



ITASCA MEDICAL CARE (IMCare)
ITASCA RESOURCE CENTER
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PROVIDER UPDATE

August 2020
#2020-30

To: IMCare Providers
From: Shelley McCauley, MSN, Quality Director
Date: August 28, 2020
RE: Complex Case Management Program

IMCare has made recent improvements to the Complex Case Management (CCM) Program, designed to meet the complex needs of IMCare enrollees and their families. In addition, CCM is also an integral component of the IMCare Population Health Management Program, which was introduced on January 1, 2020. The main purpose of CCM is to ensure enrollee access to individualized assistance when experiencing complex, acute/chronic illnesses or catastrophic injuries.

The goals of CCM include assisting enrollees in regaining optimum health and improved functional capacity; enrollee education regarding their medical condition/conditions (including self-management and preventive care); reinforcement of the primary care provider's treatment plan; and providing information regarding available resources.

Some conditions considered for CCM include:

- Cancer
- Acute Substance Use Disorder (accessing appropriate level of care)
- Initiation of Hepatitis C treatment
- Acute Behavioral Health conditions (accessing appropriate level of care)
- Chronic pain
- Serious medical conditions in the acute phase
- State Medical Review Team (SMRT) allowable conditions

Sources of referrals include:

- External
 - Providers
 - Enrollees or caregivers
 - Discharge planners
 - Medical management programs
- IMCare Internal
 - Administrative/electronic data and reports

- Claims data, providers, staff, customer service rep, utilization review
- Referrals (Restricted Recipient Program, stop loss, focus studies)
- Enrollee Initial Health Screening

The electronic IMCare Case Management Referral Form is available on the IMCare Providers and Partners web page: <http://www.imcare.org/357/Providers-Partners>

If you have any questions, please feel free to contact me at: shelley.mccauley@co.itasca.mn.us or 218-327-6180.