

ICM Program: Elevating Care for Individuals with SMI (Serious Mental Illness) in South Carolina

Molina Healthcare of South Carolina

Provider Training Module

Backed by SCDHHS Initiatives

Training Objectives

- Program Overview & SCDHHS Vision
- Member Eligibility & Opt-Out Policy
- South Carolina's Mental Health Landscape
- The Role of Managed Care & ICM's Fit
- Added Supportive Services (IOPs & PHPs)
- Program Benefits & Outcomes
- Tracking Success
- Provider Requirements
- Reducing Mental Health Stigma

Program Overview and SCDHHS Vision

- ICM is a cornerstone initiative to enhance behavioral health care in SC.
- Launched January 2025 for Medicaid members with Serious Mental Illness (SMI).
- Provides personalized support through licensed behavioral health case managers.
- Aligned with SCDHHS efforts to integrate behavioral and physical health.

Eligibility and Opt-Out Framework

- Available to Medicaid members age 6+ diagnosed with SMI.
- Criteria include recent ER visits, psychiatric admissions, or residential stays.
- Participation is voluntary – members can opt-out after discussion.

South Carolina's Mental Health Landscape

- 2M+ residents live in areas lacking mental health professionals.
- Adults: 183k with SMI; 189k reported suicidal thoughts (2020).
- Youth: 60% of depressed teens untreated; high dropout risk.
- SCDHHS expanding IOP & PHP access to close care gaps.

The Managed Care Context and ICM's Role

- SCDHHS operates Medicaid under a managed care model.
- ICM integrates high-touch behavioral support into managed care.
- Supports statewide goals for cost-effective, quality care.
- Backed by \$7.2M CMS grant for integrated care innovations.

Program Benefits and Flourish

- Member-centered care with low caseloads.
- Frequent, meaningful check-ins.
- Single point of contact for all care coordination.
- Holistic support addressing social needs and transitions.

Success Metrics and Accountability

- Reduced hospital readmissions within 12 months.
- Lower healthcare costs through prevention.
- Improved follow-up rates post-discharge.
- Enhanced HEDIS scores and satisfaction levels.

Provider Responsibilities and Collaboration

- Collaborate with dedicated case managers.
- Attend appointments and support transitions.
- Assist with transportation and social needs.
- Maintain open, efficient communication channels.

Confronting and Dismantling Stigma

- Stigma is bias and fear toward mental illness.
- It creates barriers, isolation, and discrimination.
- Providers can lead change via bias training and self-reflection.
- Elevating patient voices builds trust and understanding.

Closing and Call to Action

- ICM is transforming behavioral health in South Carolina.
- Collaboration between providers and case managers is key.
- Together, we can improve outcomes and reduce stigma statewide.

Contact Molina



Molina Provider Training Survey

The Molina Provider Relations Team hopes you have found this training session beneficial. Please share your feedback with us so we can continue to provide you with excellent customer service!

Please take a few minutes to complete the [Molina Provider Training survey](#) to provide feedback on this session. The survey is located on the [You Matter to Molina Page](#) of our Provider Website, under the “Communications” tab.

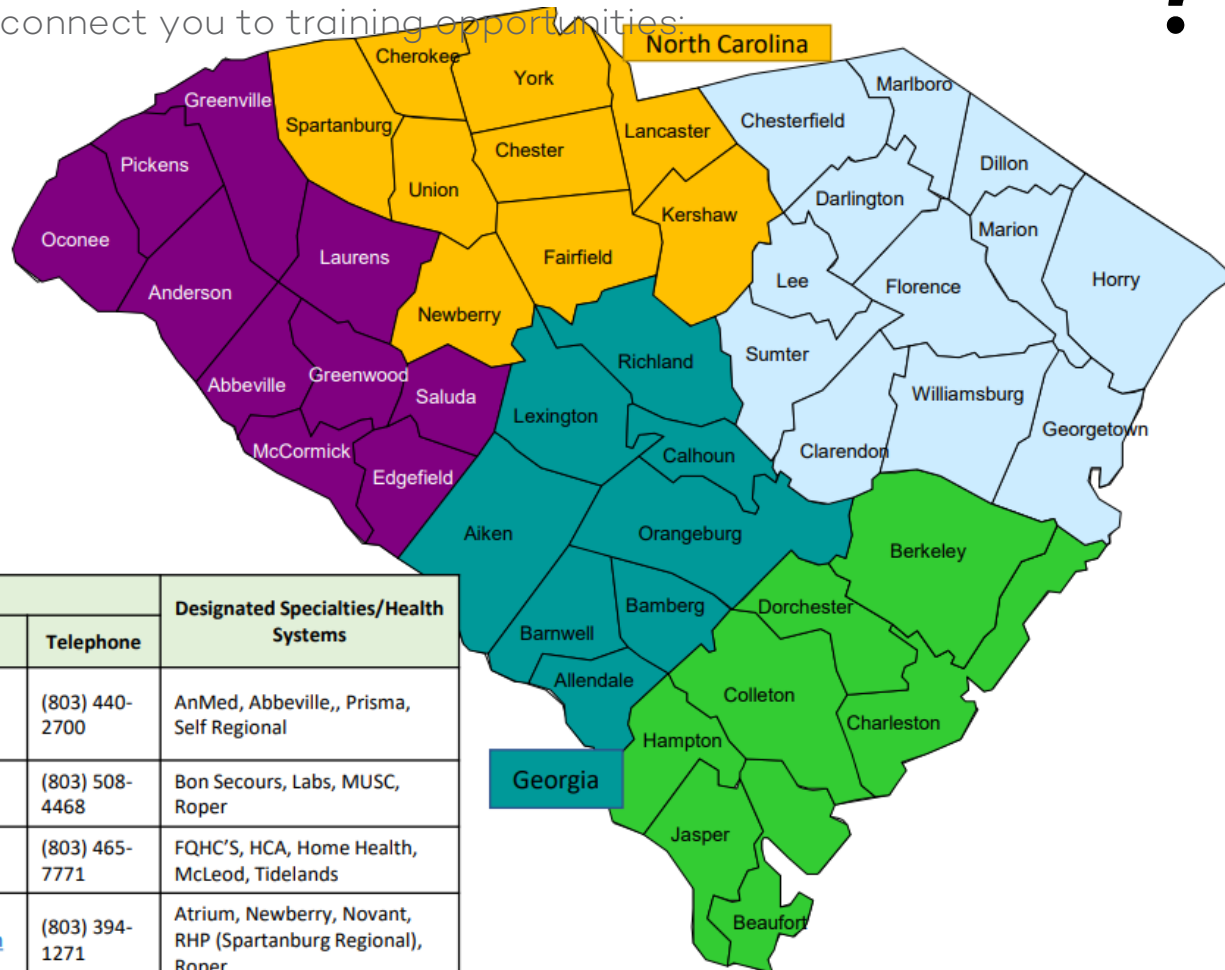
Molina of South Carolina Provider Relations Contact Information

Molina has designated email addresses based on provider types to help get your questions answered more efficiently or to connect you to training opportunities:

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Thank You



Questions



Open
Discussion



Thank you for participating in today