



INTERDISCIPLINARY CARE TEAM (ICT)

An Interdisciplinary Care Team (ICT) consists of individuals and professionals involved in the health care of an IEHP Member. The ICT includes the Member, his or her Primary Care Doctor, caregiver and others who have a role in the Member's care. Each week, the ICT holds a meeting, either by phone or in person, where participants take an interdisciplinary approach to assess, monitor and coordinate care for the IEHP Member.

To request an ICT meeting, the Member contacts his or her Care Manager, who explains how an ICT helps to meet the Member's needs, including medical, social, behavioral health, and other needs. In addition, the Member can see how the team addresses barriers to achieving specific health objectives.

IEHP invites the Member to participate in his or her ICT. If the Member declines, the meeting moves forward without negatively impacting his or her enrollment status. The Member's refusal is revisited by IEHP during his or her reassessment or when the Member requests a different Primary Care Physician.

KEY CONSIDERATIONS FOR THE ICT:

Language and Cultural Competence – IEHP provides interpreters and trains its staff in cultural sensitivity to reinforce the importance of respecting the beliefs, culture and language of each IEHP Member.

Access and Accommodations – IEHP strives to make programs accessible to Members with disabilities by providing accommodations (e.g., Sign Language Interpreter and materials in alternative formats).

Person-Centered Planning – IEHP supports this problem-solving process to:

- ♥ Help the Member with a disability plan
- ♥ Empower the Member to reach future goals by creating a plan based on self-directed care
- ♥ Support the Member's right to determine the appropriate involvement of his or her health care Provider, caregiver, and provider of Long-Term Services and Supports (LTSS)

Independent Living – IEHP believes each Member with a disability deserves an equal opportunity that allows him or her to live, to work, to get involved in the community, and to access services that foster independence.

Recovery and Wellness Principles – IEHP helps the Member through "a process of change," from living with a behavioral health issue or a substance use disorder, to leading a healthier life. In this process, IEHP can empower the Member to improve his or her health and wellness.

LTSS Programs – IEHP helps the eligible Member to access these trusted care services for seniors and persons with a disability (or other health issues) and unable to live alone without assistance.

- ♥ **In-Home Supportive Services (IHSS)** – IEHP Members may qualify for these services if they have a disability, are blind or more than 65 years old and unable to live in their home without help. With IHSS, they can get help both around the house and with other daily care needs. The LTSS Unit at IEHP can also help make it easier to communicate with the County IHSS program.
- ♥ **Community-Based Adult Services (CBAS)** – IEHP Members may qualify for CBAS benefits provided they are at least 18 years old with health problems that make it difficult for them to care for themselves. Members who qualify can attend CBAS, also known as "Adult Day Health Care" centers, for 2-5 days a week. CBAS benefits include: skilled nursing care, social services, meals, and transportation to the center. Members may also qualify for physical, speech and/or occupational therapy.
- ♥ **Multipurpose Senior Services Program (MSSP)** – IEHP Members may qualify for MSSP if they are at least 65 years old, have a disability, and are eligible for nursing care but wish to stay at home. Covered benefits include: help with housing, chores and personal care; protective supervision; rides to the Doctor's office; respite; meals, social and communication services.

To learn more, contact IEHP Care Management at cmgm@iehp.org or call IEHP Member Services at **1-800-440-4347** and ask for Care Management.