

Enhanced Care Management (ECM):

A key feature of the Department of Health Care Services' (DHCS) California Advancing and Innovating Medi-Cal (CalAIM) initiative is the introduction of the statewide availability of Enhanced Care Management (ECM) in the Medi-Cal delivery system. The ECM benefit will address the clinical and non-clinical needs of high-need, high-cost Medi-Cal Members through systematic coordination of services and comprehensive care management. ECM is part of a broader population health system design within CalAIM, under which Partnership HealthPlan (PHC) will stratify our enrolled populations and offer a menu of care management interventions at different levels of intensity, with ECM at the highest level. ECM will build on both the design and the learning from California's Whole Person Care Pilots (WPC) and Health Home Program (HHP) models. ECM, with In Lieu of Services (ILOS), will replace both models, scaling up the interventions to a statewide care management approach. ECM will offer comprehensive care management to high-need, high-cost Medi-Cal managed care Members, with the overarching goals to improve care coordination, integrating services, facilitating community resources, improving health outcomes, and decreasing inappropriate utilization and duplication of services. To accomplish these goals, ECM will be interdisciplinary, high-touch, person-centered and provided primarily through in-person interactions with Members where they live, seek care and prefer to access services.

For this new benefit, PHC is required to contract with counties, entities, and providers. PHC may play a role as an ECM administrator by providing ECM provider oversight and program management. PHC has the responsibility to ensure a robust ECM provider network is built by effectively collaborating between county partners, providers, and community providers. Should there be any ECM provider gaps, PHC may also fulfill the role of an ECM provider short-term depending on the specific county and community needs.

A phased implementation approach will begin in January 2022, depending on the county service area and member population of focus. Please refer to the proposed Go-Live Timeline section for additional details.