

Offer Your Patients Better Health with ICMP!

Integrated Care Management Program

Integrated Care Management (ICMP) Overview

The Massachusetts Behavioral Health Partnership (MBHP) Integrated Care Management Program (ICMP) is designed to support PCC Plan/MBHP Members with complex or multiple health conditions. As a healthcare provider, your role is essential in identifying Members who can benefit from integrated care management services that consider both physical and behavioral health concerns.

Key Benefits for Providers

Comprehensive Support

Access to resources and care managers who can assist Members with both their physical and mental health concerns.

Condition Focus

The program aids Members with conditions such as asthma, obesity-related conditions, schizophrenia, diabetes, substance use disorders, depression, and more.

Coordinated Care

Facilitate engagement with Care Managers who work closely with Members, their families, and caregivers.

"My health has been better, I have been feeling great. I don't feel like I am just taking up space in society....I am a somebody with responsibilities. I feel awesome."

-MBHP ICMP Member
Western Region

Supporting Your Patients

Identify Candidates for ICMP Condition Focus

Consider referring Members who score highly on PHQ-9 depression screenings, exhibit positive results on substance use disorder screenings, or reveal needs in Health-Related Social Needs (HRSN) assessments.

Encourage Learning

Support patients to learn about their health and provide answers to health-related questions between doctor's visits.

Promote Treatment Adherence

Assist patients in understanding and following their treatment plans established during medical visits.

Address HRSN/SDoH

Guide Members toward services that address their health-related social needs, such as transportation and housing.

Enrollment and Contact Information

To enroll a Member in ICMP, use the online referral form at providers.masspartnership.com/pcc/apps/ICMP/ICMRForm.aspx or access it via the QR code on this document.

For any inquiries, contact the MBHP ICMP team at
800-495-0086, Ext. 706870
Monday-Friday from 8:30 a.m. to 5 p.m.

Scan the QR
code for more
information.



masspartnership.com | providers.masspartnership.com

200 State St., Suite 305, Boston, MA 02109

Translation Services

Information is available to Members in Spanish and other languages. MBHP also offers free interpreter services upon request.