



*We heal and inspire the human spirit.*

**To:** Medi-Cal IPAs, PCPs, Specialists and BH Providers

**From:** IEHP – Provider Relations

**Date:** March 8, 2023

**Subject:** **Complex Case Management (CCM) Program – Severe Chronic Conditions**

**Do you care for IEHP Members with severe chronic conditions?** If so, IEHP is here to help with the **Complex Case Management (CCM) Program** for Direct and Delegated Medi-Cal Members.

<b>What is CCM?</b>	CCM is a program that <b>addresses whole person care by addressing the needs of Members with medical, behavioral, and social determinants of health (SDOH)</b> . CCM supports Members, caregivers, and families in coordinating care and services
<b>What conditions are managed in the CCM program?</b>	<ul style="list-style-type: none"> <li>• <b>Chronic homelessness</b>, impairing the ability to function in the community.</li> <li>• <b>Serious illnesses</b> impacting Members’ activities of daily living including: <ul style="list-style-type: none"> <li>- Advanced liver disease</li> <li>- Cancer</li> <li>- Decompensating neurological conditions</li> <li>- New cerebral vascular accident</li> <li>- Trauma (current)</li> <li>- Chronic physical condition and/or behavioral health symptoms</li> </ul> </li> </ul>
<b>How are Members referred to the CCM program?</b>	<ul style="list-style-type: none"> <li>• <b>Medical Management program referrals via IEHP</b></li> <li>• <b>Discharge planner referrals</b></li> <li>• <b>Member, Caregiver, or Provider referral</b></li> </ul>
<b>What form do I fill out to refer a Member to the CCM Program?</b>	<p>The <b>Care Management Referral Form</b> located at:</p> <p style="text-align: center;"><b><u><a href="#">iehp.org &gt; Providers &gt; Provider Resources &gt; Forms &gt; UM/CM &gt; Care Management Referral Form (PDF)</a></u></b></p> <p style="text-align: center;"><b>E-mail the completed form and all applicable documents to <a href="mailto:CMReferralTeam@iehp.org">CMReferralTeam@iehp.org</a></b></p>
<p>The Interdisciplinary Care Team (ICT) will create an individualized plan of care for the Member. The CCM Team will work closely with Providers and IPAs to stabilize the Members’ current conditions. <b>PCPs and IPAs can access a copy of the Member’s Complex Care Plan, by visiting the Provider Portal: <a href="http://www.iehp.org">www.iehp.org</a> &gt; Rosters &gt; Health Management &gt; Care Plans and HRAs</b></p>	

As a reminder, all communications sent by IEHP can also be found at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).