

## ICM PROGRAM GOALS

The ICM program is designed to help you:

- Enhance quality of life for you and your family
- Overcome specific barriers of your care
- Understand your health care
- Coordinate behavioral health and other health care services
- Develop an individual treatment plan
- Set goals based on your personal needs
- Determine resources available for you and your family



### ETHICS

Beacon Health Options staff follow guidelines for ethical practice. If you have any questions, please speak with your case manager or call:

**QUALITY MANAGEMENT  
DEPARTMENT**

**1-410-691-4035**



If you have questions about the Intensive Case Management Program please call:

Case Manager Name:

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Case Manager Number:

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*In addition to ICM services, a clinician is available 24 hours a day, 7 days a week to help you access care. Please call the number on the back of your benefit card.*

beaconhealthoptions.com | 1-800-888-1965



## Intensive Case Management Program (ICM)

SUPPORT SERVICES



## WHAT ARE INTENSIVE CASE MANAGEMENT SERVICES?

The ICM program is free, voluntary and confidential. Through the ICM program, we help members who have complex health care issues. ICM coordinates services across all levels of care.

Our Case Managers work with you and your health care providers to:

- Develop a care plan that meets your needs
- Coordinate services to help you gain independence and personal growth
- Integrate behavioral health and medical care services
- Make sure you have the right medication
- Prevent crisis or relapse
- Help you access community resources
- Monitor your ongoing behavioral, physical and support needs
- Involve your family and peers, if you choose



### FREE SERVICE

This program is free, voluntary and confidential.



## WHAT ARE THE BENEFITS OF INTENSIVE CASE MANAGEMENT SERVICES?

- Information regarding benefits that may be available
- Assistance with accessing community resources based on your individual needs
- Contact with your physician and other healthcare professionals involved in your care to coordinate the most appropriate plan of care based on your individual needs and available benefits
- Provide on-going monitoring and reassessment of your health care needs
- Assist with medication education monitoring

## WHO IS ELIGIBLE FOR ICM SERVICES?

Individuals who have complex medical and psychiatric conditions or who need a high level of treatment collaboration.

## WHAT RESPONSIBILITIES DO I HAVE WHEN ACCESSING ICM SERVICES?

- Provide information that Beacon Health Options may need to assist you in planning your treatment
- Learn about your condition and work with your provider to develop a plan of care
- Follow the plans and instructions for care you have agreed to with your provider
- Notify Beacon Health Options and your provider of changes, including address and phone number