# CalAIM Enhanced Care Management (ECM)

**ECM** is a Medi-Cal benefit that provides a standardized set of case management services and interventions to improve the quality of life and health outcomes for Medi-Cal beneficiaries. ECM is a face-to-face interaction with members in the community and focuses on seven populations of focus.

## Why become an ECM provider?

Partnership HealthPlan of California and the Department of Health Care Services share the goal of building a robust network of ECM providers to implement a broad delivery system program and payment reforms across the Medi-Cal program. Your organization may already align with these initiatives, so this may be an optimal opportunity to expand your clientele and access additional funding!

## ECM focuses on a standardized set of case management services

Medical

Dental

Behavioral Health

Long-Term Support Services

Transitions across settings

Referrals to community resources, social services, Community Supports), etc.
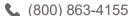
**Do you staff nurses, LCSWs, CHWs, and/or care navigators? As an ECM lead care manager, they can:**

☐ Coordinate clinical and social services care

☐ Find and schedule members' medical appointments

☐ Arrange transportation services to and from required appointments

☐ Connect to programs and services around your community

☐ Assist in understanding and managing prescription drugs

☐ Provide support with care plan goals

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## ECM providers must have:

- ☐ Experience in serving ECM population(s) of focus
- ☐ Medi-Cal enrolled status or Partnership credentialing compliance
- ☐ A National Provider Identifier (NPI)
- ☐ Ability to submit Treatment Authorization Request (TAR) for ECM Services
- ☐ Bill or invoicing capabilities for ECM Services
- ☐ Submit necessary reports to Partnership

## ECM Populations of Focus:

- At risk for avoidable hospital or emergency department utilization (adults/children)
- Homeless (adults/children)
- Serious mental health (SMH) and/or substance use disorder (SUD) (adults/children)
- Transitioning to the community from the justice system (adults/children)
- Individuals at risk for institutionalization (adults)
- Nursing facility residents transitioning to the community (adults)
- Children and youth enrolled in California Children's Services (CSS) or CCS Whole Child Model (WCM) with additional needs beyond the CCS condition
- Children and youth involved in child welfare
- Birth equity (adults and youth) – African American, Native American, and/or Pacific Islander pregnancy and postpartum

View the ECM timeframe page for more details on the ECM timeline and populations of focus criteria.

## How to become an ECM provider?

Email CalAIM@partnershiphp.org, ask for the readiness assessment questionnaire, and join us for our CalAIM ECM webinars. To join our upcoming webinars and additional information, visit our CalAIM webpage.