



Professional Referral Checklist

A concise guide for physicians, discharge planners, case managers, and care coordinators

Referral questions	Secure referral fax
(310) 527-4339	(310) 527-5558
On-call service 24/7	Use your organization's approved privacy procedures

Referral checklist

- ☐ Patient demographics, address, telephone number, emergency contact, and language preference
- ☐ Insurance information, member ID, and authorization details when applicable
- ☐ Ordering provider's name, NPI, telephone, fax, and provider who will follow the plan of care
- ☐ Signed home health order with diagnoses and requested disciplines or services
- ☐ Face-to-face encounter documentation and date, when required by the payer
- ☐ History and physical, recent progress note, or hospital / facility discharge summary
- ☐ Current medication list, allergies, precautions, and pertinent laboratory or diagnostic information
- ☐ Wound orders, therapy precautions, equipment needs, and other discipline-specific information
- ☐ Expected discharge date, current location, and where the patient will receive care

Services available

Skilled nursing, physical therapy, occupational therapy, speech therapy, medical social work, and home health aide services when ordered and clinically appropriate.

Specialty programs

Comprehensive orthopedic, cardiac, neurological, and palliative programs.

Plans we work with

Medicare, Anthem, Blue Cross, and UnitedHealthcare. Benefits, network status, authorization, and eligibility are confirmed before admission.

Service area

South Bay and Harbor Area, Long Beach and the 605 corridor, communities along the 110 / 105 / 10 corridors, and North and Central Orange County. Call to confirm a specific address.

Referral review

Once we receive a complete referral and required orders, our referral-to-start-of-care process is completed within 24-48 hours.

Protect patient information: Do not send patient information by ordinary email or through the public website. Fax referral documents to (310) 527-5558 using your organization's approved privacy and security procedures.

Source: [Medicare & Home Health Care](#). This guide supports referral preparation and is not a coverage determination.