



Enhanced Care
Management (ECM)

Member Toolkit

JANUARY 2022



Enhanced Care Management Member Toolkit

This Member Toolkit provides key information about California’s Enhanced Care Management (ECM) benefit for qualified Medi-Cal members. ECM providers, Medi-Cal health plans, and community-based partners can use these materials to educate members about the benefit.

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ECM Overview

ECM offers extra services at no cost to Medi-Cal members who have complex needs and challenges that make it difficult to improve their health. This could include health conditions or challenges such as not having a place to live.

How Can ECM Help You?

If you qualify, ECM will give you health care services and other help to meet your needs. You will have a team that helps you with things like:

- Making a plan to get the care you need
- Finding doctors or other health care providers and making appointments
- Keeping all of your health care providers updated about your health needs and wishes
- Connecting you to community and social services that you need (like food or in-home support)

These extra services are offered as part of your current Medi-Cal plan.

The Medi-Cal services you get now will **not be taken away**. You can still see your same doctors, but now you can get **extra help**.

Who Can Get ECM Services?

To get ECM services, you must (1) be enrolled in a Medi-Cal managed care health plan and (2) meet certain eligibility requirements.

Talk to your doctor or Medi-Cal health plan if you are interested in learning more and to see if you qualify.

If you qualify, getting ECM services is your choice.

ECM is for Medi-Cal Managed Care Health Plan Members

You must be enrolled in a Medi-Cal health plan to access ECM services. If you need help enrolling into a Medi-Cal health plan, you can call Health Care Options at 1-800-430-4263.

Who Provides ECM Services?

You will have a dedicated lead care manager that works with you to help you get the care you need. Your ECM lead care manager works with your current doctors and other health care providers, providing an added layer of support.

They will coordinate with people you choose, like your:

- Doctors, specialists, and nurses
- Pharmacists and nutritionists
- Therapists and social service case managers
- Caregivers and personal support system

How Do Qualified Medi-Cal Members Access ECM Services?

There are 3 ways to access ECM services



Your doctor, your Medi-Cal health plan, or another health care provider may contact you



Your doctor might let your Medi-Cal health plan know that you may qualify



You can call your Medi-Cal health plan for information and to see if you qualify

To learn more about ECM:

1. Call your Medi-Cal health plan. To find the phone number, check your Medi-Cal ID card or go to bit.ly/plandirectory and click on your county.
2. Call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).
3. Ask your doctor or clinic about the benefit.



What is ECM?

ECM offers extra services at no cost to Medi-Cal members who have complex needs and challenges that make it difficult to improve their health. This could include health conditions or challenges such as not having a place to live.

How Can ECM Help You?

If you qualify, ECM gives you services and other help to meet your needs. You will have your own ECM lead care manager that works with you to help with things like:

- Finding doctors or other health care providers and making appointments
- Keeping all of your health care providers updated about your health needs and wishes
- Understanding your medications and getting refills
- Connecting you to community and social services that you need (like food and in-home support)

What Services Does ECM Offer?

Your ECM lead care manager helps you:

- 1. Stay Engaged** in your health care
- 2. Make a Plan** to meet your health goals
- 3. Connect and Update Your Doctors** about the services you get and your needs and wishes
- 4. Help You Learn** how to better support your health issues
- 5. Move Safely from One Care Setting to Another**, such as in and out of a hospital or nursing home and where you live
- 6. Work with your Support People** so they know how to help you
- 7. Connect to Community Supports and Social Services** such as food, housing support, job training, childcare, and disability-related services

These extra services are offered as part of your Medi-Cal health plan. The Medi-Cal services you get now will not be taken away. You can still see your same doctors, but now you can get extra help.

If you qualify, getting ECM services is your choice. You can stop the services at any time by calling your health plan.



Who Can Get ECM Services?

To get ECM services, you must (1) be enrolled in a Medi-Cal managed care health plan and (2) meet certain eligibility requirements.

Talk to your doctor or Medi-Cal health plan if you are interested in learning more and to see if you qualify.

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ECM is for Medi-Cal Managed Care Health Plan Members

You must be enrolled in a Medi-Cal managed care health plan to access ECM services. If you need help enrolling into a Medi-Cal health plan, you can call Health Care Options at 1-800-430-4263.





Who Provides ECM Services?

ECM offers extra services at no cost to Medi-Cal members who have complex needs and challenges that make it difficult to improve their health. This could include health conditions or challenges such as not having a place to live.

Who Provides ECM Services?

You can get ECM services from your doctor's office or another health care provider or community organization. You will be assigned an ECM provider based on your specific needs.

Your ECM provider will give you a lead care manager who works with you to help you get the health care and social services you need. Your ECM lead care manager works with your current doctors, providing an added layer of support. Your ECM lead care manager will help make sure everyone on your care team is in agreement about your needs and care.

Your ECM lead care manager will work with you and your care team to help get you the services you need. They will help you:



Make a plan to get and stay healthy



Keep your doctors and other health care providers up to date on your health needs and goals



Help you learn about the best ways to take care of your health needs



Move safely and easily from one care setting to another



Find and receive community and social services that could help you

How Does Your Care Team Work?

Your ECM care team is built around your needs and wishes. Your care team is led by your ECM lead care manager, who is your main point of contact. You can call your ECM lead care manager when you need help.

Your ECM lead care manager will support your needs and wishes and work with your other providers and support network, including:

- Doctors and specialists
- Medical equipment company
- Case manager through a community or county program
- Nurses
- Family members, caregivers, and/or other people who support you if you wish
- Therapists
- Pharmacist
- Others

To learn more about ECM:

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2. Call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).
3. Ask your doctor or clinic about the benefit.





What Services Does ECM Offer?

ECM offers extra services at no cost to Medi-Cal members who have complex needs and challenges that make it difficult to improve their health. This could include health conditions or challenges such as not having a place to live.

What Services are Offered?

ECM offers 7 types of services that help you with your health and well-being. These services are explained below.

1 Stay Engaged in Your Care

Your ECM lead care manager and care team will help you prioritize your health and make sure you receive the services and support you need. They can also meet you where you live or where you receive services.

2 Make a Plan

Together, you and your care team will make your own care plan. This plan will cover the doctors you see, the services you get, your health goals, and the care you need. This plan helps your entire care team understand what you need to reach your health goals. Your care plan can cover things like:

- The doctors and other health care providers you see
- Your physical and behavioral health needs
- Your oral health needs
- Your substance use treatment needs
- The services you need to help you stay in your home (like help with bathing, dressing, cleaning, and cooking)
- The community and social services you get and need (like food and housing services)

3 Connect and Update Your Doctors

You will have a care team, including a lead care manager, who keeps all your doctors up to date on your health and the services you get. They can also help you:

- Figure out your health needs, goals, and wishes
- Make appointments and check on prescriptions and refills
- Find the right doctors
- Arrange transportation to doctor visits
- Apply for services to help you live independently, like meal delivery, housing services, and personal care

4 Help You Learn Ways To Better Support Your Health

You, your caregivers, and other people who support you can learn about the best ways to help you take care of your health issues.

5 Move You Safely from One Care Setting to Another

If you need to enter or leave a hospital, nursing facility, or another care setting, your care team will help you move safely and easily from one place to the other. They can help you with challenges like:

- Learning how to take care of yourself after a hospital stay
- Making follow-up doctor visits
- Filling prescriptions
- Getting transportation to appointments



6 Help Your Support People

Your care team can make sure your family, caregivers, and other people who support you know about your health issues and the best ways to help you. They can also work with your care team to help assist you.



7 Connect You to Community and Social Services

ECM helps you get connected to other non-health services too. Your care team can help you find community and social programs that you need. These include:

- Food
- Job training
- Childcare
- Disability-related services
- Resources to help you stay in your home

To learn more about ECM:

1. Call your Medi-Cal health plan. To find the phone number, check your Medi-Cal ID card or go to bit.ly/plandirectory and click on your county.
2. Call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).
3. Ask your doctor or clinic about the benefit.



Frequently Asked Questions

Will I lose any Medi-Cal health plan benefits if I join ECM?

No. If you join ECM, you keep your Medi-Cal benefits. You also keep your current doctors.

Joining ECM gives you extra help getting the care you need and reaching your health goals, but it does not take away coverage that you already have.

If you qualify, getting ECM services is your choice. You can stop the services at any time by calling your Medi-Cal health plan.

Do ECM services cost extra?

No. ECM does not cost you anything. If you qualify and decide to join, the services are included as part of your current Medi-Cal health plan.

How do I get more information?

Call your Medi-Cal health plan for more information and to see if you qualify. You can also ask your doctor or clinic about the ECM benefit.

Will I have to change my doctors?

No. You do not have to change your doctors to get ECM services. The benefit helps all your doctors and other providers share information about your health care needs and work together to help you meet your health goals.

What is an ECM lead care manager and how do they help me?

An ECM lead care manager is a staff person assigned by your ECM provider to help make sure your doctors, pharmacists, and other providers work together to help you meet your health goals.

Your ECM lead care manager also helps:

- Connect you to doctors and services
- Talk to your doctors about your needs
- Share information with your doctors
- Go with you to appointments if you want

Still have questions?

Call your Medi-Cal health plan for more information. To find the phone number, check your Medi-Cal health plan ID card or go to bit.ly/plandirectory.

You can also call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077) for information.



Member Worksheet

Before you contact your Medi-Cal health plan about ECM, use this worksheet to write down important information they may ask you to share and any questions you have. Provide your answers to the questions in the space provided and keep this worksheet with you when you talk to your Medi-Cal health plan. You may also bring the worksheet with you when you visit your doctor or other health care provider. They can help if you need support answering any of the questions or would like to review the worksheet with them.

What Medi-Cal health plan do you have?

If you do not know if you have a Medi-Cal health plan or you want to enroll in a health plan, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).

Who are your current doctors and other health care providers?

Do you have health care needs that you have not seen a doctor for?

Are there local community and social service organizations you already go to for support (e.g., family resource center, community health clinic, senior center, etc.)?

What other support do you need (e.g., support with things like food, housing, or transportation)?

What questions do you have about ECM?



Member Rights and Responsibilities

As a member of a Medi-Cal health plan, you have certain rights and responsibilities. These apply to all Medi-Cal health plans and benefits, including ECM.

You have the right to:

- Be treated with dignity, free from discrimination on the basis of race, religion, national origin, sex, gender, age, or disability status
- Get timely access to medically necessary services
- Be told where, when, and how to get needed services
- Take part in decisions about your care, including the right to refuse treatment or to choose someone to make decisions for you
- Be treated by providers who have experience and expertise in your condition
- Have your medical records, care plan, and treatment kept private
- Get a copy of your medical records and care plan
- Have someone help you receive the health care you need
- Receive accessible care if you have a disability—including braille or large print, if wanted
- Receive language services, including interpreters and documents in another language, if wanted
- File an appeal for services that are denied or reduced and file a grievance (complaint) about your Medi-Cal health plan

You have the responsibility to:

- See doctors and other providers in your Medi-Cal health plan's network
- Work with your doctor, other providers, and Medi-Cal health plan to get "prior authorization" (pre-approval) for needed services
- Tell your Medi-Cal health plan about your care needs and concerns
- Tell your Medi-Cal health plan and your county Medi-Cal office about any changes to your contact information (if you move or change your phone number)

For more information about all of your rights, call the Medi-Cal Office of the Ombudsman at 1-888-452-8609.

If you qualify, joining ECM is your choice. You do not have to get these services if you do not want to. If you want to try these services, you can stop them at any time.





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