



COMMISSIONER
Adelaide Horn

April 2, 2007

To: Community Services Providers

Subject: Information Letter No. 07-12
Integrated Care Management (ICM) Program

Background

In House Bill (HB) 1771 and Rider 49 of Senate Bill (SB) 1, the Appropriations Bill (now codified in Chapter 533 of the Government Code), the 79th Texas Legislature directed the Texas Health and Human Services Commission (HHSC) to implement a non-capitated, enhanced primary care case management model of Medicaid managed care for certain aged, blind, and disabled clients. The ICM program was created as a result and is intended to improve patient health and social outcomes, improve access to care, constrain costs, and integrate acute and long term care services. The ICM program has several common managed care features, including client assignment to a primary care provider, utilization management processes, and care coordination.

On March 12, 2007, HHSC announced the award of the Integrated Care Management (ICM) contract to Evercare of Texas, L.L.C. (Evercare). As the ICM Contractor, Evercare will assist HHSC in the implementation of the ICM program by managing and coordinating acute care services and long term services and supports (LTSS) for certain individuals in the Dallas and Tarrant service areas. The Dallas Service Area consists of the following counties: Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall. The Tarrant Service Area consists of the following counties: Denton, Hood, Johnson, Parker, Tarrant, and Wise.

Evercare will be responsible for administrative services related to utilization, care management and service coordination, including the authorization and management of Medicaid services; however, Evercare will not be responsible for paying claims, which will continue to be the responsibility of the Texas Department of Aging and Disability Services (DADS). The anticipated ICM operational start date is July 1, 2007.

Eligible ICM Population

In general, ICM program participation is *mandatory* for Supplemental Security Income (SSI) and SSI-related adults and *voluntary* for SSI children under age 21 in the ICM Service Areas. Individuals on SSI who are eligible for both Medicaid and Medicare (dual eligible) are eligible for the ICM program. Individuals who are in institutional settings and persons in waiver programs, other than the Community Based Alternatives (CBA) waiver,

are excluded from the ICM program. HHSC's enrollment broker, the Accenture, L.L.P. (d.b.a. Texas Access Alliance), will be responsible for enrolling eligible Medicaid recipients into the ICM program.

Benefits for ICM Members

- ICM members will remain eligible for the full set of Medicaid benefits for which they are currently entitled. ICM members who are not dually eligible will receive unlimited medically necessary prescriptions and have access to an annual adult well-check.
- ICM members in the Dallas Service Area will continue to receive behavioral health services from NorthSTAR¹. ICM members in the Tarrant Service Area will receive behavioral health services managed by the ICM Contractor.
- ICM LTSS include the following traditional Medicaid community-based services:
 - Primary Home Care (PHC);
 - Day Activity and Health Services (DAHS); and
 - 1915(c) waiver services *for members who meet ICM 1915(c) waiver eligibility requirements*. ICM waiver services include the same array of services as provided under CBA.
- SSI and SSI-related ICM members who meet the medical necessity criteria for the ICM waiver services will receive such services without waiting on an interest list. DADS will continue to maintain an interest list for the Medical Assistance Only (MAO) applicants for ICM waiver services.

ICM Contracts and Provider Payments

Community Services providers in the ICM network will hold two provider contracts. They will contract with DADS for payment of LTSS services delivered to ICM members. Community Service providers will also enter into network provider contracts with Evercare. Those interested in participating in the ICM program who have not already been contacted by Evercare should call Evercare Provider Relations at 972-866-1696.

They should also review the DADS website at <http://www.dads.state.tx.us/providers/index.cfm> to review important information letters regarding ICM implementation activities, particularly those related to contracts and billing submission deadlines for CBA, PHC and DAHS services in the ICM service area.

¹ For information about the NorthSTAR program, please refer to <http://www.dshs.state.tx.us/mhprograms/NorthStarhomepage.shtm>.

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ICM Contact Information

If you have general questions about the LTSS components of the ICM project, please contact Lena Brown-Owens via e-mail at lena.brownowens@dads.state.tx.us or via telephone at 512-438-5609. For on-line information about the ICM program, please refer to http://www.hhsc.state.tx.us/contract/529060406/rfp_home.html.

Sincerely,

[signature on file]

Barry Waller
Assistant Commissioner
Provider Services

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