June 18, 2015

In an effort to better support your care of our members, Health Care Partners is pleased to announce the inception of a new Intensive Care Management (ICM) Program. HealthCare Partners members who have been demonstrated to be at relatively high risk for hospital admission may be enrolled in ICM, and will be eligible for additional value-added services, including:

- At least two calls per week by the ICM team

- House calls by a visiting nurse practitioner or house call physician providing:

    - A comprehensive medical assessment and plan,
    - Psychosocial assessment,
    - 24/7 On- Call Availability,
    - A thorough review of hospitalization, discharge instructions and summary,
    - Medication reconciliation,
    - Communication and collaboration regarding a transitional care plan with you-- the member's primary care provider and with the member's HealthCare Partners ICM nurse care manager,
    - Coordination with member's pharmacy and behavioral health providers,
    - Early identification of palliative and hospice care needs, and coordination with the hospice team.

If you are caring for HealthCare Partners members who qualify for the ICM program, you may receive telephone calls from members of the ICM team from time to time to communicate with you regarding important issues in your patient's care. You may also reach out to members of the ICM team at any time.

Please note that this program's goal is to support your role as the PCP for complex patients and assist you in coordinating the care for these patients.   If you have questions regarding this program or would like to propose a patient of yours who is a HealthCare Partners member for enrollment in the ICM program, please call us at:

(516) 394-5631 Monday – Friday 8:30 am – 5:30 pm

We look forward to partnering with you in this important initiative aimed at reducing unnecessary hospitalizations and enhancing care quality.

Thank you,

Joseph S. Cervia, MD
Regional Medical Director