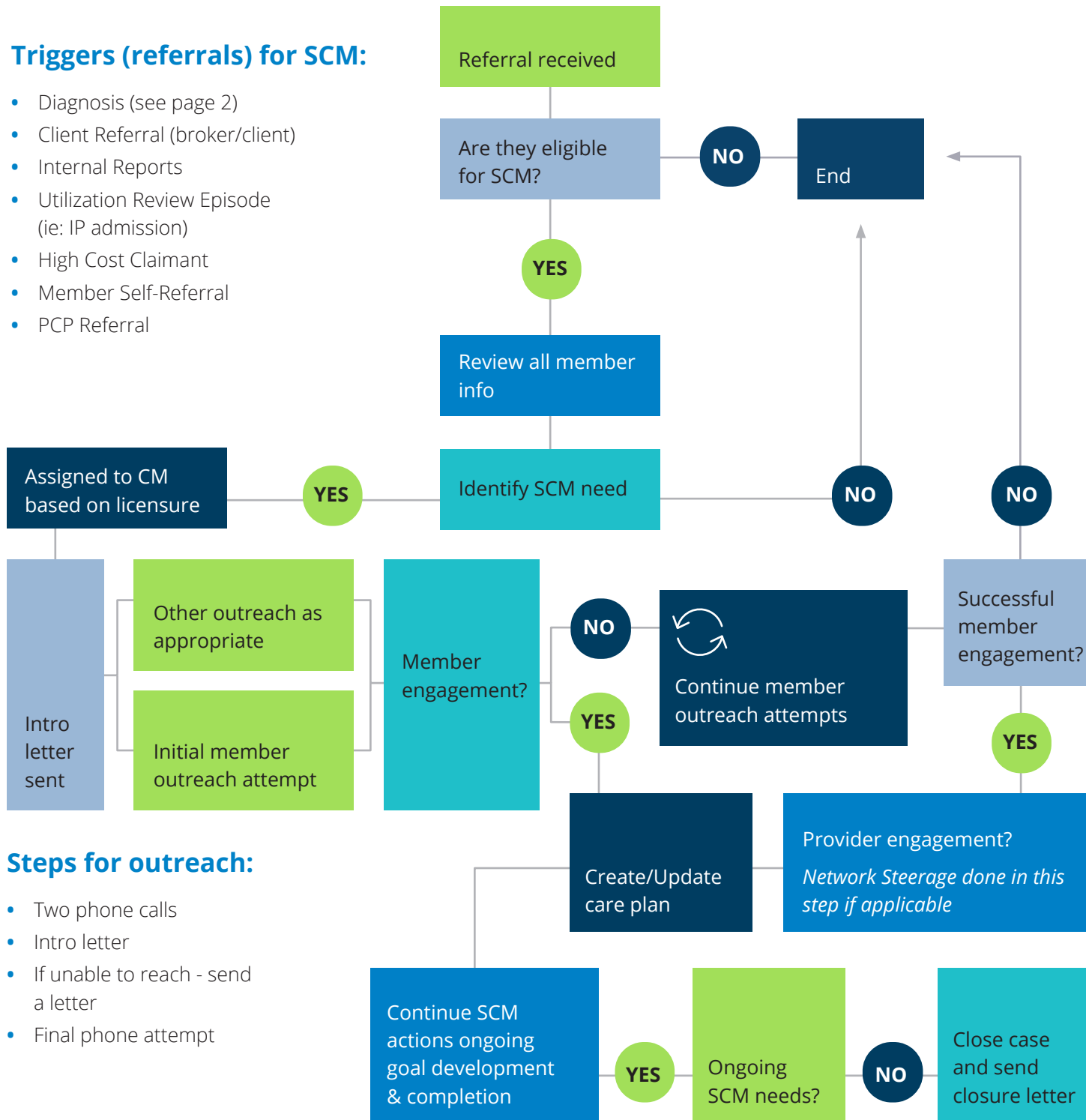




# Specialty Case Management Workflow

## Triggers (referrals) for SCM:

- Diagnosis (see page 2)
- Client Referral (broker/client)
- Internal Reports
- Utilization Review Episode (ie: IP admission)
- High Cost Claimant
- Member Self-Referral
- PCP Referral



## Steps for outreach:

- Two phone calls
- Intro letter
- If unable to reach - send a letter
- Final phone attempt



Luminare Health uses the below diagnosis list for identifying Specialty Case Management needs. The list includes services for both adult and pediatric members and can be used as a trigger that represents an opportunity for Case Manager intervention.

- End Stage Renal Disease/Dialysis
- High-Risk Maternity
- Oncology

\*Luminare Health Benefits reserves the right to modify this list at any time. This list is not inclusive and case management is available based on client/member needs.