

Flexible Services Referral Form

Flexible “Flex” Services is a MassHealth approved program that aims to reduce the impact of homelessness, housing instability, and food insecurity among patients who have Steward Health Choice benefits. Patients must be aware of referral to Flex Services prior to their information being sent to Steward Health Care Network (SHCN).

- Referral Source
 - Referrer’s full name: _____
 - Referrer’s best contact number and email: _____
- Patient Information
 - Patient’s full name: _____
 - Patient’s DOB: _____
 - Patient’s MassHealth #: _____
 - Patient’s best contact number: _____
- Patient Eligibility
 - Health Needs-Based Criteria: To receive goods and services, **patient must meet at least one of five needs below**. Provide diagnosis and/or details regarding all that apply.
 - Behavioral Health Need: _____
 - Complex Physical Health Need: _____
 - Assistance with one or more Activities of Daily Living ADL(s) or Independent ADLs: _____
 - Repeated emergency department (ED) use: _____
 - Pregnant and experiencing high risk pregnancy or complication associated with pregnancy: _____
 - Risk Factor: To receive goods and services, **patient must meet at least one of three factors below**. Provide diagnosis and/or details regarding all that apply.
 - Experiencing homelessness: _____
 - At risk of homelessness: _____
 - At risk of nutritional deficiency: _____
 - Additional details on patient, Health Need(s), and/or Risk Factor(s):
 - _____
 - _____
 - _____
- Send completed referral (and patient’s completed Comprehensive Assessment, if applicable)
 - Phone: 781-493-7996
 - Fax: 781-493-7909
 - Email: SHCNCareManagement@steward.org

Once received, reviewed, and confirmed eligible, patient will be assigned to a SHCN Care Manager for outreach, assessment, and planning.

**Please Note: SHCN cannot provide Flex Services to patients attributed to the Cape or Whittier Street Health Center. However, we work collaboratively with these partners and have provided their contact information so that you may refer directly to them for their Flex Services:*

Whittier St

Contact: Michelle Ward

Phone: 617-989-3149

Email: michelle.ward@wshc.org

For secure email, content must be PDF or sent via zip file in order to open/read/access.

Fax: 617-989-3227

Cape

Contact: Jamie Bartz

Phone: 508-862-5505

Email: HelpingHands@capecodhealth.org

Fax: 508-862-7491