

ProviderAlert

To: Select Health Providers

Date: May 29, 2026

Subject: Intensive Care Management (ICM) Program for Foster Care Members and High-Acuity Serious Mental Illness (SMI) Members, Including Non-Foster Children and Adults

First Choice by Select Health of South Carolina's ICM program strengthens the care management continuum by providing face-to-face engagement for two distinct eligible populations: children, youth, and families in foster care, and members identified as SMI high risk, including highly acute non-foster children and adults. The program helps members, caregivers, and providers navigate the health care system and coordinate support for complex physical and behavioral health needs.

How does ICM help?

Through ICM, a care plan is then developed to address each member's goals, with action steps prioritized and supported by the member's care team. Members are assigned to risk categories based on defined criteria, so they receive the appropriate level of intervention.

Foster Care ICM Eligibility: Applies to children and youth in foster care who meet at least one of the following criteria:

- Have four or more co-occurring physical and/or behavioral health conditions.
- Has had an inpatient behavioral health admission within the past 12 months.
- Is under age 18 and involved with both the Department of Juvenile Justice (DJJ) and the Office of Mental Health (OMH)
- Is a foster care member in Richland County (beginning August 2025)

SMI High-Risk Member Eligibility (Children and Adults): Applies to members identified as SMI high risk, including highly acute non-foster children and adults, who meet at least one of the following criteria:

- Have had two or more in-patient or emergency department visits for a behavioral health or mental health need.
- Have been admitted to inpatient psychiatric care.
- Has an existing referral for interagency escalation as defined by South Carolina Department of Health and Human Services (SCDHHS).
- Have been admitted to a psychiatric residential treatment facility (PRTF).
- Is applying to or residing in a community residential care facility (CRCF).
- Have been identified as having one or more suicide attempts.

- Have been identified by SCDHHS as SMI high risk.

ICM Outreach and Engagement

- For members identified as SMI high risk, including highly acute non-foster children, the initial face-to-face visit occurs within 30 days of identification.
- Telephonic or virtual check-ins with the member and/or caregiver or guardian occur 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.

Enrollment for Either Eligible Population, Including High-Acuity Non-Foster Children and Adults (providers may call on behalf of the member)

- 1) Call Member Services toll free at **1-888-276-2020 (TTY for hearing impaired: 1-888-765-9586)** to request enrollment in care management and share the appropriate contact information for an eligible foster care member or SMI high-risk member, including a high-acuity non-foster child or adult. A care management representative will then call the member, guardian, or caregiver to assess the level of care management the member needs.
- 2) You may also call the Rapid Response and Outreach Team at **1-866-899-5406** to begin the care management enrollment process for any eligible population described above.
- 3) Use the Let Us Know Program.
Access the form here: <https://www.selecthealthofsc.com/provider/resources/let-us-know>
 - a. Complete and submit the form to Rapid Response; or
 - b. Print and fax the form to the Rapid Response and Outreach Team at **1-866-279-6377**. For guidance on completing the form, or to ask about a submission, please call **1-866-899-5406**.

If you have any questions about this communication, please contact your [Provider Account Executive](#).