



*We heal and inspire the human spirit.*

To: Medi-Cal PCPs and IPAs

From: Provider Relations

Date: September 12, 2024

Subject: **REMINDER - Enhanced Care Management (ECM) Available for Members**

**ECM is a Medi-Cal benefit addressing the clinical and non-clinical needs of high-need, high-cost IEHP Members. It is a partnered and multi-level approach to provide specifically-needed care to members.**

The ECM care team consists of a Nurse Care Manager, a Behavioral Health Care Manager, a Care Coordinator, and a Community Health Worker. These specially trained professionals work with the Members' PCP, Specialists, and family support systems to create a personalized plan of care.

**Who may be eligible?**

- Members (Direct or IPA assigned) who meet specific Populations of Focus (PoF) criteria:
  - **NEWLY ADDED: Pregnant and postpartum women and children with complex needs**
  - Homelessness, high emergency department or hospital utilizer, and severe mental illness.
  - At risk for institutional long-term care
  - Are nursing facility residents who want to transition into the community
  - Are transitioning from incarceration who have complex health or mental health needs, substance use disorder, brain injury, HIV or pregnancy.

**What are ECM benefits?**

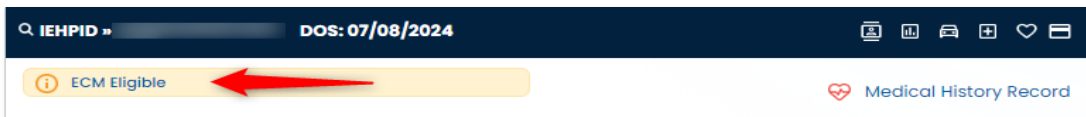
- Person-centered, team-based care coordination with a strong focus on behavioral healthcare, social supports, and services.
- Enhanced coordination of care, linking people to needed services.
- The ECM care team will typically meet with Members at their PCP's office.
  - In more rural areas or with extremely complex member needs, the team may meet at the member's suggested location, including their home.

**How to know if Members are already enrolled**

- Under the PCP Assigned Roster, Members can be filtered by program type.



- Additionally, a flag will populate on the Member Eligibility verification record.



## How to refer a Member for ECM Services?

- From the Assigned Roster, PCPs can identify Members who qualify by filtering for “ECM Eligible.” After identifying qualifying Members, Providers are encouraged to call them and ask if they are interested in being a part of the program.
- After confirming if the Member wants to sign up, email [ECM@iehp.org](mailto:ECM@iehp.org) where a representative will then reach out to the Member individually to schedule a screening.

To inquire about ECM services, Members can call IEHP Member Services at 1-800-440-4347, Monday through Friday, 8am-5pm or learn more: [ProviderServices.iehp.org](https://www.providerservices.iehp.org) > Programs & Services > Enhanced Care Management

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)

All IEHP communications can be found at [www.providerservices.iehp.org](https://www.providerservices.iehp.org) > News & Updates > Notices