

Case Management Programs

Sendero Health Plans has case management services available for members who can benefit from the added assistance such services can provide. We offer different levels of involvement from basic care coordination through complex case management for members who have experienced a catastrophic event or who have multiple illnesses. Our case management program accepts referrals from members and their caregivers as well as from network practitioners and facility staff, such as discharge planners and utilization management staff. To refer a member for case management, call 1-855-297-9191 and press the prompt for Healthcare Services. You can also fax to 512-901-9724, the Case Management referral form that is located in Sendero's Provider Manual. We will contact the member, conduct a telephonic assessment, and enter the member in an appropriate program.