

Referral Date: \_\_\_\_\_ Member Name: \_\_\_\_\_ Medi-Cal CIN ID#: \_\_\_\_\_

DOB: \_\_\_\_\_ Parent/Guardian Name: \_\_\_\_\_ Preferred Language: \_\_\_\_\_

Phone: \_\_\_\_\_ (home); \_\_\_\_\_ (parent/guardian's cell); \_\_\_\_\_ (member's cell)

Member address: \_\_\_\_\_

Does the minor 12 and older have capacity to give consent to services?  Yes  No If no, please explain \_\_\_\_\_

Best day/time to reach the member: \_\_\_\_\_ Best day and time to reach the parent/guardian: \_\_\_\_\_

PCP Clinic/Agency: \_\_\_\_\_ Name of PCP: \_\_\_\_\_ PCP Phone #: \_\_\_\_\_

**To receive a confirmation of this referral's outcome, please check the box below noting preferred method and contact details:**

Email address: \_\_\_\_\_  Fax Number: \_\_\_\_\_

**Please check** to confirm member eligibility was verified

**PCP Request (one request per referral form)**

**PCP Decision Support:** To obtain a mental health educational conversation with a Carelon Behavioral Health psychiatrist related to psychiatric diagnoses/medications. Contact the National Peer Advisor line: **Office Hours:** 6am-5pm PST Monday – Friday  
**Please call phone number: 877-241-5575**

**Referral for Outpatient Behavioral Health Services:** Refer members for therapy or medication management via Carelon Behavioral Health's network of providers when their needs are outside the PCP scope of practice. Carelon Behavioral Health can coordinate member care with county mental health. Fax: **877.321.1787** OR secure email: [Medi-Cal.Referral@carelon.com](mailto:Medi-Cal.Referral@carelon.com)

**Referral for Local Care Management:** (select the appropriate referral reason(s) below)

- Treatment adherence
- Medication adherence
- Linkage to community support services
- Complex case (e.g. medical and behavioral health needs, maternal mental health, etc...), please specify: \_\_\_\_\_

Fax: **855.371.2279** OR secure email: [MediCal\\_PHP@carelon.com](mailto:MediCal_PHP@carelon.com)

**Request Reason** (check all that apply):

Symptoms:

- |  |   |                                       |
|--|---|---------------------------------------|
| <input type="checkbox"/> Depression  | <input type="checkbox"/> Perinatal depression/anxiety | <input type="checkbox"/> PTSD/Trauma  |
| <input type="checkbox"/> Poor self-care due to mental health                   | <input type="checkbox"/> Violence/Aggressive behavior | <input type="checkbox"/> Chronic Pain |
| <input type="checkbox"/> Psychosis (auditory/visual hallucinations, delusions) | <input type="checkbox"/> Psychological testing        | <input type="checkbox"/> Anxiety      |
| <input type="checkbox"/> Adverse Childhood experiences (ACEs)                  | <input type="checkbox"/> Neuropsychological testing   |                                       |
| <input type="checkbox"/> Substance use, please specify: _____                  |   |                                       |
| <input type="checkbox"/> Other BH symptoms: _____                              |   |                                       |

Impairments:

- Difficulties/Unable to complete ADLs  Difficulties maintaining relationships  Legal  CPS
- Difficulties/Unable to go to work/school  Other: \_\_\_\_\_

**Medications** (list below or send medication list with this form, please include dosage):  
\_\_\_\_\_

**Motivation for Services** (check all that apply)

- Member (or guardian) has been informed of referral to Carelon Behavioral Health
- Member wants services for self (or dependent)
- Member is unsure or ambivalent about services for self (or dependent)
- If applicable, Member has completed a PHQ-2/PHQ-9, Score \_\_\_\_\_

**For members 12 and older, in certain situations under privacy law AB1184 a written ROI may be required to share sensitive information with anyone including parents and guardians. If possible, please send this referral form along with a completed release of information for anyone who may be involved in the member's care.**



# Authorization for Carelon Behavioral Health to Release Confidential Information



**Important:** By completing all sections of this form you allow Carelon Behavioral Health, Inc. to disclose health care information to the individuals you identify for up to one year. You may allow Carelon Behavioral Health to share health care information with your family, providers, legal representative, or **anyone** that you wish to have access. Please fill in all sections as incomplete forms may be returned.

*Please note: It is also important for your doctor to have access to your medical information to ensure you receive the best care possible, including any follow-up medical care that may be needed. To allow Carelon Behavioral Health the ability to send your health care information to your doctor, complete and sign this form. We will only send information that pertains to your care.*

**If your request involves alcohol or substance use information, please pay attention to the special instructions in the applicable sections.**

## SECTION 1: WHOSE HEALTH CARE INFORMATION IS TO BE RELEASED?

I, \_\_\_\_\_ (**Member Name**) authorize Carelon Behavioral Health, Inc. (or any Carelon Behavioral Health subsidiary holding my information) to disclose my health care information as described below.

**Additional Member Identifying Information**    Member ID#: \_\_\_\_\_    DOB: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Phone Number: \_\_\_\_\_    Name of Health Plan: \_\_\_\_\_

## SECTION 2: WHO IS TO RECEIVE THIS HEALTH CARE INFORMATION?

Print the Name(s) of person, provider or entity who will be receiving your information and contact information (if known):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone Number of who will be receiving your information: \_\_\_\_\_

Is it ok to include information from past, present, and/or future treating provider(s)?:    Yes    No

## SECTION 3: WHY SHOULD THIS HEALTH CARE INFORMATION BE RELEASED?

Reason: ("At my request" is an acceptable response):

\_\_\_\_\_  
Specify, if possible:     Care Coordination/Management     Claim Assistance     Quality of Care Review  
 Other (Please explain reason): \_\_\_\_\_

## SECTION 4: WHAT HEALTH CARE INFORMATION MAY BE RELEASED?

**BY INITIALING** the following items, you are authorizing Carelon Behavioral Health to release specific types of information to the party identified in Section 2 above:

\_\_\_\_ Mental health information and/or records (**INITIALS REQUIRED**)

\_\_\_\_ Alcohol or substance use information and/or records (**INITIALS REQUIRED**)

HIV/AIDS related information and/or records **(INITIALS REQUIRED)**

Other health information, please specify **(INITIALS REQUIRED)**:

Special instructions, if any (you may specify provider, date span, service type, etc.):

**Optional:**    Claims info    Authorizations    Explanation of benefit letters    Denials/Appeals info    Clinical notes

### SECTION 5: HOW LONG SHOULD THIS AUTHORIZATION LAST?

This authorization shall be in force and effect **for one year** or until I revoke it, in the manner described below or until **(insert expiration date or event)** \_\_\_\_\_ (*whichever is shorter*).

### SECTION 6: WHAT ARE MY RIGHTS?:

- You have a right to request a copy of this form and to request a copy of the information that is being disclosed.
- You do not have to sign this authorization and your refusal will not affect your benefits unless this authorization is necessary to determine your benefits.
- The information disclosed by this authorization may be at risk for re-disclosure by the recipient and if that happens, it might no longer be protected by federal privacy laws.
- You have a right to revoke this authorization at any time. ***But if you revoke this authorization, the revocation will not affect the disclosure of any information that Carelon Behavioral Health has already sent to the recipient.***
- If you authorized release of alcohol or substance use information to a healthcare organization that is not your treating provider, for the next two years, you have the right to find out who within that organization actually saw your information. You should contact the organization directly for that information.

Please note that if you have authorized the release of ONLY alcohol or substance abuse treatment records, you may revoke this authorization verbally. Revocation involving all other types of health care records must be in writing.

\_\_\_\_\_  
Signature of the Member or the Member's Legally Authorized Representative\*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

**\* NOTE: If you are signing as the individual's Legally Authorized Representative, attach a copy of the appropriate legal document(s) granting you the authority to do so. Examples would be a health care power of attorney, a court order, guardianship papers, etc. A financial or business power of attorney is NOT sufficient.**

**Please contact the phone number for behavioral health, mental health, or substance use services on your medical ID card with any questions or to determine where to mail or fax your request.**