



*We heal and inspire the human spirit.*

**To:** IEHP Covered (CCA) PCPs, Specialists & BH Providers  
**From:** IEHP – Provider Relations  
**Date:** July 9, 2024  
**Subject:** **Complex Case Management (CCM) Program – Severe Chronic Conditions**

Do you care for IEHP Covered (CCA) Members with severe chronic conditions? If so, we can help with the **Complex Case Management (CCM) Program** for Members enrolled in Covered California through IEHP.

<b>What is CCM?</b>	<b>CCM focuses on whole person care by addressing the needs of Members with medical, behavioral, and Social Drivers of Health (SDOH).</b> CCM supports Members, caregivers, and families in coordinating care and services
<b>Who can be referred to the CCM Program?</b>	<ol style="list-style-type: none"> <li>Members who have two (2) or more chronic medical or behavioral health conditions not being managed, along with SDOH concerns such as food insecurity, financial concerns, housing, or other factors that may affect the Member’s health status.</li> <li>Member’s health condition(s) are severe in nature and without intensive assistance the Member would likely decline or use acute services more frequently.</li> <li>Member’s condition is expected to progress in complexity and/or result in hospitalizations/ER visit(s) without resources and specialists.</li> </ol>
<b>How are Members referred to the CCM program?</b>	<ul style="list-style-type: none"> <li>Medical Management program referrals via IEHP</li> <li>Discharge planner referrals</li> <li>Member, Caregiver, or Provider referral</li> </ul>
<b>What form do I fill out to refer a Member to the CCM Program?</b>	<p>The IEHP Covered Care Management Referral Form is located at:  <a href="http://Providerservices.iehp.org">Providerservices.iehp.org</a> &gt; Resources &gt; Resources for Providers &gt; Forms &gt; UM/CM &gt; <a href="#">IEHP Covered Care Management Referral – IEHP Covered (PDF)</a></p> <p>E-mail the completed form and all applicable documents to  <a href="mailto:CMReferralTeam@iehp.org">CMReferralTeam@iehp.org</a></p>
<p>The Interdisciplinary Care Team (ICT) will create an individualized plan of care for the Member. The CCM Team will work closely with Providers and IPAs to stabilize the Members’ current conditions.</p>	

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

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