

Integrated Care Plan (ICP) Development for Eligible Medicaid Members for Care Coordination

Effective July 2, 2026, Community Behavioral Health (CBH) is launching an Integrated Care Plan (ICP) Program. This Bulletin serves as an official notice of the expectation for all providers to participate in the ICP Program.

This [Office of Mental Health and Substance Abuse Services](#) (OMHSAS) required ICP Program aims to improve health care quality and reduce Medical Assistance (MA) expenditures by enhancing care coordination among Behavioral Health Managed Care Organizations (BH-MCOs), Physical Health Managed Care Organizations (PH-MCOs), and providers. The eligible population for this program is Medicaid members ages 18 to 64 with a health-related social needs (HRSN) diagnosis.

A key objective of the ICP Program is the creation of ICPs, which involves collecting, integrating, and documenting key physical and behavioral health information that is easily accessible and promptly shared with people with designated access. The creation and sharing of ICPs enhance communication between a member's various providers, ensure the member's behavioral and physical health needs are appropriately addressed, and support efforts to address HRSN.

Each provider will be responsible for obtaining consent from ICP-eligible members for the program and for documenting each member's goals, encompassing behavioral health, physical health, and/or HRSN goals. Please upload the consent form and the member's goals to CBH's [2026 ICP Consent and Goal Submission Form](#) (where you will also find a link to the consent form). The CBH ICP Team will then take this information and coordinate with the PH-MCO to develop an ICP. The completed plan will be shared with the member's providers.

If you have questions or need to coordinate with CBH for a list of your ICP-eligible members, please use the [CBH Provider Portal](#) to send a secure message to CBH's ICP inbox at CBH.ICP@phila.gov. Once plans are completed, CBH will also use this method to share them with the appropriate providers. Should you have questions about the new portal or need assistance registering, please visit the [CBH Portal Support webpage](#).