-1551
TTY: 541-440-6304 | 711

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