



Promise Health Plan

Blue Shield of California Promise Health Plan
601 Potrero Grande Drive, Monterey Park, CA 91755
Social Services Dept Phone: (877) 221-0208
Los Angeles Referrals Fax to: (323) 889-2109
San Diego Referrals Fax to: (619) 219-3320

SOCIAL SERVICES DEPARTMENT REFERRAL FORM

MEMBER INFORMATION:

Member Name: \_\_\_\_\_ Member ID/CIN#: \_\_\_\_\_
Member Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_
Phone: \_\_\_\_\_ Languages Spoken: \_\_\_\_\_
Gender: Female [ ] Male [ ] Line of Business: Cal MediConnect [ ] Medicare [ ] Medi-Cal [ ]
Referral Requested By: IPA [ ] PCP [ ] Specialist [ ] Other [ ] \_\_\_\_\_
Date of Request: \_\_\_\_\_ Requestor Name: \_\_\_\_\_
Requestor Address: \_\_\_\_\_
Requestor Phone: \_\_\_\_\_ Fax: \_\_\_\_\_
Name of person completing form: \_\_\_\_\_

Please check the box for the service(s) you would like Blue Shield of California Promise Health Plan Social Services Department to explore with the member. For more information on these programs, please call the Blue Shield of California Promise Social Services Department.

- [ ] \*In Home Supportive Services (IHSS) Members can self-refer: (LA) 888-944-4477 / (SD) 800-510-2020
[ ] \*Community Based Adult Services (CBAS)
[ ] \*Multipurpose Senior Services Program (MSSP)
[ ] Advance Health Care Directives
[ ] Transportation Resources
[ ] Utility Resources
[ ] Food Resources
[ ] Caregiver Resources
[ ] Legal Resources
[ ] Housing Resources (e.g., board and care and assisted living facility referrals)
[ ] Homeless Resources (e.g., shelter information)
[ ] Mental Health Referrals (Contact Beacon Health Options at 855-765-9701- LA / 855-321-2211- SD)
[ ] Other: (non-medical) For medical needs refer to UM Standard Process (TAR form). For Care Management/Populations Health Management needs, call 877-702-5566.

Reason (Indicate any attachments):

\_\_\_\_\_
\_\_\_\_\_

\*IHSS: Allows individuals to receive support services enabling them to safely remain living in their home.
\*CBAS: Day health program that provides services designed to be an alternative to nursing home care for individuals over 18 years of age with special healthcare needs.
\*MSSP: Provides social and health case management for seniors who are certified for nursing home placement but wish to remain at home.

THIS REFERRAL DOES NOT GUARANTEE APPROVAL OR ELIGIBILITY FOR SERVICES.

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The goal of the Social Services Department at Blue Shield of California Promise Health Plan is to assist members in eliminating the social determinants that prevent them from receiving the care they need to reach their treatment goals and safely remain living in the community setting of their choice. The Social Services Department will assess any members referred and will connect them to the appropriate community resources, including Long-Term Services and Support (LTSS) listed below.

LTSS include:

- In-Home Supportive Services (IHSS)
  - Allows individuals to receive support services enabling them to safely remain living in their home:
    - Assist with shopping
    - Preparing food
    - House keeping
    - Bathing
- Community-Based Adult Services (CBAS)
  - Day health program – provides services designed to be an alternative to nursing home care for individuals over 18 years of age with special health care needs.
    - Help people stay mentally and physically active
    - Reduce social isolation
    - Improve health
    - Prevent decline of abilities and promote self-management in a safe, positive, and caring environment
- Multipurpose Senior Services Program (MSSP)
  - Provides social and case management for seniors who are certified for nursing home placement but wish to remain living at home.
- Long-Term Care (LTC)
  - Care provided in a skilled nursing facility for people unable to independently and safely remain living in the community. Provides 24/7 medical care.

To refer a patient to Long-Term Services and Support, please call Blue Shield of California Promise Health Plan Social Services Department at (877) 221-0208.