

# First Choice by Select Health Intensive Care Management (ICM)

First Choice<sup>SM</sup> by Select Health of South Carolina's ICM program enhances the traditional care management continuum by providing face-to-face engagement for high-risk members in foster care.

## Stronger Together

The ICM program is designed to help the members and caregivers navigate the health care system, easing the burden and confusion that often accompanies complex physical and behavioral health needs. Select Health appreciates the support provided by DSS to help educate caregivers about ICM services to help achieve our shared goal of improved health outcomes for children and youth in foster care.

## Criteria

**Meets at least one of the following criteria:**

- Four or more co-occurring conditions (physical and/or behavioral health)
- Inpatient behavioral health admission within the last 12 months
- Under the age of 18 and involved with the Department of Juvenile Justice (DJJ) and Department of Mental Health (DMH)
- All Richland County foster care members (beginning August 2025)

## Outreach

- Initial face-to-face visit occurs within 30 days of a member identified for ICM
- Telephonic or virtual check-ins occur with member and/or caregiver/guardian at least every 30 days
- Ongoing face-to-face visits in the member's residence or a community setting occur at least every 90 days

## Partnering for Better Care

We know caring for children and families in foster care can bring unique challenges. As part of our contract with the South Carolina Department of Health and Human Services, we deploy ICM services. The program is here not only to support our children, youth, and families in foster care, but also to support you! Together, we can remove barriers, coordinate care, and focus on what matters most, delivering the best possible care.

## Social Service Pathways

The Select Health foster care team connects and coordinates services with the child's SCDSS caseworker and helps facilitate provider visits, screenings and tests needed upon entry, or when there is a placement change.

## How does ICM help?

A care plan is developed to address each member's goals with action steps prioritized and supported by the member's care team.

## Achievable Outcomes Through ICM

- Locates primary care providers and specialists as needed
- Helps ensure that visits are scheduled and completed in a timely manner
- Assists with identifying and closing care gaps
- Coordinates behavioral health services
- Helps compliance with medication management and addressing barriers
- Reviews basic needs and assistance with community and social determinants of health resources