



## **California Advancing and Innovating Medi-Cal (CaAIM):**

### **Enhanced Care Management (ECM) and Community Supports (ILOS)**

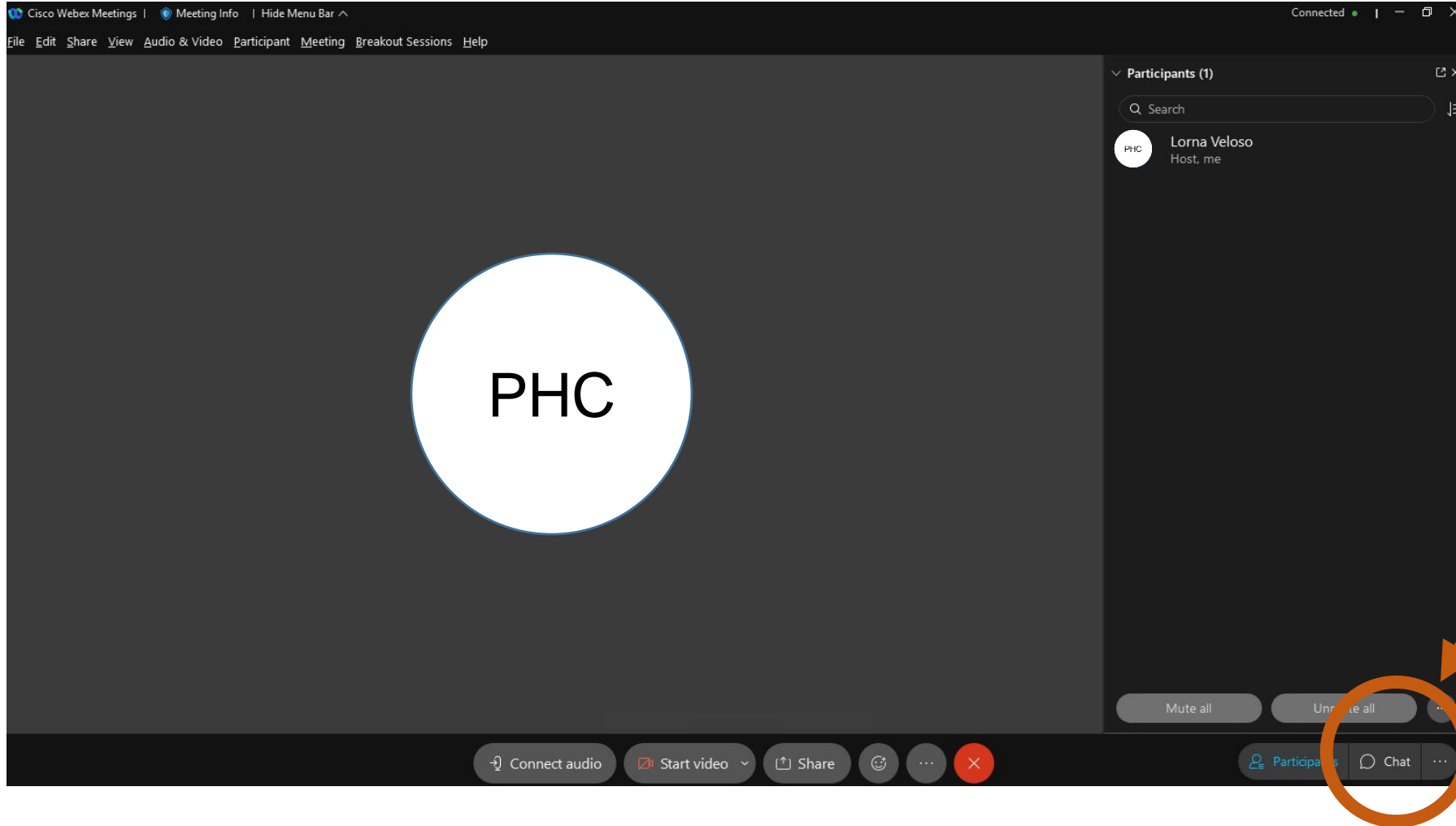
September 30, 2021



# Meeting Logistics

- **All attendees are muted upon entry.**
- Due to the large attendee participation and bandwidth limitations, we are **kindly asking for participants to keep their cameras off.**
- The **webinar will be recorded** and uploaded as a resource to PHC's external CalAIM webpage.
- At the end of the presentation we will stop recording and open it up for questions and comments. Please **use the chat box feature (visual provided in following slide).** We may not be able to get to all of them live, but they are valuable and an FAQ will be provided after the meeting.

# Meeting Logistics



Click to Chat

## 1. Welcome Remarks

- *Amy Turnipseed, chief strategy and government affairs officer*

## 2. ECM and Community Supports (ILOS) Contracting

- *Presenter – Anabel Castro, project manager – OpEx/PMO*
- *Resource Partners –*  
*Amanda Crone, senior program manager – OpEx/PMO*  
*Nancy McAdoo, director of provider contracts*  
*Lisa O’Connell, senior manager of provider education and credentialing*

## 3. Q&A

- Enhanced Care Management (ECM) and Community Supports (ILOS) will be separate stand-alone agreements.

*Example:*

*If your entity will be offering ECM and Community Supports (ILOS), you will enter into two separate agreements*

- Contract template status
  - ECM Template submitted to DHCS on September 1, 2021
  - Community Supports (ILOS) Template submitted to DHCS on September 2, 2021
  - DHCS has 60 days to review templates
  - Agreements will have an effective date of January 1, 2022

## What is Needed?

- Tax ID and NPI → *No NPI? Please apply at: <https://nppes.cms.hhs.gov/#/>*
- Completed New Vendor Set-up Form
- Current Business License
- Current Certificate of Insurance
- Debarment check (PHC to complete)

Eligible organizations that wish to participate as an ECM Network Provider will be required to complete the provider contracting and credentialing process.

***All PHC contracted network providers are required to comply with the terms of the provider agreement, the PHC Provider Manual and PHC Policies and Procedures.***

## Contract

- Review and execute an ECM Provider Services Agreement. PHC will route contract for counter-signature accordingly

## Credentialing

- Complete required Credentialing Applications and forms
- Complete and accurate applications are processed and must be reviewed by PHC Credentialing Committee on a monthly basis (*Note: This may take 45 to 60 days depending on the accuracy of documents sent*)

- Finalize ECM and Community Supports (ILOS) contract templates, pending DHCS approval
- PHC to route ECM and Community Supports (ILOS) contracts to eligible Providers for signature
- Once Community Supports contract is fully executed, PHC will return a copy to the organization
- Once the ECM Provider has been approved at the Credentialing Committee, PHC will assign an effective date to the agreement and return a copy to the organization

## What to Expect After the Contract is Signed and Has an Effective Date

- All executed **ECM Provider Services Agreements** and **Community Supports (ILOS) Master Services Agreements** will be submitted internally for contract set-up and load process to ensure that the provider, contract terms, and rates are configured in PHC systems
- Contracts that are able to be processed and do not require additional information in general will be completed within 30 to 45 calendar days



- ECM contracted network providers can review PHC's Provider Manual and Policies and Procedures on PHC's website at:  
<http://www.partnershiphp.org/Providers/Policies/Pages/default.aspx>
- ECM contracted network providers can review PHC Credentialing Information on PHC's website at :  
<http://www.partnershiphp.org/Providers/Policies/Pages/Section4.aspx>
- Link to apply for NPI: <https://nppes.cms.hhs.gov/#/>
- Additional questions or need to request for Provider Readiness Assessment Questionnaire: [CaAIM@partnershiphp.org](mailto:CaAIM@partnershiphp.org)

# Questions & Answers

