

DIGITAL CARE MANAGEMENT REFERRAL FORM

The Colorado Access care management team has a **new digital referral form**! This new digital tool will allow you to submit a referral for care management services online and help us serve our members faster.

Benefits

- **Easier submissions:** You can now send referrals and upload supporting documentation in one place! It is no longer necessary to download, complete, save, attach, and email a PDF form.
- **Faster assignments:** The care coordination team will review and assign incoming referrals faster.
- **Improved tracking:** We can now better track referral data.
- **Safer:** Reduction of compliance risks and enhanced security of member protected health information (PHI).

Frequently Asked Questions

Where can I find the new digital referral form?

You can find the new form at caremanagementreferral.coaccess.com.

I see there are four types of referrals I can select. How do I know which one to choose?

A description of each referral type is revealed once you select it. For example, if you select “General Care Management,” this description will appear: “General Care Management: This referral is for members who need resources, care manager assignment, or overall health management and coordination of care across multiple providers or specialties. Additionally, this referral is for program specific needs including Volume 7, Transitions Of Care (TOC), Early and Periodic Screening, Diagnostic and Treatment (EPSDT), Inpatient Hospital Transition Program (IHT), and Hospital Transformation Program (HTP).”

Can I still email the resource&referral@coaccess.com inbox?

Yes, we are still monitoring and responding to all emails in this inbox.

What if I submitted a referral and I haven't heard back from anyone?

Once you submit a referral, you will receive an automatic reply confirming receipt. A Colorado Access care coordinator will respond directly to you within two business days with either more questions or the status of your referral. If you haven't heard back from anyone after two business days, you can speak to a care coordinator by calling **866-833-8717** or you can send your confirmation email to resource&referral@coaccess.com.

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Where do I send a referral for care manager assignment?

Select “General Care Management.” Colorado Access will determine if a care manager will be assigned based on the details provided in your referral and information gathered when we speak to the member. All other referral requests will be handled by our coordinator team or other appropriate staff.

Where do I send a referral for a member dismissal from a provider?

Select “General Care Management” and on page 3 of the referral form, select the “Member Dismissal” box.

What if I need a Creative Solutions (CS) (for youth) call or a Complex Services Solutions (CSS) (for adults) call?

To qualify for CS or CSS meetings, a member must already have an assigned Colorado Access care manager, and Interdisciplinary Team (IDT) Staffings to address the member's current needs and barriers must already be occurring with the member's care manager and all other agencies involved in the member's care. To request a Colorado Access care manager or IDT Staffing, please select “General Care Management.” If you already meet these criteria, you may submit your referral using the Creative Solutions or Complex Services Solutions option.

What if I need help?

The digital referral form is ADA accessible with a user-friendly accessibility widget. If you need help, you can speak to a care coordinator by calling **866-833-5717**.

Is there another way to submit referrals if I have trouble using the tool?

Yes! We will keep our current care management referral PDF form on our website. You can go to coaccess.com/providers/forms to access the form if you need it.

Do you have more questions about care coordination referrals? Please email Marsha Aliaga-Dickens at marsha.aliaga-dickens@coaccess.com.