

## Service Definition

### **Targeted Case Management-Intensive Care Coordination (ICC)**

The service definition for ICC includes the following components billed in 15-minute increments. Please refer to the performance specifications for this service for more detailed information about the service components and related provider responsibilities. (1 unit = 15 minutes)

- Comprehensive home-based assessment inclusive of the Massachusetts Child and Adolescent Needs and Strengths (CANS)
- Care Planning Team (CPT) meetings
- Individual Care Plans (ICP)
- Risk management/safety plan(s)
- Care coordination, including:
  - Links and referrals for supports and services
  - Assistance with systems navigation
  - Collateral contacts (phone and face-to-face)
  - Direct time with providers (e.g., attendance at IEP, hospital discharge, and other meetings)
  - Aftercare planning
- Education, advocacy and support to youth and parent(s)/caregiver(s)
- Individualized and family-driven interventions and/or supports for the youth and parent/caregiver
- Regular contact with youth and parent/caregiver
- Telephone support for youth and parent/caregiver
- 24/7 crisis monitoring and assistance in accessing ESP/MCI services
- Member transportation provided by staff
- Member outreach<sup>1</sup> (up to 30 minutes)
- Documentation (time spent completing required paperwork as outlined in the Performance Specifications)

The following activities are included in the rate and are not billable as separate units:

- Supervision
- Psychiatric consultation to the team
- Utilization review with payer
- Administrative paperwork as required by host agency
- Translation services
- Training activities
- Attendance at *System of Care* Committee meetings

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<sup>1</sup> This includes time spent waiting at a Member's home or other community-based setting for a scheduled appointment.

- Staff travel time
- Internal consultations with staff persons within the same program