



### ***To our valued customers:***

In order to ensure that we provide excellent service to clients that will be affected by Hurricane Irma, the following actions have been put in place:

- CareWorks call centers will remain up and operational. Our redundant call center is also operational and calls can be routed there, if necessary.
- Although a few of our offices in the affected area may close due to hurricane damage, plans have been put in place to have the Teams work from alternate locations or to route referrals to Teams in other CareWorks' offices.

### **How to contact us or make a referral:**

Our Call Centers are available to take calls 24/7 and we can route to our redundant call centers if needed. Additionally, we offer several ways to submit referrals. Please use the one that is most convenient for you:

Email: [info@careworksmcs.com](mailto:info@careworksmcs.com)

Online Referrals:

- Case Management: <https://form.careworksmcs.com/CaseManagement>
- Complex Peer Review: <https://form.careworksmcs.com/ComplexPeerReview>
- Utilization Review: <https://form.careworksmcs.com/UtilizationReview>
- Medicare Set-Aside: <https://form.careworksmcs.com/MedicareSetAside>
- Diagnostic: <https://form.careworksmcs.com/Diagnostic>
- Independent Medical Exam: <https://form.careworksmcs.com/IME>
- Ancillary: <https://form.careworksmcs.com/Ancillary>