

Create Care Program Referrals On the ProviderVista Platform

A new feature of ProviderVista allows providers to submit a Care Management referral on behalf of patients. The health care professionals of Florida Blue's Clinical Care Program can help members with complex or chronic health conditions access covered services.

This voluntary program helps members:

- Self-manage conditions through coaching, community educational resources, and ongoing support
- Better understand and handle newly diagnosed conditions
- Access physical and/or behavioral health services

This program is available to members at no extra cost. Members with non-clinical or claims questions should call the number on the back of their Florida Blue member ID card.

You can initiate a referral workflow in ProviderVista by opening the drop-down menu on any of the six screens for Clinical Insights. From the various Clinical Insights screens, you can see data related to your patients, our members, and see who is helping manage care (under **Managed By**) as well as **Care Management Status**.

Managed By may display:

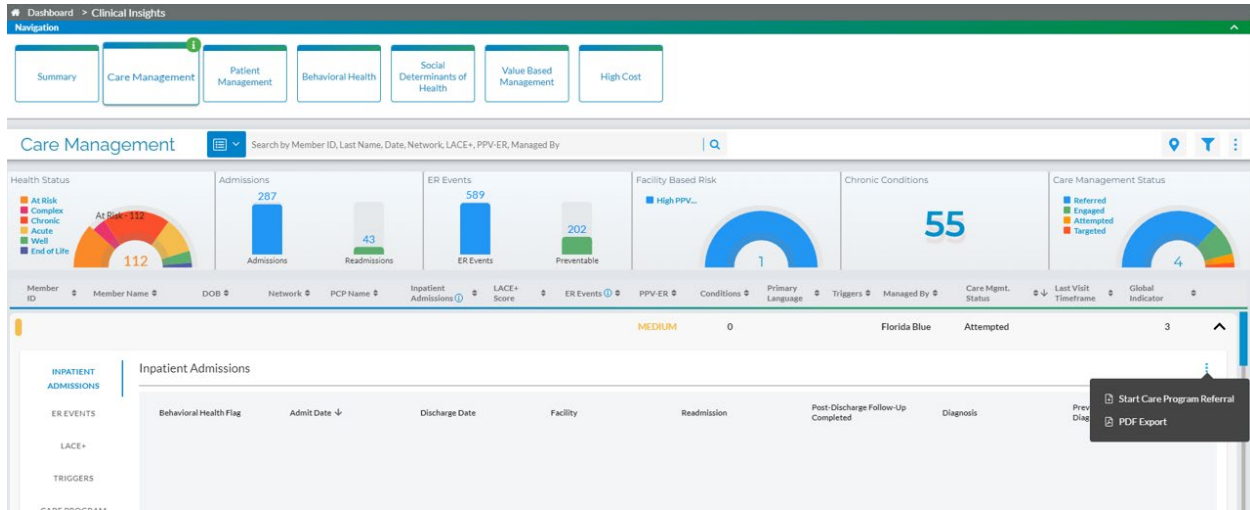
- **Care Partner** – The member is in a care program managed by a care partner. A care partner is typically a company that works with Florida Blue to help manage specific aspects of a member's care (e.g., CareCentrix, Lucet for Behavioral Health, etc.).
- **Florida Blue** – The member is in a care program managed by Florida Blue.
- **+** - If you see the **+** next to one of the above Managed By statuses, the member's care management falls under both categories. Hover over the status to view the details.

Care Management Status may display:

- **Referred** – A member is on a target list for care management, which is the first point of entry for anyone who could be involved with a care program.
- **Attempted** – The entity assigned for care management has confirmed an attempt to reach the member.
- **Engaged** – The entity assigned for care management has connected with a member and that member has enrolled/engaged in the program.
- **Targeted** – This recent addition indicates a member has been identified, but not yet referred to Florida Blue's Care Management Team for potential outreach.

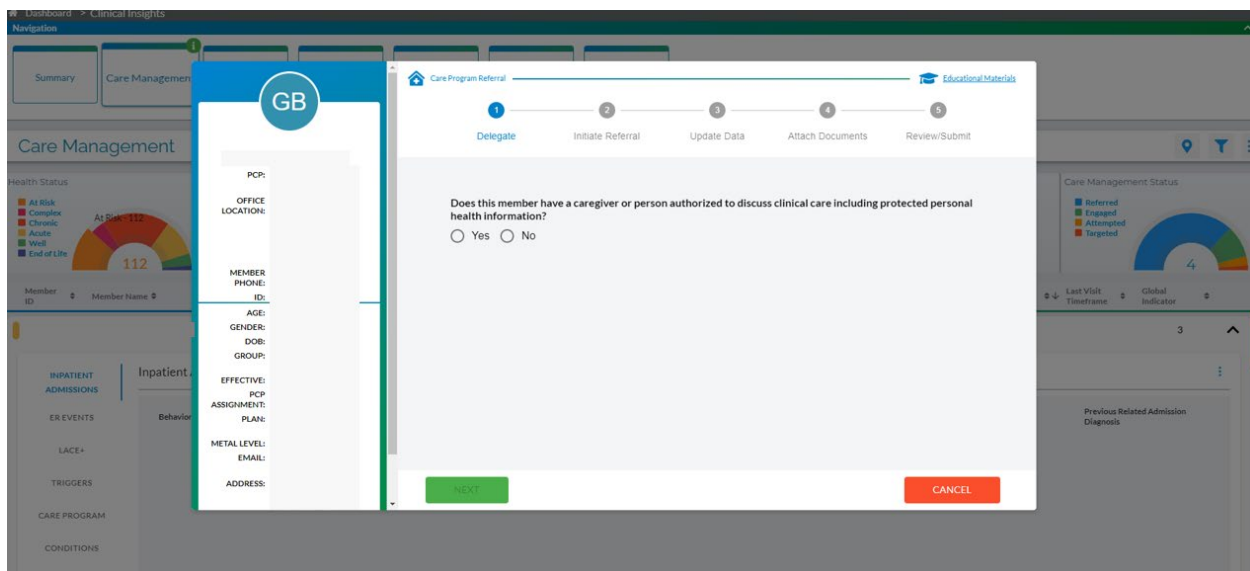
Submitting a referral for a care program through ProviderVista places a member on the Florida Blue Care Management team's outreach list. The team will then prioritize the member you referred and attempt outreach within two business days of receiving the referral. If needed, members will be referred to other services.

The steps describing the referral process are listed below:



To place the member on the Florida Blue Care Management Team's outreach list, click on the member to view the details. Three dots will appear on the right-hand side where you can then select "Start Care Program Referral." (See the image above.)

The workflow will then open. Please note you must complete the screens shown below before submitting. After completing all screens, you can review and submit the referral. As the member progresses, you will notice a corresponding status change under care management status.



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Home
Care Program Referral
Educational Materials

1 Delegate
2 Initiate Referral
3 Update Data
4 Attach Documents
5 Review/Submit

PCP:

OFFICE LOCATION:

MEMBER PHONE:

ID:

AGE:

GENDER:

DOB:

GROUP:

EFFECTIVE:

PCP ASSIGNMENT:

PLAN:

METAL LEVEL:

EMAIL:

ADDRESS:

Does your patient have Behavioral Health needs you would like us to know?*

Yes No

Patient is experiencing barriers related to:

<input type="checkbox"/>	Education & Literacy	Education & Literacy is the degree to which individuals have the capacity to process and understand basic health information
<input type="checkbox"/>	Occupational Risk	Occupational Risk is the likelihood that an injury or illness will occur as a result of exposure to workplace hazards
<input type="checkbox"/>	Housing & Economic Circumstances	Housing & Economic Circumstances are problems affecting a patient based on their living arrangements or income stability
<input type="checkbox"/>	Employment & Unemployment	Employment & Unemployment are barriers wherein household income can affect decisions concerning the patient's well-being
<input type="checkbox"/>	Physical Environment	Physical Environment are harmful environmental exposures such as polluted air, contaminated water, and extreme heat

Please share any other barriers or additional information you would like us to know about this patient.

Up to 240 characters

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OFFICE LOCATION:

MEMBER PHONE:

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AGE:

GENDER:

DOB:

GROUP:

EFFECTIVE:

PCP ASSIGNMENT:

PLAN:

METAL LEVEL:

EMAIL:

ADDRESS:

Referring Personnel Information

Name *

Phone * Ext

Email

Patient Information

Patient is aware of referral

Preferred Language

English Spanish Other

Race

Ethnicity

Most Recent Date of Service

Patient's Telephone

*Patients are usually contacted within 2 business days of receipt of referral

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Care Program Referral [Educational Materials](#)

Delegate Initiate Referral Update Data Attach Documents Review/Submit

Patient has Behavioral Needs?
No

Patient Knowledge of Referral
No

Social Determinants of Health
Education & Literacy
Housing & Economic Circumstances

Preferred Language
English

Referring Personnel Name
Test

Referring Personnel Phone Number
(126) 546-9879

BACK SUBMIT CANCEL

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