



MemberConnections® Referral Instructions

Our team of MemberConnections® Representatives can visit Coordinated Care members who are high risk and in need of extra assistance. MemberConnections® provides outreach in order to re-engage our members with their healthcare providers, health plan, and community services.

You can refer someone for the following reasons:

- Missed Appointments- Please refer to us before discharging from care
 - 1 appt for High Risk, OB, EPSDT, CPX
 - 2 appts Other
- Medications Not Picked Up
- High Emergency Room Use
- Review Benefits/ Basic Community Resources
- Unable to Contact
- SafeLink Phone

NOTE: Complex needs (medical, social) will be forwarded to our case management team for review. Please allow 1-2 business days.

To send a referral:

- 1) Log on to: [Coordinatedcarehealth.com](https://www.coordinatedcarehealth.com)
- 2) Select: **For Providers** at the top of the page
- 3) Select: **Provider Resources**
- 4) Under **Educational Material, Resources, and Forms** select: [MemberConnections Referral Form](#)
- 5) Complete the referral form with any pertinent information
- 6) Fax form to: **1-866-269-9510**
- 7) A MemberConnections® Representative will make 3 outreach attempts, including a home visit, if local. This process may take up to 2 weeks. A follow-up form will be faxed with the outcome.