



Integrated Care Management Program (ICMP)

The Massachusetts Behavioral Health Partnership (MBHP) offers an Integrated Care Management Program (ICMP) for MassHealth Primary Care Clinician (PCC) Plan Members with complex medical and/or behavioral health conditions.

What does the ICMP do?

Licensed, master's-level clinicians work with Members to:

- Help them understand treatment plans prescribed by their primary care provider
- Aid them in better managing their complex conditions
- Provide them with scheduled calls and easy-to-understand written materials
- Coordinate follow-up appointments and additional services

ICMP works with providers to ensure coordination, not duplication of services. We:

- Support the provider-led care team in educating Members on their health conditions
- Maximize the value of using a medical home
- Provide feedback on Member-related issues
- Improve adherence to prescribed treatment plans
- Share relevant, evidence-based practice guideline information to improve patient outcomes
- Facilitate closure of gaps in care, helping to improve quality and performance metrics

What's the benefit?

ICMP gives providers a no-cost extension of their care teams through:

- Conducting assessments in a Member's own home or community setting
- Identifying barriers that impact health and helping with solutions to those barriers
- Coaching Members on understanding their conditions and adhering to treatment plans and lifestyle modifications
- Coordinating follow-up care with specialists or ancillary services
- Providing appointment reminders and help with transportation arrangements to decrease no-shows

Referral Process

For ICMP referrals or more information, call 800-495-0086, Ext. 706870, or visit www.masspartnership.com/provider/ICMP.aspx.