



We heal and inspire the human spirit.

To: Medi-Cal PCPs and IPAs
From: IEHP – Enhanced Care Management Team
Date: August 14, 2022
Subject: **REMINDER - Enhanced Care Management Available for Members**

Effective January 1, 2022, **Enhanced Care Management (ECM)** became a benefit for eligible Members.

What is Enhanced Care Management (ECM)?

ECM is a no-cost Medi-Cal benefit that **addresses the clinical and non-clinical needs of high-need, high-cost IEHP members** through systematic coordination of services and comprehensive care management. ECM is a collaborative and interdisciplinary approach to providing intensive and comprehensive care management services to individuals.

Who is eligible?

- IEHP Medi-Cal Members regardless of IPA or IEHP Direct Assignment
- Members who meet specific Populations of Focus (PoF) criteria as defined by The California Department of Health Care Services (DHCS) which can include homelessness, high emergency department or hospital utilizer, and severe mental illness.

What are ECM benefits?

- Person-centered, team-based care coordination with a strong focus on behavioral healthcare, social supports, and services.
- Enhanced coordination of care, linking people to needed services.

Where do Members and the ECM team meet?

- The ECM care team will typically meet with members at their PCP's office. In more rural areas or with extremely complex member needs, the team may meet at the member's suggested location, including their home.

How Can I Refer a Member?

IEHP members who may benefit from ECM can call IEHP Member Services at 1-800-440-4347, Monday through Friday, 7am-7pm, and Saturday-Sunday 8am – 5pm.771 for TTY.

Providers may also refer on behalf of a member by calling IEHP Provider Call Center at 909-890-2054 or 866-223-4347.

Please visit our website for more information:

www.iehp.org > For Providers > Special Programs > Enhanced Care Management

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