

How do I get a NPI?

- CMS has provided DHCS with a step-by-step guide for obtaining an NPI. The guide can be found [here](#). PHC has sent the document to providers that attended the webinar. Copies also will be provided at future Provider Education webinars.

How will we know if PHC will plan to contract with the organization?

- Each provider will need to complete a provider readiness assessment questionnaire. If you are interested in becoming an ECM or community supports provider, email CalAIM@partnershiphp.org. PHC will carefully review each provider readiness assessment questionnaire and send the provider a contract template.

With the ongoing health care workforce shortages and recruitment challenges for providers, how does PHC view contracting before staff are on board? How do we assess with PHC, how many members may be referred for these services annually, so we can begin to plan for needed staffing? Question is in reference to all staff not just medical providers.

- PHC can contract with an entity based on their planned FTE staffing. At the time we begin assigning members, they will need to confirm their capacity. ECM is considered a social model of case management. It is intended to be geared for community health workers with possibly LVNs, RNs LCSWs providing clinical oversight to the program.
- DHCS anticipates 1-3% of PHC's population enrolled in the ECM benefit. The percentage depends on patient engagement and willingness to participate. It will depend on if beneficiaries qualify by counties or provider types.
- ECM providers must have experience and expertise in serving a specific population of focus along with the volume needed in the community. PHC is looking at guidance and population as they become eligible.

If our care coordinators focus on one health issue (dental), can we contract for this?

- There are two options for this:
 - Dental staff who identify a patient who would benefit from ECM can refer them to PHC or to one of the designated ECM providers
 - On-site staff can expand their scope in order to become ECM providers that can do the intensive case management described by the program that serves qualified patients. In this scenario, yes we could contract with your organization as an ECM provider. To begin with, you could commit to serving a smaller number of members and expand later on, if it goes well and is a fit for your organization.
- ECM has seven core service components. An ECM provider has to be able to coordinate medical, dental, behavioral needs, and social and community health referrals. In the event a provider can only provide services for one component, ECM may not apply directly. If your organization has the ability to provide services outside of your organization, PHC would like to connect with you.

Does PHC require showing DHCS capacities?

- PHC is required to show capacity for ECM and Community Supports starting with the first five Whole Person Care (WPC) counties on January 1, 2022 and the following nine counties on July 1, 2022. This will provide DHCS adequate network and providers for ECM and Community Supports.

For credentialing, what will you need from licensed community health workers (LCHWs), registered nurses (RNs) or licensed clinical social workers (LCSWs)?

- PHC does not credential RNs and DHCS is still determining requirements around LCHWs. Please refer to MPCR302 in the provider manual to review the requirements for LCSWs. The policy can be found at <http://www.partnershiphp.org/Providers/Policies/Pages/Section4.aspx>.

Are all of Solano County's current providers aware of this process, and have they been informed of the process?

- The first five WPC counties will launch Phase I on January 1, 2022 (Marin, Mendocino, Shasta, Sonoma, and Napa). PHC is currently working with these five WPC counties and their providers. Solano is scheduled for Phase II, and PHC will be engaging providers after Phase I. Once PHC receives final details from DHCS, we will share them with our provider network.
- As we get more information, we will share them on the PHC website at <http://www.partnershiphp.org/Providers/Medi-Cal/Pages/default.aspx>.

Following up on the question re: timing of contracting, when can we anticipate possible contracts - would that be mid-November once PHC has input from the state re: contract templates? Is there someone/an email address we can contact to track progress?

- The contract templates have been submitted to DHCS and they have about 60 days to review. PHC is anticipating November for the distribution of the final contract template.

The understanding is NPI requires accredited training.

- Not in all cases. CMS has created a step-by-step document that will walk providers through how to apply for a NPI. CMS has created a process for Community Supports providers.

What is the timing for acceptance as an ECM provider after submitting the assessment?

- We are currently reviewing the readiness assessment and there should be communication coming from PHC within the next two weeks between October 4 and 15, 2021. The assessments are an ongoing process and will be reviewed as we continue to receive them.

Can PHC review the credentialing timeline and address hiring staff, and the gap between credentialing and providing billable services? If credentialing exceeds one month there is greater risk for the contractors in terms of salaries.

- The credentialing timeframe will depend upon the provider type as not all providers are credentialed. For those providers that require credentialing, the process is that PHC receives the application and verifies that it is correct and complete. After the application is reviewed and verified, it goes to the credentialing committee for review and approval. The timeline for credentialing depends on the provider type, if they have been enrolled in Medi-Cal or if there is a pathway to enroll. PHC encourages providers that will need to be credentialed to please review PHC policies in the Provider Manual located at <http://www.partnershiphp.org/Providers/Policies/Pages/Section4.aspx>.

Is the Readiness Assessment the application, or would we provide an application after the assessment?

- The Readiness Assessment is a survey of interest and it relates to contracting. The contract serves as an agreement for ECM or Community Supports.
- There is a short application that is sent with the contract that providers will complete so their information can be entered into the Claims system.

Where can providers access requirements of ECM/Community Supports?

- The DHCS website, and PHC's CalAIM webpage also has information on these requirements at <http://www.partnershiphp.org/Community/Pages/CalAIM.aspx>

Do you know when Siskiyou County might start this program?

- Siskiyou is included in Phase II, which starts on July 1, 2022.

When do you plan to begin providing ECM services to youth with serious emotional disturbances?

- Per DHCS' current timelines, children and youth will launch for all 14 counties starting July 2023.

Do ECM providers need to be enrolled through Medi-Cal?

- Yes. If there is a pathway for Medi-Cal enrollment, providers must be enrolled. Visit <https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx> for more information. This site provides a list of providers that can be enrolled by provider type.

What is the timeframe for Phase II to roll out?

- The implementation will start July 1, 2022, however PHC will be engaging providers sooner than the July start date.

To clarify, do you anticipate that most, or even all, ECM providers will be CHWs? Will some be LCSWs, MFTs, etc.?

Questions & Answers: CaAIM ECM & Community Supports (formerly ILOS) September 30, 2021

- It will depend on the needs of the patient when completing their care plan. Considering that the population of focus is socially driven, we suspect that community workers will be lead care managers. It could be LCSWs and MFTs but it will be up to providers to determine that depending on their capacity. DHCS has not released guidance that the lead care manager will be a specific clinician or provider type. It is due to high variability of each of the population of focus and the broad coordination that is occurring.

Is eligibility criteria available for each population of focus?

- The criteria for the first six Populations of Focus are available from DHCS. DHCS is still working on the Children and Youth Population of Focus and that will launch in 2023. DHCS released ECM and Community Supports (ILOS) policy guides and the eligibility criteria is available on their [website](#).

Is the Readiness Questionnaire and the Readiness Assessment Form for potential Community Supports providers the same thing?

- Yes. The Readiness Questionnaire and Assessment are the same form for potential providers to complete.

How many members may be referred is a key issue for deciding how many LCHWs or Care Managers we need to hire to provide this service?

PHC understands that there will be variance in staffing levels, so PHC expects providers to manage their own staffing composition. Capacities are still being determined and will likely be dependent on staffing composition and future discussion.