

Role of the Social Worker



Types of Referrals

- Life altering event
- Major trauma
- Chronic pain
- Terminal illness
- Unplanned hospital admission
- Extended length of stay
- Non-compliance with follow up appointments
- Poor medication adherence
- Substance abuse with drug seeking behavior
- Frequent emergency room utilization
- Lack of caregiver or support
- Domestic issues or abuse
- Members with anxiety, stress or sadness



Social Worker Assistance

- Discharge planning
- Advanced Directives
- Living arrangements
- Transportation
- Financial support
- Community resources
- External vendor coordination

Referral Sources

Utilization Management
Case Managers
Medical Directors
Pharmacy Team
Account Executives
Health Advocates
Behavioral Health Clinicians



Resources

WellSky Platform
National Support Groups
Government Programs Information

- Food Stamps
- Housing