

California Advancing and Innovating Medi-Cal (CalAIM) Enhanced Care Management

The Issue



Over half of Medi-Cal spending is attributable to the **5 percent of enrollees with the highest-cost needs**.



Medi-Cal enrollees typically have **several complex health conditions** involving physical, behavioral, and social needs.



Enrollees with complex needs must often engage **several delivery systems to access care**, including primary and specialty care, dental, mental health, substance use disorder, and long-term services and supports.

California introduced community-based care management with promising results in many counties through the Health Homes Program and Whole Person Care Pilots. **CalAIM is California's first statewide effort to address complex care management.**

Faces of CalAIM: Meet Frank

Frank has struggled with opioid addiction while living on the streets of San Francisco for the past four years. Frank visited the emergency department seven times in the last two years because of overdoses and he returns to the streets after brief stays in shelters. In 2020, Frank contracted COVID-19 and continues to experience long-term symptoms. CalAIM's Enhanced Care Management connects Frank with a care manager. They can meet at a nearby food bank to make plans for him to see his mental health provider to get his medication adjusted, and to follow up with his primary care doctor. The case manager can also connect Frank to a local Community Supports provider who will help him secure safe, supportive housing.



Key CalAIM Initiatives to Advance Enhanced Care Management

CalAIM will improve Medi-Cal for people with complex needs and who are facing difficult life and health circumstances. It is focused on breaking down the traditional walls of health care – extending beyond hospitals and health care settings into communities. As a key part of CalAIM, Enhanced Care Management will be a new statewide Medi-Cal benefit available to “populations of focus,” including:

- Individuals and families experiencing homelessness.
- Adults, youth, and children who are high utilizers of avoidable emergency department, hospital, or short-term skilled nursing facility services.
- Adults with serious mental illness or substance use disorder.
- Children and youth with serious emotional disturbance, identified to be at clinical high risk for psychosis or experiencing a first episode of psychosis.
- Adults and youth who are incarcerated and transitioning to the community.
- Adults at risk of institutionalization and eligible for long-term care.
- Adult nursing facility residents transitioning to the community.
- Children and youth enrolled in California Children’s Services (CCS) with additional needs beyond CCS.
- Children and youth involved in child welfare (including those with a history of involvement in welfare, and foster care up to age 26).

Enhanced Care Management will address clinical and non-clinical needs of the highest-need enrollees through intensive coordination of health and health-related services. It will meet enrollees wherever they are – on the street, in a shelter, in their doctor’s office, or at home. Additionally, enrollees will have connections to Community Supports to meet their social needs, including medically supportive foods or housing supports. Enrollees will have a single Enhanced Care Manager who will coordinate care and services among the physical, behavioral, dental, developmental, and social services delivery systems, making it easier for them to get the right care at the right time.

The Providing Access and Transforming Health (PATH) initiative will provide funding for providers, community-based organizations, and other entities to expand capacity to better service these enrollees.

Positive Impact of CalAIM’s Enhanced Care Management

Benefits of the Enhanced Care Management pilots expanded to a statewide program.

During the pilots, emergency department and inpatient utilization rates decreased, and indicators of preventative care and engagement increased. Justice-involved individuals saw a 29 percent improvement in control of high blood pressure. In 2022, about 95,000 Medi-Cal enrollees will be able to use Enhanced Care Management, including those experiencing homelessness, high utilizers, and adults with serious mental illness or substance use disorders. California expects to see positive impacts on outcomes and total costs when comprehensive, community-based care coordination is available to those with the highest needs across the state.

