



## **Integrated Care Plan (ICP) FAQs** *Jefferson Health Plans EverWell*

**Thank you for being a valued provider for members in one or more of our health plans: Jefferson Health Plans Medicare Advantage, Jefferson Health Plans Individual and Family Plans, Jefferson Health Plans CHIP, and/or Jefferson Health Plans EverWell (our Medicaid plan).**

### **1. How does DHS define SPMI?**

DHS has outlined the specific diagnoses that are classified as SPMI. The person must be 18 or over with one or more of the below diagnoses billed within the past two years:

- Severe and Persistent Mental Illness (SPMI)
- Schizophrenia
- Schizoaffective Disorder
- Manic Episode
- Major Depressive Disorder, Single Episode
- Major Depressive Disorder, Recurrent
- Unspecified psychosis not due to a substance or known physiological condition
- Borderline Personality Disorder

### **2. Will this program apply to pediatric patients under the age of 18?**

No, the program focuses on patients 18 years of age and older.

### **3. Are the ICP and consent forms available on Jefferson Health Plans' website?**

No, these forms are proprietary and not on the Jefferson Health Plans public-facing website. All forms were included as embedded documents in the final PCMH requirements document.

### **4. Are we allowed to get witnessed consent over the phone from another clinician when speaking to the patient and sign the consent with the date and time of the conversation?**

An ICP cannot be created with verbal consent alone. Without written consent, sharing certain conditions such as substance use disorder (SUD) or human immunodeficiency virus (HIV) information is not allowable.

### **5. Can we use a different consent form or ICP template than the one provided by Jefferson Health Plans, if it includes all Jefferson Health Plans required components?**

At present, the preferred template is the one shared in the PCMH requirements. However, if your health system uses a different template, please share a copy with Jefferson Health Plans and we will review and decide if the template is acceptable for use with this program.

### **6. Does Jefferson Health Plans require a minimum percentage of patients to have an ICP submitted?**

Providers will be reimbursed per member when Jefferson Health Plans receives both the completed ICP and completed consent form.

**7. Does it matter what type of staff complete the ICP?**

The state did not provide specific stipulations on staff requirements. Please remember that the goal of the ICP program is to develop member-focused care management goals with Jefferson Health Plans EverWell members, and Jefferson Health Plans encourages use of clinical staff for this purpose.

**8. How will we get member utilization information from CBH?**

You can contact Community Behavioral Health (CBH) to request member utilization information over the phone, and they will provide it verbally. When contacting CBH member services, you'll identify yourself and the provider office you are calling from in addition to the 3-digit code '764.' By sharing this 3-digit code, CBH member service reps will provide the BH utilization information.

**9. Will we receive credit/payment if Jefferson Health Plans or CBH completes the ICP?**

No, providers will only receive credit for ICPs and consents that are completed and submitted to Jefferson Health Plans.

**10. Will we receive credit/payment for updating an existing ICP?**

Yes, Jefferson Health Plans will reimburse PCMH providers for both initial and updated ICPs; however, providers may only submit one ICP per member per calendar year.