Magellan HEALTHCARE®

# Adult Intensive Care Coordination

**If you have multiple providers or feel overwhelmed managing your mental healthcare services, Adult Intensive Care Coordination (ICC) can help.**

With ICC, you have one main care manager. This person helps your providers stay connected and work toward shared goals, while each provider remains responsible for parts of your treatment.

## Who is ICC for?

Adults may qualify if they:

- Have a Serious Mental Illness (SMI/SPMI)
- Have had multiple mental health hospitalizations
- Need help managing services or transitions
- Work with multiple providers or systems
- Able to work alongside case management

*Eligibility is based on need, not diagnosis alone.*

## What is the ICC experience?

People often describe ICC as having help "keeping everything connected."

- Patient-directed—you decide goals and who is involved
- Supportive through change or crisis—during hospital discharge, provider changes, or life transitions
- Better provider communication—less confusion and duplication
- Focused on stability—helping you live safely and independently in your community

## What ICC is *not*

- Therapy
- Supervision or monitoring
- A treatment plan
- Required for other services

## What can ICC help coordinate?

ICC does not provide treatment, but helps service providers work together, including:

- Therapy and mental healthcare
- Medication coordination
- Medical or primary care services
- Community and recovery supports
- Crisis and safety planning
- Help accessing appointments or resources

## What happens in ICC?

After referral, we review your eligibility, contact you, and begin ICC if you approve.

If you are eligible and choose to participate, we match you with an ICC Care Manager (ICM) who will:

- Learn what matters to you
- Help identify goals and priorities
- Communicate with your providers (with your OK)
- Support coordination and reduce gaps in care
- Help during transitions or times of stress

## How do adults access ICC?

ICC is voluntary. Referrals may come from you, your provider, a hospital, or a care coordinator.

To learn more or get started, call Magellan at 1-855-202-0973 (TTY 711) or submit an ICC referral form found at MagellanofIdaho.com (on the *Member Handbooks and Forms* page under the *For Members* option).

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