

## Care Management Referrals: Provider FAQs

CareFirst Care Management provides individualized support for your patients—not only adults, but specialty care such as high-risk obstetrics, oncology and pediatrics. Care Management has proven to decrease cost of care and admissions/readmissions/ED Visits, and contributes to quality measures, HEDIS measures, and gaps in care closure.

### 1. How do I make a referral?

Any office/provider can refer to Care Management using one of the below options:\*

- Visit the online provider referral form here: <https://provider.carefirst.com/providers/care-management/care-management-eform.page>
- Send a secure/encrypted email to [caremanagement@carefirst.com](mailto:caremanagement@carefirst.com)
- Send a fax to (410) 505-2122
- Call the Care Management direct line at **(833)-536-2004**

\* Please note our business hours are Monday–Friday 8:30 a.m.–5:00 p.m. Referrals will be reviewed no later than the next business day.

### 2. What information is required for the referral?

- Member name (first, last)
- Date of Birth
- Member phone number
- CareFirst Member ID
- Reason for referral
- Provider/office name and contact information for ongoing communication

### 3. What happens after I make a referral?

The Care Management Triage team will acknowledge receipt of the referral and verify the Member benefit for Care Management. If the Member is not eligible, the triage team will notify the office/provider. If eligible, the Member will be assigned to the next available Care Manager, who will make three attempts to connect with the Member over the following 14 days.

### 4. What happens after my referral is assigned to a Care Manager?

The Care Manager will contact the Member to introduce Care Management. The office/provider will be notified of the outcome of that contact.

### 5. What happens after the Member agrees to work with the Care Manager?

The Care Manager works with the Member to address their health concerns and goals. Together, they develop a care plan to assist the Member in self-managing their condition(s). The Care Manager shares their contact information with you when a care plan is opened. They will notify the office/provider if there is an acute event during engagement, and when the care plan is closed. Providers will be notified based on their preferred method of contact noted when they referred the Member.

**6. What should I do if I don't hear back from the Care Manager?**

Please direct inquiries to the Care Management email at [caremanagement@carefirst.com](mailto:caremanagement@carefirst.com).

Remember to encrypt the email if it includes PHI.

### Care Management Form

Could your patient benefit from working with a care manager? If yes, fill out this short form, and we will respond to your request within two business days.

**\* Required**

Member's First Name \*

Member's Last Name \*

Member's Phone Number \*

Member's Best Time to Call\*

Member's Email Address \*

**\* Member's Date of Birth**  
mm/dd/yyyy

**\* Member ID (as listed on your patient's CareFirst Insurance Card)**  
xxx-xxxxxx

Provider's First Name \*

Provider's Last Name \*

How would you like to be notified of referral status?

Phone  
Provider's Phone Number


Email  
Provider's Email Address

**\* Brief Clinical Summary (Reason for Referral)**  
This field is required.

**Member's Primary Language:**

English  
 Spanish  
 Korean  
 Other

Preferred Language

I'm not a robot  reCAPTCHA  
Privacy - Terms

**Submit**

