

**Look at
the whole
picture.**



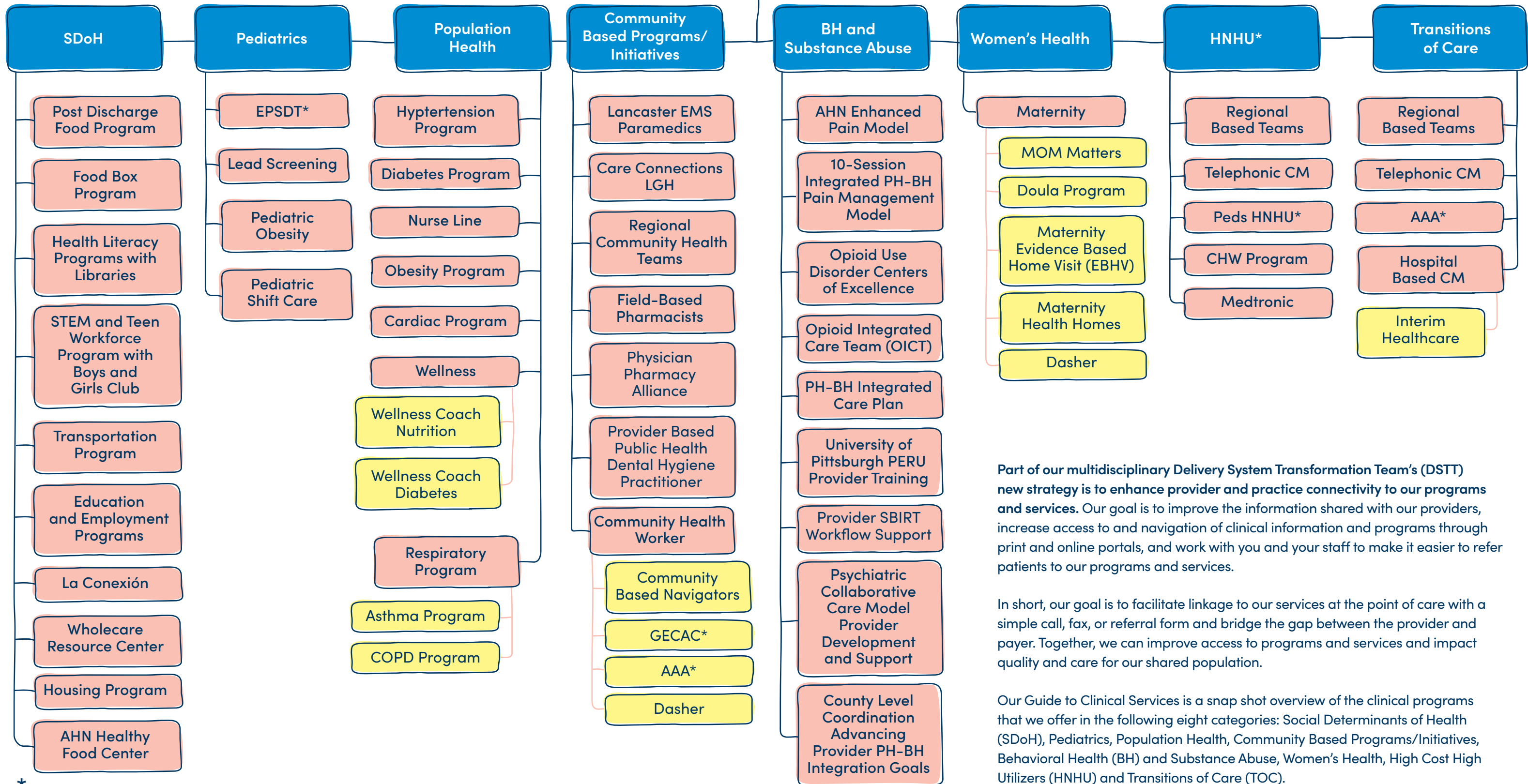
It's what we do.

Wholecare is not just for our members.

We are committed to improving the provider experience so that you and your staff can continue to provide best in class care to your patients and our members.



Clinical Programs



Part of our multidisciplinary Delivery System Transformation Team's (DSTT) new strategy is to enhance provider and practice connectivity to our programs and services. Our goal is to improve the information shared with our providers, increase access to and navigation of clinical information and programs through print and online portals, and work with you and your staff to make it easier to refer patients to our programs and services.

In short, our goal is to facilitate linkage to our services at the point of care with a simple call, fax, or referral form and bridge the gap between the provider and payer. Together, we can improve access to programs and services and impact quality and care for our shared population.

Our Guide to Clinical Services is a snap shot overview of the clinical programs that we offer in the following eight categories: Social Determinants of Health (SDoH), Pediatrics, Population Health, Community Based Programs/Initiatives, Behavioral Health (BH) and Substance Abuse, Women's Health, High Cost High Utilizers (HNHU) and Transitions of Care (TOC).


*
 EPSDT – Early and Periodic Screening, Diagnostic and Treatment
 GECAC – Greater Erie Community Action Committee

AAA – Area Agency on Aging
 HNHU – High Need High Utilizer

Our Case Management teams can help connect you and the member to the myriad of services and programs that we have to offer at the point of care.

Allow us to work with you and the member to:

- Address and assist with SDoH needs (food insecurity, transportation, housing coordination, and education and employment counseling)
- Assist with education and access to vaccinations
- Connect the member to health and wellness programs (smoking cessation and many disease and lifestyle management programs)
- Provide access to our 24-hour Nurse Line
- Connect the member to community-based programs
- Connect the member to behavioral health and addiction services
- Connect expectant and new moms to maternity programs



Member Outreach Form

The information in this box is required. Please complete all lines.

Member Name:		Age:	Date of Birth:
Date of Last Screening (for Members less than 21 Years Old)		Gateway Health ID Number:	
Parent/Guardian Name:	Relationship:		Phone Number:
PCP Name	Provider ID Number		
PCP Contact Person	PCP Contact Phone Number	Date Sent to GHP	

Member is being referred for the following:
(Gateway Health will call the member to educate, to assist with scheduling appointments and transportation as needed.)

<input type="checkbox"/> Referring Office Call Back Name: _____ Phone Number: _____	<input type="checkbox"/> Test Results (e.g. Elevated Lead Levels) Date of last Draw: _____ Result of last Draw: _____ Date script was given for Blood Lead Level: _____
<input type="checkbox"/> Overdue for screening Last Screening Date: _____	<input type="checkbox"/> Overdue for screening Last Screening Date: _____
<input type="checkbox"/> Behind on immunizations _____	<input type="checkbox"/> Referral Services Referred for: _____ Physician: _____ Practice: _____ Phone Number: _____ Specialty: _____
<input type="checkbox"/> Chronic no show for appointments or follow up care Date of missed appointments: _____ Reason for appointments: _____	<input type="checkbox"/> Additional Information _____
<input type="checkbox"/> Member Education _____	

Fax to: Case Management Department (888) 225-2360 | If you have questions concerning the use of this form, call the Case Management Department at 1-800-292-1142.

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If you or a staff member are questioning the eligibility of a member, would like more information on one of our programs, or would like to discuss a member with one of our Case Managers, please call one of our hotlines at:

Medicare Assured Members

1-855-805-9420 (TTY 711)

8 a.m. – 8 p.m., Monday – Friday

Medicaid Members

1-855-805-9408 (TTY 711)

8 a.m. – 8 p.m., Monday – Friday

Or you could fax a **Member Outreach Form** to our Case Management Department at **1-888-225-2360**.

24-Hour Nurse Line

Help is just a phone call away! A registered nurse is ready to take the time to understand your patients personal health needs and assist you with your patients after office hours.

Medicare Assured Members

1-855-805-9420 (TTY 711)

8 a.m. – 8 p.m., Monday – Friday

Medicaid Members

1-855-805-9408 (TTY 711)

8 a.m. – 8 p.m., Monday – Friday

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