



*We heal and inspire the human spirit.*

**To:** IEHP – All Medi-Cal PCPs, ECM Contracted Providers  
**From:** IEHP - ECM  
**Date:** December 9, 2024  
**Subject:** **Enhanced Care Management: New ECM Referral Standards**

Launched in 2022, **Enhanced Care Management (ECM)** is a statewide Medi-Cal benefit that offers eligible Members comprehensive care through coordinated management of community-based, interdisciplinary, high touch, and person-centered services.

We will be hosting two virtual sessions to learn more about the ECM referral standards, how to refer qualifying Members and presumptive authorization. **Registration is NOT required!**

Webinar Training Details	
<p><b>ECM Contracted Providers ONLY:</b> December 12, 2024 8:30am – 9:30am Microsoft Teams Meeting - Join <a href="#">Here</a> <b>Meeting ID:</b> 213 163 249 864 <b>Passcode:</b> oBFLnB</p>	<p><b>Medi-Cal PCPs/Non-ECM Providers ONLY:</b> December 19, 2024 8:30am-9:30am Microsoft Teams Meeting - Join <a href="#">Here</a> <b>Meeting ID:</b> 258 783 550 344 <b>Passcode:</b> zA9qb9mv</p>

**Questions about ECM?**

QUESTIONS	ANSWERS
<b>Who is eligible?</b>	<p>All IEHP Medi-Cal Members, IPA or IEHP Direct assignment, who meet specific Population of Focus (POF) criteria as defined by DHCS.</p> <p>Please find the criteria here:</p> <p><a href="http://www.dhcs.ca.gov">www.dhcs.ca.gov</a> &gt; CalAim &gt; Initiatives &gt; Enhanced Care Management &gt; <a href="#">Resources ECM Policy Guide</a></p>
<b>Where can I access the new ECM referral forms?</b>	<p><b>Download fillable PDF</b> – via <a href="#">IEHP Provider website</a> <b>Electronic</b> – via Care Director and Epic <b>Provider Portal</b> – Available in Summer 2025</p>
<b>What is Presumptive authorization?</b>	<p>The ECM presumptive authorization policy enables a subset of ECM Providers to directly authorize ECM for a period of 30 calendar days. This enables them to swiftly initiate ECM services and engage Members with the care they need.</p>

For more information, visit: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Programs & Services > Enhanced Care Management

For questions or if you would like ECM brochures for your office, 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](http://www.providerservices.iehp.org) > News and Updates > Notices