

“

Brenda is kind, attentive, and always helpful. She's my life preserver. She's guided me through recertification and anything I need, and I never feel like I'm imposing. The care I receive from her and my nurse case manager Domibel is why I stay with Lakeside Community Healthcare.”

~ Thomas W., Member

Who to contact



Behavioral health concerns
(substance abuse, depression/anxiety, other diagnoses):

- Heritage Provider Network Behavioral Health: BHC-Group@premierBHC.com

Suspected elder abuse or neglect
(persons 65+)

Adult Protective Services (APS):

- Los Angeles: (877) 477-3646
- Ventura: (805) 654-3200
- Orange: (800) 451-5155
- San Bernardino: (877) 565-2020
- Riverside: (800) 491-7123
- San Diego: (800) 339-4661

Suspected child abuse or neglect
Child Protection Hotline:

- Los Angeles: (800) 540-4000
Online: ReportChildAbuseLA.org
- Orange: (714) 940-1000 | (800) 207-4464
- Riverside: (800) 442-4918 | (877) 922-4453
- San Bernardino: (909) 384-9233 or (800) 827-8724
- San Diego: (858) 560-2191 or (800) 344-6000
- Ventura: (805) 654-3200

Home safety concerns/welfare checks
Call local police: 9-1-1

Intimate partner/domestic violence (IPV)
Call local police: 9-1-1

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Social Work

Provider Guide





The role of social workers in patient care

Social workers are integral members of the interdisciplinary care team.

They support care teams by:

- Identifying social and community support needs
- Connecting members to public programs and local resources
- Helping address social challenges that impact health and well-being
- Sharing insights and recommendations with physicians and care teams to support member engagement



Enhancing patient outcomes

Social workers engage with members and caregivers to address social determinants of health. **They assist with:**

- Strengthening communication between providers and members
- Food, transportation, housing, and financial assistance resources
- Caregiver support and respite care information
- Home safety resources, fall risk assessments and using CDC STEADI toolkit during home visits or upon request
- Applications for programs such as Medi-Cal, CalFresh, ACCESS, General Relief, IHSS, CBAS, and MSSP
- Advance care planning (advance directives, POLST, DPOA)
- Education on in-home care options, including palliative and hospice care

Note: Social workers cannot guarantee members will qualify for community resources or government benefits



How to refer to our social work team

When your patient needs social work assistance, complete the **Social Work Referral Form**. Submit via:

- Email: SWReferralNorth@regalmed.com
- Fax: (818) 540-3258

No REA authorization is needed. Referrals are reviewed by our Social Work Project Specialist and assigned to a social worker within 1 business day. If clarification is needed, the Project Specialist will contact your office.

For questions about the referral process, email SWReferralNorth@regalmed.com.

