Magellan HEALTHCARE®

Youth Intensive Care Coordination

With Intensive Care Coordination (ICC), your child has one main care manager. This person helps your child's providers stay connected and work toward shared goals, while each provider remains responsible for parts of the treatment. ICC focuses on everyone working together toward the same goals chosen by the youth and family.

Who is ICC for?

Youth (under the age of 18) may qualify for ICC if they:

- Have a qualifying CANS assessment score
- May be at risk of leaving their home or community
- Have been in an out-of-home placement more than once
- Are involved with more than one system (like school, child welfare, or juvenile justice)
- Have had recent hospital stays or detention
- Are in a placement now but could safely return home with the right supports

Eligibility is based on need, not diagnosis alone.

What can ICC help coordinate?

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

- Therapy and mental healthcare
- Medication support
- School or education planning
- Child welfare or juvenile justice involvement
- Community and family supports
- Crisis and safety planning
- Transportation to services

What happens in ICC?

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

- Get to know the individual and family
- Learn what is going well and what is hard
- Help set goals that matter to the family
- Bring providers and supports together
- Make sure services are working well together
- Help avoid missing or repeated services

What is the ICC experience like for families?
Families often say ICC feels like having someone on their side.

Your voice matters
You and your family decide:

- Who is on your *Child and Family Team (CFT)*—may include providers, educators, family, friends or other natural or formal supports
- What goals are most important

One shared and coordinated care plan
Everyone works from one plan, and it can change as needs change.

Help during changes or crises

- Hospital discharges
- Placement or living changes
- School changes
- Crisis or safety planning

What ICC is ***not***

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

ICC is about planning, support, and teamwork. Nothing happens without your permission.

How do families 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 on MagellanofIdaho.com on the *Member Handbooks and Forms* page under the *For Members* option.

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