Improve Members' Health and Social Outcomes With Enhanced Care Management

USE THIS QUICK REFERENCE GUIDE TO FIND OUT WHO'S ELIGIBLE

The Department of Health Care Services created Enhanced Care Management (ECM), which is a California Advancing and Innovating Medi-Cal (CalAIM) benefit. The goal of ECM is to improve the member's health and social outcomes. **ECM provides seven core services to enrolled members:**
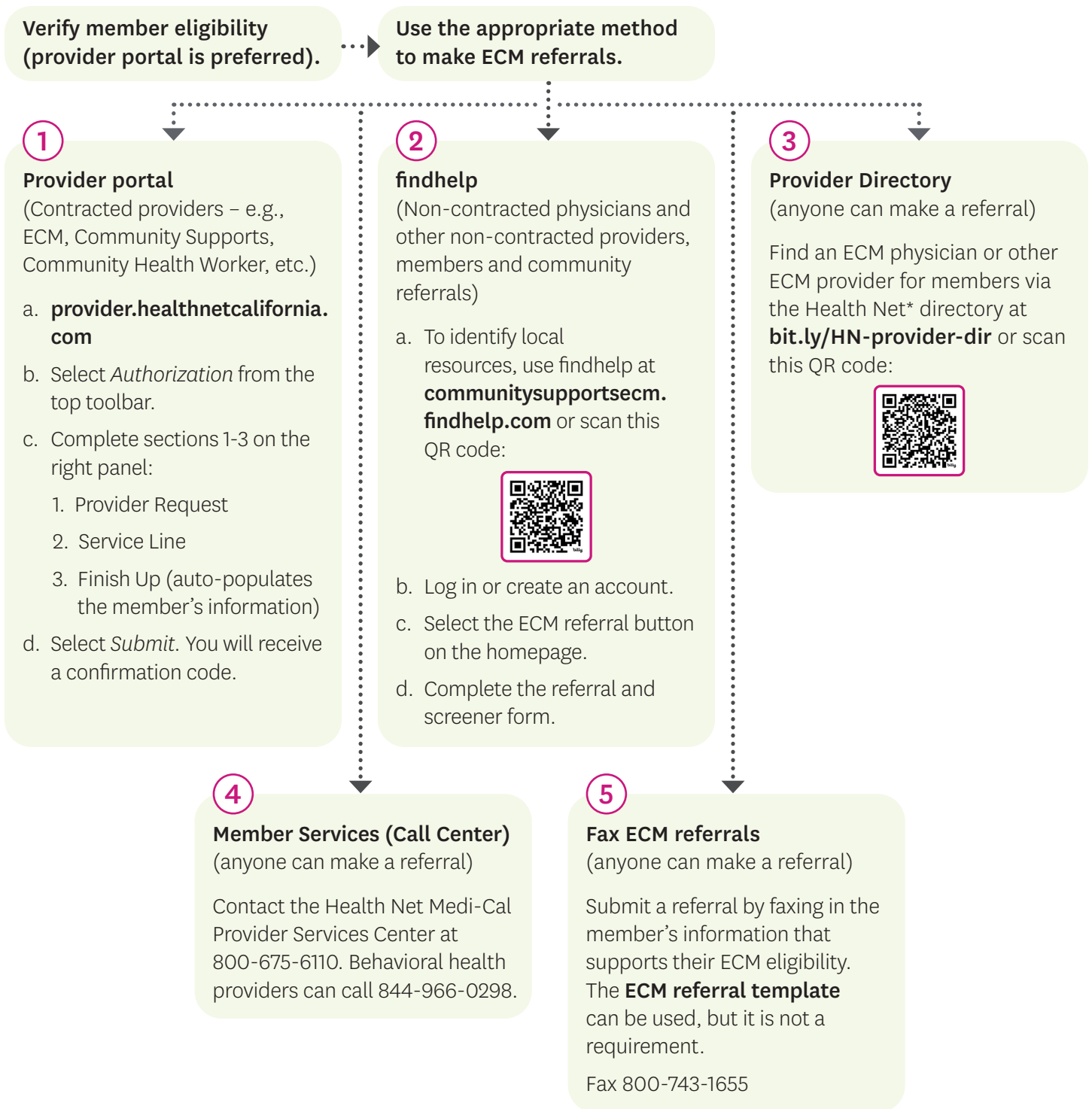
- ✔ Outreach and engagement
- ✔ Comprehensive assessment and care management plan
- ✔ Enhanced care coordination
- ✔ Health promotion
- ✔ Comprehensive transitional care
- ✔ Member and family support
- ✔ Coordination of and referral to community and social support services

To be eligible for ECM, members must qualify for one or more of the identified ECM populations of focus and not be enrolled in duplicative services.

ECM population of focus	Eligibility criteria

1. Homeless families or individuals experiencing homelessness	• Have significant health needs
	• Experiencing homelessness, such as:
	  - Loss of housing - Having financial difficulties
	  - Living in motels, hotels or shelters
	• Are at risk of becoming homeless

2. Individuals at risk for avoidable hospital or emergency department utilization	• Frequent visits to the emergency room • Unplanned hospital stays or use short-term nursing facility
3. Individuals with serious mental health and/or substance use disorder needs	• Getting services for mental health and substance use • Experiencing social issues impacting their health such as poverty, homelessness, access to health care, etc. • Frequently uses crisis services, emergency departments, urgent care and have inpatient stays

4. Individuals transitioning from incarceration within the past 12 months	• Recently released from incarceration or a correctional setting
	• Have at least one health condition such as:
	  - Mental illness - Traumatic brain injury (TBI)
	  - Substance use disorder - HIV/AIDS
	  - Chronic condition - Pregnant or postpartum
	  - Intellectual or developmental disability (I/DD)

5. Adults living in the community who are at risk for LTC institutionalization	• Need skilled nursing care but can live in the community • Able to live independently with support services • Experiencing one complex social or environmental factor
6. Adult nursing facility residents transitioning to the community	• Want to move out of institutional care • Can live safely and independently in the community

7. Children/youth enrolled in California Children's Services (CCS) or CCS Whole Child Model (WCM) with additional needs beyond the CCS condition	• Enrolled in CCS or CCS WCM **and**
	• Experiencing at least one social issue impacting their health such as:
	  - Food insecurity - History of adverse childhood experiences,
	  - Housing instability or at risk for homelessness trauma and contacts with law enforcement

8. Children/youth involved in child welfare	• Currently or recently in foster care, adoption or family maintenance programs
9. Birth equity adults and youth	• Are pregnant or in postpartum • Experiencing disparities in health care based on race or ethnicity

Refer to the flowchart to determine ECM eligibility and make referrals.

Verify member eligibility (provider portal is preferred). ⋯▶ **Use the appropriate method to make ECM referrals.**

1 Provider portal
(Contracted providers – e.g., ECM, Community Supports, Community Health Worker, etc.)

a. **provider.healthnetcalifornia.com**

b. Select *Authorization* from the top toolbar.

c. Complete sections 1-3 on the right panel:

   1. Provider Request
   2. Service Line
   3. Finish Up (auto-populates the member's information)

d. Select *Submit*. You will receive a confirmation code.

2 findhelp
(Non-contracted physicians and other non-contracted providers, members and community referrals)

a. To identify local resources, use findhelp at **communitysupportsecm.findhelp.com** or scan this QR code:

b. Log in or create an account.

c. Select the ECM referral button on the homepage.

d. Complete the referral and screener form.

3 Provider Directory
(anyone can make a referral)

Find an ECM physician or other ECM provider for members via the Health Net* directory at **bit.ly/HN-provider-dir** or scan this QR code:

4 Member Services (Call Center)
(anyone can make a referral)

Contact the Health Net Medi-Cal Provider Services Center at 800-675-6110. Behavioral health providers can call 844-966-0298.

5 Fax ECM referrals
(anyone can make a referral)

Submit a referral by faxing in the member's information that supports their ECM eligibility. The **ECM referral template** can be used, but it is not a requirement.

Fax 800-743-1655

Additional resources

To learn more about ECM and its in-depth workflow, visit the **CalAIM Resources for Providers page** or scan the QR code to the right:

To access CalAIM resources for members, visit the **member resources page** or scan the QR code to the right, and download member flyers and brochures in threshold languages.