

Care Management Tool



nh healthy families™

Let NH Healthy Families help you care for your patients with complex issues →

What is Integrated Care Management (ICM)?

- Coordination with disease management programs
- Wellness initiatives
- Complex Care Management
- Behavioral Health Intensive Clinical Management

Types of Assistance through ICM:

- Specialty medical equipment needs (DME).
- Social Service Needs - Homelessness, financial assistance, food pantries, etc.
- Care planning among multiple Providers.
- Member needs assessments.
- Nurse Management of complex medical needs and new diagnoses.
- Behavioral Health - specialty provider, testing, opioid and pregnancy.

Who can refer to ICM?

- Providers
- Legal Guardians
- Authorized representative of the Member

How do I refer a Member to ICM?

- Call 1-866-769-3085 (provider services and ask for Care Management)
- Monday-Friday 8 am-5 pm (excluding holidays)

Nurse Advice Line:

- Members have access to an experienced RN team.
- 24-hours a day, 7 days a week
- Members call 1-866-769-3085 (Member Services)

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1-866-769-3085
TDD/TTY: 1-855-742-0123