

TRICARE South Case Management Referral Form
Behavioral Health – ValueOptions

ValueOptions
TRICARE South Region Case Management Referral Form
Behavioral Health Referral Guidelines

To qualify for case management referral, the beneficiary must have a behavioral health diagnosis and at least 1 of the following (please check all that apply):

- 1. Cases requiring notification of a transfer to a MTF or Network facility.
- 2. High utilization of benefits (examples):
 - Frequent Emergency Room visits for behavioral health related crisis.
 - Beneficiary close to exhausting their behavioral health benefits.
 - Beneficiary who is close to or has reached their catastrophic cap due to high utilization of behavioral health services.
 - Beneficiaries with multiple providers (i.e., drug seeking behaviors) without coordination of care.
- 3. Congressional and other high profile beneficiaries.
- 4. Repeated non-compliance with recommended treatment(s) that resulted in usage of higher levels of care (two or more inpatient behavioral health admissions within six months).
- 5. Chronic suicidal, lethal, dangerous behaviors and those that could cause harm to children/others.
- 6. Need for linkage to community support, community resources or alternative funding sources and/or assistance in navigating the process of comprehensive or complex resources and the beneficiary is **unable** to navigate the process without assistance.
- 7. Beneficiaries with insufficient or minimal family, social or financial supports causing significant impairment or stress.
- 8. Newly diagnosed beneficiaries who require education about their behavioral health illness and available resources the beneficiary and/or family is **unable** to research without assistance.
- 9. Significant co-morbidity of medical and mental health issues needing facilitation of communication between primary care and behavioral health providers.
- 10. Dual diagnosis clients with a history of two or more relapses or psychiatric hospitalizations within one year.
- 11. History of AMA discharge with no discharge planning.
- 12. Beneficiary has failed to follow through with behavioral health treatment recommendations made by the MTF or primary care provider.
- 13. Other:

Exclusions-

- Beneficiary refuses
- TDEFIC beneficiary (Medicare and TRICARE eligible)
- Beneficiary is DEERS ineligible or lives outside of the South Region

To make a Behavioral Health Case Management referral, please fax the completed form to:

Case Management Department
ValueOptions-TRICARE
Fax: 866-811-4422