

INTENSIVE CARE COORDINATION

Intensive Care Coordination (ICC) is a program that offers care coordination services to Advanced Health Members that have been identified as in need of Special Health Care or who belong to priority populations. As part of the program, members will have access to a Traditional Health Worker (Care Coordinator) who will coordinate care through in-person meetings and phone calls with both the member and other individuals on the Member's Care Team.

Members will be eligible for ICC if they fall into the following priority populations or if they face the following triggering events.

PRIORITY POPULATIONS



Aged 0-5, at risk of maltreatment

Showing signs of social, emotional, or behavioral problems

With Serious Emotional Disturbance (SED)

With neonatal abstinence syndrome

In Child Welfare

In Medication Assisted Treatment for SUD or in need of withdrawal management, and or IV drug users

Who are diagnosed with communication disorders (i.e., deaf, hard of hearing, or mute)

Who present with complex medical needs

Who have multiple chronic conditions

With Severe and Persistent Mental Illness (SPMI)

With Intellectual and Developmental Disabilities (IDD)

Receiving Medicaid-funded long-term support services

Diagnosed with HIV/ AIDS or Tuberculosis

Veterans or their family members

Persons at risk of first-episode psychosis

Pregnant women with dependent children



TRIGGERING EVENTS



Recent homelessness



New pregnancy diagnosis



New behavioral health diagnosis



Suicide planning, ideation and/or an attempt



Priority population at risk for ACES



Two or more billable primary Z code diagnosis within one month



Priority population at risk of criminal involvement



Member's child with new or ongoing behavioral health needs



New hospital or emergency room admission



New chronic disease diagnosis (includes behavioral health)



Opioid drug use or IV drug use



New IDD diagnosis



Confounding issues related to social determinants of health



Two or more caregiver placements within 6 months



Children aged 0-6 and school-aged who have experienced exclusionary practices



Discharge from residential setting or long-term care for return to the community

TRIGGERING EVENTS



High levels of alcohol or benzo usage while enrolled in MAT



2/ more admissions to an acute care psychiatric hospital , or 2/ more re-admissions to ED for a psychiatric reason within 6 months



Exit from a specialized high intensity program such as ACT



Discovery of a new or ongoing behavioral health needs



Exit from a specialized program



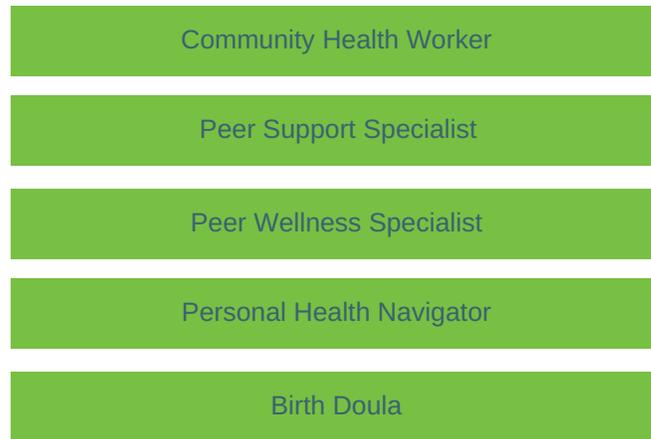
Those who exhibit inappropriate, disruptive or threatening behavior in a provider's office

WORKFLOW



TRADITIONAL HEALTH WORKERS (THWs)

Traditional Health Workers (THWs) are public health workers, from the community, that support the provision of high-quality and culturally competent care to diverse populations while ensuring the promotion of health equity. Oregon Health Authority (OHA) has categorized THWs into 5 different categories



THW - SCOPE OF PRACTICE

