

Case Management & Disease Management Referral Form (Physician)

General Information About Case Management

Case Management services are offered at **no cost to you**.

Zing Health's Care Management Services Team wants to **help your member reach their best possible health** by offering the following:

- A Health Risk Assessment (HRA) to give us a better understanding of their health care needs
- Self-education materials so they can learn more about their health condition(s).
- An experienced Integrated Care Manager (RN) who will help your member obtain needed authorizations for medical care and work with them and you to find support that they may need for social, behavioral, financial, or other needs.
- Help with access to community-based, public health, state-provided and faith-based resources.
- Help when the member is discharged from the hospital to get the support that they need to go home safely or to a lower level of care.
- A Care Plan to help them decide what goals they are ready to tackle and assist them to meet those goals.

Case Management Levels

A. Acute Case Management:

Acute Case Management is the coordination of care and services provided to members with one or multiple conditions or members who have experienced a critical event. Through the case management process, these members are assisted in access to care and services and their care is coordinated with the assistance of the Care Management Team.

B. Complex Case Management:

Complex case management is the coordination of care and services provided to members with multiple or complex conditions, serious mental illness, caregiver or resource issues which adversely affect your health care outcomes, and severe injuries. Depending on the complexity of their illness or condition, the level of case management and/or the amount of resources required for them may be extensive.

C. Chronic Case Management:

Chronic case management is the coordination of care and services provided to members with multiple or complex conditions, serious mental illness, caregiver or resource issues which adversely affect their health care outcomes. For this level of case management, the member may be relatively stable clinically and need or ask for more educational information, reinforcement of behaviors or caregiver outreach and support through the case management process.

General Information About Disease Management

Disease management services are offered at **no cost to you**.

Members that do not qualify for case management may be eligible for disease management services. Disease management focuses on health conditions that require **monitoring and education** to help you manage your conditions, with the assistance of your caregiver(s). The goal of Disease Management is to empower the member with educational material and information support to allow them to meet their health care goals.

Zing Health's Disease Management Program offerings include the following conditions:

- Chronic Obstructive Pulmonary Disorder (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)
- Diabetes Mellitus (DM)

Zing Health's Care Management Services Team is made up of registered nurses (RNs), Doctors, Pharmacists, Social Workers, and a Community Care Navigator. The RN will be able to answer questions about their health, help them find a doctor, and create a plan of care to make sure they get the right medical services. The RN is the member's primary Care Manager who will work with the other Care Team members to help the member meet all the goals on their Care Plan.

SUBMITTING THE COMPLETED REQUEST

If you are interested in one of the programs above for one or more of your Zing Health members, please complete the CM/DM Referral Form for each and send to the contact below:

Case Management Referral

Zing Health

Attn: Case Management

Referral P.O. Box 6589

Chicago, IL 60606

Fax: 1-844-946-4458

Email: caregmt@myzinghealth.com

Disease Management Referral

Zing Health

Attn: Disease Management

Referral P.O. Box 6589

Chicago, IL 60606

Fax: 1-844-946-4458

Email: caregmt@myzinghealth.com

If you have a question or just want to talk to a member of the Care Management Services Team, please contact Customer Service toll free at 866-946-4458 (TTY: 711). Hours are 8:00 a.m. to 8:00 p.m. Monday – Friday from April 1 – September 30 and, 8:00 a.m. to 8:00 p.m. seven days a week (except Thanksgiving and Christmas Day) from October 1 – March 31.

CASE MANAGEMENT (CM) & DISEASE MANAGEMENT (DM) REFERRAL FORM

REFERRED BY

Date:

Name:

Phone Number:

Fax:

E-mail:

MEMBER INFORMATION

Name:

Member ID#

Phone:

DOB:

Address:

PROVIDER INFORMATION

PCP Name:

Phone /Fax:

Specialist Name

Phone/Fax:

DISEASE MANAGEMENT PROGRAMS

Coronary Artery Disease (CAD)

Congestive Heart Failure (CHF)

Chronic Obstructive Pulmonary Disease (COPD)

Diabetes Mellitus (DM)

CASE MANAGEMENT

Acute Case Management

Complex Case Management

Chronic Case Management

REFERRAL REASON

Referral Reason:

--