



Guide to Making a Referral and Working with FirstCare Case Management Program

What are FirstCare's Case Management Services?

Case Management services are offered for free to our FirstCare members with current coverage. Services may also be requested by a member as needed. We help direct our members through the health care system and assist with referrals and authorizations to help meet their needs. Case Managers assist in coordinating services and care provided to our members who have chronic diseases and/or conditions, in an effort to maintain or improve their current health status. These services include helping members obtain DME, find in-plan providers, coordinating transitional care and guiding members to appropriate community resources.

If you have input on a member's care plan, self-management of their condition, preventive services, relevant medical and lab work results, mental health or other issues that you feel will assist us in the Case Management of the member, please fax the information to (806) 784-4393, Attn: Case Management. Thank you for providing great care to our FirstCare members!

Who Can Make Referrals?

Referrals come from a variety of sources, including but not limited to:

1. Physician offices
2. Case Managers
3. Social Workers
4. Medicaid or Social Security Case Workers
5. Sales Agents
6. Customer Service Representatives
7. A Member or their Responsible Party

How do I Make a Referral?

I. Making a referral to Case Management by E-mail

1. E-mail referral information to casemgmt@firstcare.com
2. Type “# secure” in the subject line (with nothing else).
3. Include the following information:
 - Member First Name
 - Member Last Name
 - Member ID Number
 - Contact Phone Number for Member
 - Member's Date of Birth
 - Referring Provider Name
 - Contact Phone Number for Referring Provider
 - Brief Description/Reason for the Referral to Case Management

The assigned Case Manager will respond to the information within one (1) business day.

II. Making a referral to Case Management by Phone

1. Call FirstCare Customer Service at 1-
 - Press Option 1 for English
 - Press Option 2 for Provider Line
 - Press Option 3 to speak with Customer Service Representative
 - Press Option 2 for Medical Benefits
 - Call will then be connected with Customer Service Representative (CSR)
2. Advise CSR that you want to request Case Management services and you will then be prompted to answer a series of questions which include:
 - Member First Name
 - Member Last Name
 - Member ID Number
 - Contact Phone Number for Member
 - Member's Date of Birth
 - Referring Provider Name
 - Contact Phone Number for Referring Provider
 - Brief Description/Reason for the Referral to Case Management
3. Referral request will be sent to Case Manager who will respond to the information within one (1) business day.

III. Providing Input or Suggestions to the Member's Case Management Care Plan

1. You may contact Case Management by E-mail, phone or by fax at (806) 784-4393, Attn: Case Management.
2. Send Member Information, Provider Input and/or Suggestions for incorporation into Member's Care Plan, for example:
 - Member preventive test results or tests needed
 - Lab results or lab tests needed
 - Member Self-Management issues or goals
 - Goals member is working with provider to meet
 - Mental Health issues
 - Any information or issue the provider feels will assist Case Management with addressing the member's specific needs.
3. Case Manager will respond to the information within one business day and information, input and suggestions will be incorporated into Member's Care Plan.

Important Contact Information

FirstCare Customer Service

1-866-229-4969

Case Management Fax

1-806-784-4393

Case Managers

Mailing Address:
1901 W. Loop 289 STE 9
Lubbock, Texas 79407

Website Address:
www.firstcare.com

Email Address:
casemgmt@firstcare.com