



We heal and inspire the human spirit.

To: IEHP – All Medi-Cal PCPs

From: IEHP – ECM

Date: March 13th, 2024

Subject: **CORRECTION: Enhanced Care Management Benefit - New Populations of Focus Included 1/1/24**

★ Please note the following correction regarding the IEHP’s Care Extender Team’s contact:

ECMCareExtenders@iehp.org

Enhanced Care Management (ECM) originally launched January 1, 2022, to provide no-cost Medi-Cal benefits that addresses the clinical and non-clinical needs of IEHP Members with high-utilization of services through systematic coordination and comprehensive care management.

ECM provides eligible Members with a care team consisting of a Nurse Care Manager, Behavioral Health Care Manager, Care Coordinator, and Community Health Worker. These specially trained professionals work in collaboration with the Member’s PCP, Specialists, and their family support system to manage and coordinate their health care needs more effectively.

Effective January 1, 2024, the Department of Health Care Services (DHCS) launched new eligible Populations of Focus (PoF) including:

- **Individuals Transitioning from Incarceration.**
- **Birth Equity:**
 - **Pregnant and Postpartum Individuals identified as currently pregnant or within 12-months after giving birth.**

QUESTIONS	ANSWERS
WHO is eligible for ECM?	<p>All IEHP Medi-Cal Members, IPA or IEHP Direct assignment. Members who meet specific Population of Focus criteria as defined by The California Department of Healthcare Services (DHCS).</p> <p>Please find the criteria here: www.dhcs.ca.gov › CalAim › Initiatives › Enhanced Care Management › Resources › ECM Policy Guide</p>
WHAT are ECM Benefits?	<p>Person-centered, team-based care coordination with a strong focus on Behavioral Healthcare, Social Supports, and Services. Enhanced coordination of care, linking people to needed services.</p>

<p>WHERE do Members and the ECM team meet?</p>	<p>The ECM care team will typically meet with Members at their PCP's office. In rural areas, or complex cases, meetings may occur at the Member's suggested location, including their residence.</p>
<p>WHAT do Providers need to do?</p>	<p>IEHP Members who may benefit from the Enhanced Care Management service can be directed to self-refer by contacting IEHP Member Services at 1-800-440-4347, Monday through Friday, 8am–5pm.</p> <p>Providers may refer a Member to ECM by sending a secure email to IEHP's Care Extender team at ECMCareExtenders@iehp.org and include the following details:</p> <ul style="list-style-type: none"> ▪ Member ID ▪ Full Name ▪ Best Contact Number ▪ Preferred Language <p>Providers may also refer a Member by calling the IEHP Provider Call Center at (909) 890-2054 or (866) 223-4347.</p>

For More Information

Please visit: www.providerservices.iehp.org > Providers > Programs > Enhanced Care Management (ECM).
As a reminder, all IEHP communications can be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices.

If you have any questions, or if you would like to receive Enhanced Care Management brochures to share with your Members, please contact IEHP Provider Relations at (909) 890-2054 or (866) 223-4347.