

## Before You Enroll at ICS

These departments will help you enroll in ICS:

### Intake and Enrollment

Intake and Enrollment staff will answer your questions and help guide you through the enrollment process.

### Medicaid Eligibility

Our staff can help you apply for Medicaid.

### Intake Nurses

When the enrollment process is complete, a Nurse will assess your needs and help arrange your services.

You may also get support from:

### Community Engagement

Our staff are on the ground helping to spread the word about ICS!

### Consumer Directed Personal Assistance Services (CDPAS)

If you want to hire, train and supervise your caregiver, you'll speak with staff from our CDPAS department.

## Once You Join ICS

These departments will coordinate your services:

### Your Care Management Team

Your assessment nurse, care manager and care management coordinator will work with you to create a care plan, order supplies, and coordinate your support.

### Call Center

Call 1.877.ICS.2525 to speak to a member of our call center. They can connect you to your Care Manager or help with other services.

### Paraprofessional

Our Paraprofessional staff will arrange your homecare services and address any issues relating to your homecare worker.

### Transportation

ICS Transportation Coordinators are experts at quickly and easily arranging travel for our members.

### Medicaid and Surplus Coordinators

If it's time for your annual Medicaid renewal or you have a Medicaid surplus, our Medicaid and Surplus Coordinators are here to support you.

You may also work with these departments:

### Social Programs

Take advantage of ICS's art and social programs when you want to get creative or socialize!

### Rehab/Wheelchair Clinic

Rehab specialists can assess you for a custom mobility device or repair your existing wheelchair or scooter.

### CDPAS

If you use CDPAS, our team will help you manage your caregiver services.

### Wound Care

Our Wound Care Specialists are experts at preventing and treating pressure ulcers.

### Advocacy

Our Advocacy staff will help make sure your voice is heard.