



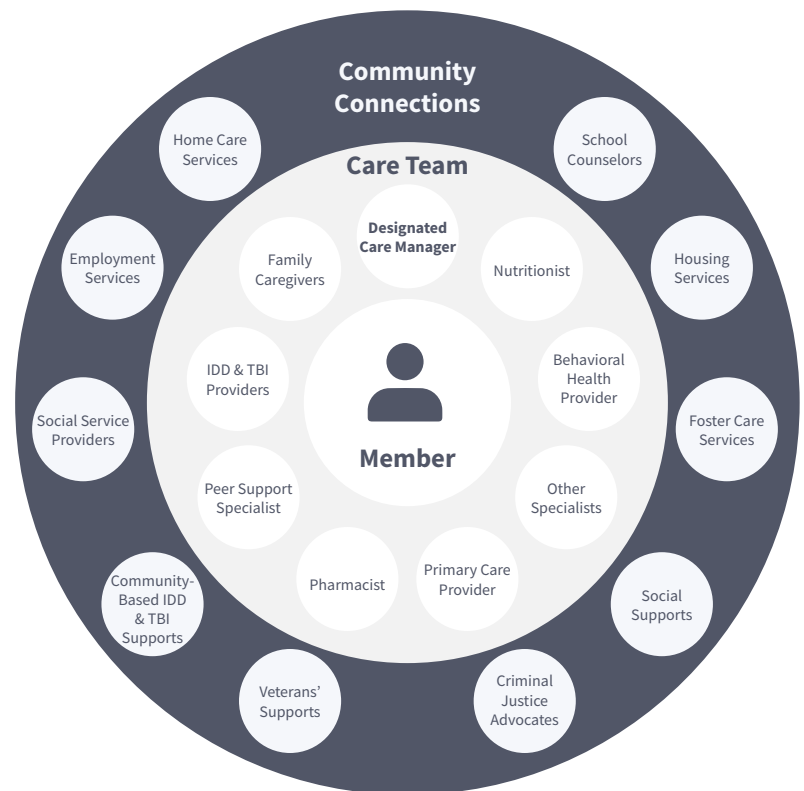
Integrated Care Management

What is Integrated Care Management?

Integrated Care Management places the person at the center of a multidisciplinary care team and recognizes interaction across all of their needs – including physical health, behavioral health, I/DD, TBI, LTSS and unmet health-related resources – developing a holistic approach to serve the whole person.

In integrated care management, care managers:

- ✔ Coordinate a comprehensive set of services addressing all of the member's needs; members will not have separate care managers to address physical health, behavioral health, TBI and I/DD related needs.
- ✔ Provide holistic, person-centered planning. Members receive a care management assignment that evaluates all of their needs – from physical health, behavioral health, I/DD and TBI services to employment and housing – and drive the development of a care plan that identifies the goals and strategies to achieve them.
- ✔ Address unmet health-related resource needs (e.g. housing, food, transportation, interpersonal safety, employment) by connecting members to local programs and services.
- ✔ Are part of multidisciplinary care teams made up of clinicians and service providers who communicate and collaborate closely to efficiently address all of the member's needs.
- ✔ Utilize technology that bridges data silos across providers and plans.



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As part of the NC Medicaid transformation, the integrated care management will follow the requirements of the Federal Health Home model. Per the Tailored Plan Care Management Policy Paper, “CMS expects Health Homes to operate within a culture of continuous quality improvement to enhance health outcomes and quality of life by taking a fully integrated care management approach, to coordinate with all of the individual’s care providers, to establish prevention strategies, and to educate beneficiaries so they have the knowledge and skills to support wellness.”

How to Provide Integrated Care Management

The state has defined three approaches to integrated care management:

- ☑ AMH+ - Primary Care Practices who serve a number of BH, I/DD members.
- ☑ Care Management Agency (CMA) – Behavioral Health providers serving BH or I/DD services.
- ☑ Employed Care Manager – The Tailored Plan provides the care management