

**H2237 Independent Care Health Plan, Inc.
Dual Eligible (All Dual) Special Needs Plan**

Model of Care Score: 85.00%

3-Year Approval

January 1, 2015 – December 31, 2017

Target Population

The Independent Care Health Plan, Inc. (*iCare*) Dual Eligible Special Needs Plan (D-SNP) serves dually eligible individuals in all Medicaid eligibility categories, who live in one of its service areas in Wisconsin. Of the 4,999 members enrolled in *iCare*, 4,210 reside in Milwaukee County, 571 members reside in smaller urban areas in Brown, Dane, Kenosha, Racine and Waukesha counties and a small percentage of the remaining membership resides in rural areas or small towns.

Sixty percent of members are female and 40 percent are male. Thirty percent are elderly (over age 65) and the remaining 70 percent are disabled adults (ages 18 – 64). The racial composition of the membership is: African American (57 percent), Caucasian (25 percent), Hispanic (7 percent), unknown (3 percent) and other (2 percent). While the majority of members speak English (70 percent), a few hundred members speak Spanish and another few hundred members speak an Asian language or use sign language.

iCare members have multiple co-morbidities and each member has an average of six conditions. Fifty-four percent of the population has a mental health condition.

Provider Network

iCare members have access to: primary, urgent and emergency care, inpatient/outpatient hospitals, laboratories, radiology centers, pharmacies, vision care, behavioral health, home health agencies, skilled nursing facilities, hospice care and transportation.

All contracted providers are accessible to members during normal business hours and offer emergency availability. If a member requires services that are not available in the plan's network or county, the provider relations specialist contacts the out-of-network provider to determine if they are interested in executing a contract to provide services.

Care Management and Coordination

Within 90 days of enrollment and annually thereafter, the *iCare* intake team completes a comprehensive assessment and risk stratification to determine the member's needs, perception of

his or her current health status, knowledge of his or her disease processes and adherence to treatment recommendations. The member's risk level determines: the intensity of care management interventions, assignment to the most appropriate interdisciplinary care team (ICT) and the frequency of contact. The intake team schedules a follow up call with the member one month from the assessment date to determine if the member received needed medical and resource services and if the member felt that those services were effective.

Based on the results of the comprehensive assessment, the care management staff develops an individualized care plan (ICP) that is reflective of the member's needs, preferences and strengths. The development of the ICP includes establishing objectives with the member and determining the most appropriate type, timing and provider(s) of services. The care coordinator (CC) or care manager (CM) updates the ICP on an annual basis and at the time of any of the following events: identification of a new need, hospitalization, emergency room visit, request for home health care and any other care level transition.

The ICT for members with low and medium risk needs includes: the member, a CC, a RN case manager (RN-CN), a medical director and a clinical pharmacist. For high-risk members, the ICT includes: the member, a care manager (CM), a RN-CN, a medical director, a clinical pharmacist and a transition of care coach/nurse practitioner. Based the member's needs, additional providers are added to the ICT. Examples of these providers include: a RN behavioral health case manager, psychiatric social worker/professional counselor, addictions specialist, and primary care medical and ancillary providers.

This MOC summary is intended to provide a broad overview of the SNP's MOC. Although the full extent of any MOC cannot be conveyed in a short summary, this summary provides the reader with a general overview of how the SNP addresses beneficiary needs.

For more information about this health plan refer to the Special Needs Plan's website at: www.icare-wi.org