

Case Management Referrals

Florida Health Care Plans, in conjunction with our external partner ActiveHealth Management, provide virtual Case Management (CM) services to our members who need assistance navigating the healthcare system, coordinating care or managing their health conditions. The CM team works alongside the member's physician in a therapeutic relationship to ensure medication compliance and adherence with treatment plans.

Case management is a free and voluntary program. Although any member can be referred, those with the following diagnoses may particularly benefit from CM services.

- catastrophic diagnoses (life threatening or life-long disability)
- transplant cases
- chronic diseases
- complex disease or injury
- those needing prolonged rehabilitation care or
- behavioral health diagnosis complicated by comorbid substance use or extenuating socioeconomic factors.

If you have a patient who you feel would benefit from Case Management services, please contact FHCP's dedicated team at ActiveHealth Management directly. You can either:

- **call 855-233-7401**. Hours of Operation: Monday – Friday 8:00am to 8:00pm ET or
- **email FLHealthCarePlan@activehealth.com** and indicate "Urgent" in the subject line.
- Please include the member's name, MRN, brief history of present illness and CM need.
- Both the telephone line and email inbox are secure and are monitored by clinical staff.

Members who may have social or financial concerns can be referred to our community resource coordinators (CRC) who will provide individualized assessments and connect members with appropriate resources.

You can email cmanagement@fhcp.com with 'CRC referral' in the subject line or call (386) 238-3284 ext 7288.