

Elevating Care Across the System

In addition to its family-centered work, Beacon's Network of Care Managers work with providers, hospitals, state agencies, schools, faith-based groups, and other community-based services to increase family linkage to quality care, social supports, and other resources.

Some examples of recent accomplishments include:

- helping over 40 agencies to implement Cultural and Linguistic Competency Standards (CLAS) to advance health equity in the delivery of behavioral health services
- ensuring over 180 agencies participated in the Behavioral Health Collaboration survey to support alignment of resources
- working with community providers to decrease stigma and discrimination around mental health problems

Behavioral Health. It's all we do.

Beacon is the country's leading behavioral health management company. Serving 40 million people, we deliver tailored, holistic services to help solve mental health and substance use disorder challenges for members and their families. Through our clinical innovation and broad network access, we help people live their lives to the fullest potential.

Resources

HealthyLivesCT.org: provides information and screening tools (substance use, anxiety, depression) for identifying individuals at risk, and ways to maintain recovery

211ct.org: United Way website with one-stop connection to local services, including utility assistance, food, housing, child care, after school programs, elder care, crisis intervention and much more

empsct.org: information on emergency mobile psychiatric services for youth and families in crisis

preventsuicidect.org: suicide prevention, health, and wellness principles and interventions

kidsmentalhealthinfo.com: education for members and providers on common childhood mental health issues, listing of evidence based providers, and other resources

turningpointct.org: developed by young people, offers support for individuals seeking treatment

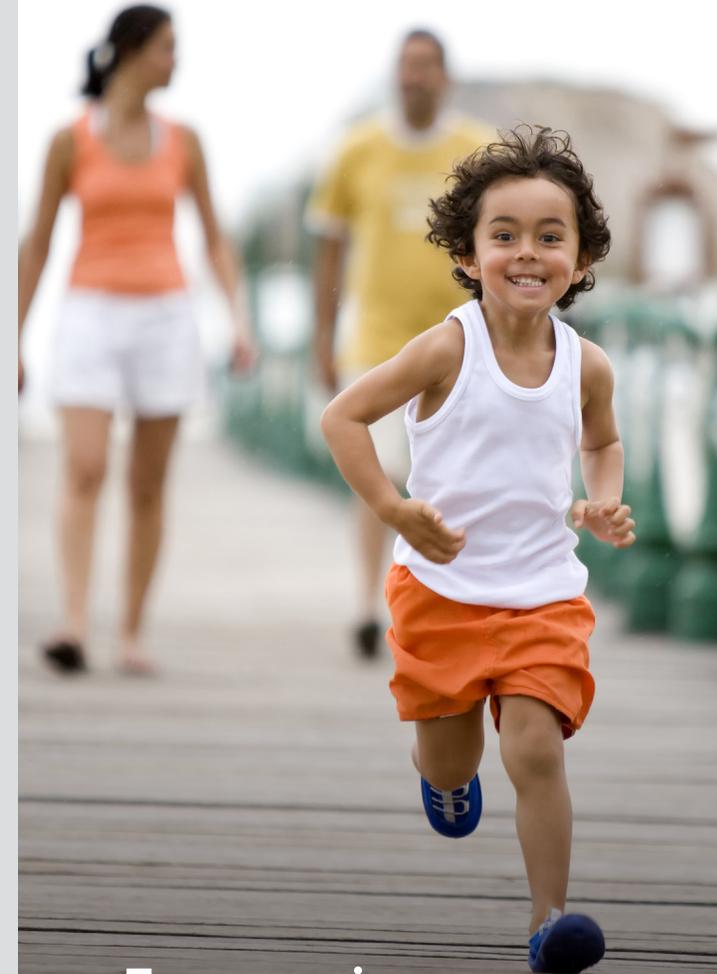
favor-ct.org: focuses on member and family self-advocacy, empowerment and policymaking. Information about family peer supports

Plan4Children.org: comprehensive listing of family resources and community initiatives

WrapCT.org: on line learning collaborative to promote and to educate members and providers in the Wrap approach to treatment planning, and the need for a robust system of care

 **860-707-1052**

 beaconhealthoptions.com | ctbhp.com



Empowering Families with Complex Behavioral Health Needs

Beacon's Intensive Care Coordination (ICC) Program advocates for better quality and access to services.

Youth with complex behavioral health needs are at risk for inpatient care, residential treatment, or other placements that separate them from their homes and communities. Beacon's innovative ICC Program addresses these challenges with intensive care coordination and the Wraparound Practice Model, an evidence based approach.

Families engaged in Beacon's ICC Program will:

- Connect with ICC staff weekly at the family's home or in the community, where members are most comfortable
- Receive support that addresses the needs of both the child and the family system
- Increase access to effective community services and supports
- Empower families to self-advocate and to navigate the mental and behavioral health systems, in order to achieve better quality outcomes

Improving Outcomes for Youth and Families

20% Reduction in youth with inpatient episodes

24% Reduction in youth with emergency department visits

27% Reduction in behavioral health emergency department days

Plus ICC-engaged members experienced significant reduction in psychiatric residential treatment facility (PRTF) days

Outcomes based on the period 9/1/15 – 12/31/17

Eligible Families

The ICC Program supports families with children up to age 18 who have complex behavioral and/or mental health challenges. This includes youth who are:

- In congregate care settings in need of discharge planning support
- At risk of out of home placement
- Frequently in need of emergency services and psychiatric inpatient care
- In need of ongoing care to remain in their homes and communities.

The ICC Program supports families for approximately six months, based upon the family's needs.

Please note: Families do not need to have Medicaid coverage or be DCF-involved to receive Beacon's ICC services.

Making a Referral to Beacon's ICC Program

As a Provider, you can make a Community ICC Referral by faxing an ICC Referral Form to: 855-277-4228. You can obtain the referral form by visiting ctbhp.com and following: For Providers/Provider Resources/Forms/ICC Referral or [Click here for ICC Referral Form.](#)

For Information about Beacon's ICC Program, contact our Beacon ICC Supervisor at: **860-707-1052**

The Wraparound Approach to Care

Wraparound is a family-centered, strength-based approach focused on keeping families together and connected to their communities. The approach involves bringing together a team of family, friends, and providers identified by the family to brainstorm ideas and provide a safety net of support to manage difficult situations in the future.

