

UCare Connect/Connect + Medicare and MSC+/MSHO

Care Coordination and LTSS

Title: Intensive Community Based Services (ICBS) Job Aid

Purpose: To define ICBS, referral criteria, and how to make a referral to ICBS.

ICBS Definition: “Feet on the street case management” provided by various providers throughout the state. They provide intensive case management in the community. ICBS Case Managers will go to the members home, hospital, treatment, or wherever the member is residing.

Process:

Referral criteria:

- Must have a diagnosis of MH / SUD
- Must have member consent* to participate in ICBS

Members who meet referral criteria and are experiencing the following may benefit from ICBS:

- Meet the high utilizer criteria
- Have had multiple short stay hospitalizations
- Have multiple ER visits
- Crisis stays, detox, with no follow up care
- Homelessness
- Non-compliance treatment/support plan

Interventions to be considered (but not limited to) when offering ICBS to a member:

- Renewal paperwork
- Treatment resources and referral
- Access to food
- MnCHOICES assessment referrals
- Advocacy/ education
- Referrals to services and resources
- Obtain identification documents
- Referral to short term supports (IRTS)
- Transportation assistance
- Housing assistance / Housing Stabilization Services
- Culturally appropriate services
- Employment

Consent* and Release of Information	
	<p>Care coordinators must inform the member about ICBS and obtain their consent prior to the referral being sent for ICBS using Release of Information form (ROI).</p> <ul style="list-style-type: none"> • UCare cannot share any SUD related information with ICBS providers unless the member signs a ROI form <u>indicating SUD information can be shared between UCare and ICBS Provider.</u> • Mental health and medical information can be disclosed without an ROI as ICBS agencies are a contracted provider.

How to make a referral:

1. Ensure member has a mental health or substance use disorder (can be self-reported).
2. Obtain consent/ROI ensuring (as applicable) substance use disorder information between UCare and ICBS provider can be shared.
3. Complete the [ICBS Referral Form](#).
 - a. Include all member supports and services (i.e.: waiver, ACT, ARMHS, BHH, TCM, mental health providers, primary care providers and all others known).
 - b. Include contact information for the member and other providers involved in the member’s care.
4. Email referral form and ROI to MHSUDcasemanagement@ucare.org to be reviewed and sent to the appropriate agency.

Current contracted ICBS providers and service area:

- MHR
 - Serves the 7 metro counties: Anoka, Hennepin, Ramsey, Washington, Carver, Scott, and Dakota
- Human Development Center
 - Serves the counties: St. Louis, Lake, and Carlton
- Northern Pines
 - Serves the counties: Crow Wing, Morrison, Todd, Wadena, Cass, and Aitkin
- Zumbro Valley
 - Serves the counties: Olmsted, Fillmore, Dodge, Mower, Winona, Freeborn, Steele, Goodhue, and Wabasha
- Vail Place
 - Serves the counties: Hennepin, Ramsey, parts of Scott and Anoka
- Canvas Health
 - Serves the counties: Isanti, Chisago, Pine, Kanabec, Mille Lacs