

HUSKY Health Partnering with Providers for Improved Health Outcomes



Intensive Care Management (ICM) nurses engage with both providers and patients to manage chronic and multi-morbid conditions in support of a person-centered plan of care. By meeting members “where they’re at,” ICM provides focused care coordination resulting in improved patient participation for better health.

ELEMENTS OF ICM CARE COORDINATION INCLUDE:

NURSE MANAGED SERVICES

APPOINTMENT MANAGEMENT

- Assistance with transportation needs
- Help finding in-network specialists

PATIENT COACHING

- Support with treatment plan progress and medication management
- Reduce ED overuse and re-hospitalizations
- Evidence-based coaching
- Providing health education materials
- How to use health benefits
- Offering Care Management Programs:
 - Healthy Airways for asthma patients
 - Healthy Beginnings for prenatal/postpartum members and NICU infants
 - Healthy Living with Diabetes for members with diabetes and diabetes-related conditions

PLEASE INFORM YOUR PATIENTS when you refer them to ICM. Be sure your patients know to expect a call from a HUSKY Health nurse. We can help your patients once they accept services and work with our nurses and/or our CHWs.

TO REFER YOUR PATIENTS to the Intensive Care Management (ICM) program call 1.800.440.5071 x2024 or complete and fax the ICM Referral Form to 1.866.361.7242

To download the ICM Referral Form go to www.ct.gov/husky. Click “**For Providers;**” “**Provider Forms**” from under the “**Reports & Resources**” menu item, then “**ICM Referral Form.**”



HUSKY Health Builds Healthier Communities by Helping Members Obtain the Support Services They Need

The Community Support Services Program is a part of Intensive Care Management (ICM). It empowers families to improve their healthcare and stabilize their living situations in the community by referring them to community organizations, medical home providers, and other resources. Community Health Workers (CHWs) are front line staff who cultivate and maintain awareness of the cultures and values of the communities they serve.

CHWs WORK CLOSELY WITH ICM CARE MANAGERS

- Help members navigate their healthcare system
- Complement the work of ICM Care Manager services by ensuring socioeconomic needs are met
- Maintain healthy behaviors in support of managing any chronic conditions in culturally relevant ways

CHWs OUTREACH TO MEMBERS

- Develop positive and supportive relationships with members to ensure that they remain actively engaged with their PCP by:
 - Keeping appointments
 - Participating with care plans
 - Adhering to medication regimens
- Conduct face-to-face visits at home or at a comfortable, public meeting place
- Assess member and family social, emotional, and physical healthcare needs
- Facilitate member access to community resources including, but not limited to:
 - Nutrition services
 - Shelters
 - Utility assistance
 - Clothing assistance

CHWs educate members and serve as their advocates as they use HUSKY Health benefits and services. Through their work with CHWs, members become better equipped to address their healthcare and socioeconomic needs as active participants with their own care plan goals.

PLEASE INFORM YOUR PATIENTS when you refer them to ICM. Be sure your patients know to expect a call from a HUSKY Health nurse. We can help your patients once they accept services and work with our nurses and/or our CHWs.

TO REFER YOUR PATIENTS to the Intensive Care Management (ICM) program call 1.800.440.5071 x2024 or complete and fax the ICM Referral Form to 1.866.361.7242

To download the ICM Referral Form go to www.ct.gov/husky. Click "**For Providers**," "**Provider Forms**" from under the "**Reports & Resources**" menu item, then "**ICM Referral Form**."

— SEE REVERSE SIDE —