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To: All Medi-Cal PCPs and IPAs

From: IEHP – Health Services

Date: June 27, 2023

Subject: **NEW: Populations of Focus Criteria for Enhanced Care Management Benefit**

Enhanced Care Management (ECM) is a no-cost Medi-Cal benefit that addresses the clinical and non-clinical needs of high-need and high-cost IEHP Members through systematic coordination of services and comprehensive care management.

Inland Empire Health Plan (IEHP) launched the program last year to provide eligible Members with a care team consisting of a Nurse Care Manager, Behavioral Health Care Manager, Care Coordinator, and Community Health Worker.

This care team works in collaboration with the Member’s PCP, specialists, and family support system to effectively manage and coordinate the Member’s health care needs.

Effective July 1, 2023, the Department of Health Care Services (DHCS) will be **expanding the ECM benefit to include other vulnerable populations of focus**. These new expanded POF categories include:

- **Adults without Dependent Children/Youth Living with Them Experiencing Homelessness**
- **Children and Youth Populations of Focus**
 - Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness
 - Children and Youth at Risk for Avoidable Hospital or ED Utilization
 - Children and Youth with Serious Mental Health and/or SUD Needs
 - Children and Youth Enrolled in California Children’s Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition
 - Children and Youth Involved in Child Welfare
 - Children and Youth with I/DD
 - Pregnant or Postpartum Youth

QUESTIONS	ANSWERS
WHO is eligible?	<ul style="list-style-type: none"> - IEHP Medi-Cal Members regardless of IPA or IEHP Direct assignment. - Members who meet specific Population of Focus criteria as defined by The California Department of Healthcare Services (DHCS): www.dhcs.ca.gov › Documents › APL2021 › APL21-012- ECM-Att
WHAT are ECM Benefits?	<ul style="list-style-type: none"> - Person-centered, team-based care coordination - A strong focus on behavioral healthcare, social supports and linking to needed services.

WHERE do Members and the IEHP ECM team meet?	<ul style="list-style-type: none">- The IEHP ECM care team will typically meet with Members at their PCP's office.- In more rural areas or due to complex Member needs, the team may meet at the Member's suggested location, including their home.
WHAT do Providers need to do?	<p>Please suggest Enhanced Care Management to IEHP Members who may benefit from the program and direct them to call IEHP Member Services at 1-800-440-4347, Monday through Friday, 8am–5pm.</p> <p>Providers may also refer on behalf of a Member by:</p> <ul style="list-style-type: none">- Sending a secure email to IEHP's Care Extender team at DGECMCareextenderteam@iehp.org .- Calling IEHP Provider Relations at (909) 890-2054 or (866) 223-4347.

For further information about ECM benefits available to Members visit our website: www.iehp.org> Providers > Special Programs > Enhanced Care Management or [click here](#).

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.