

# Enhanced Care Management

Enhanced Care Management (ECM) is a Medi-Cal benefit that provides extra care management services to members with complex needs that make it difficult to improve their health. This could include chronic health conditions or socioeconomic challenges such as not having a place to live.



## Blue Shield of California Promise Health Plan offers ECM to the following Populations of Focus in Los Angeles and San Diego counties:

- Adults and their families experiencing homelessness
- Adults with serious mental health or substance use disorder (SUD) needs
- Adults with intellectual or developmental disabilities (I/DD)
- Adults living in the community and at risk for Long Term Care (LTC) Institutionalization
- Adults at risk for avoidable hospital or emergency department (ED) utilization (formerly "High Utilizers")
- Individuals transitioning from incarceration
- Pregnant or postpartum adults
- Adult nursing facility residents transitioning to the community
- Adults without dependent children/youth living with them experiencing homelessness
- Pregnant or postpartum youth
- Pregnant or postpartum youth and adults in racial and ethnic groups experiencing disparities in care for maternal morbidity and mortality
- Homeless families or unaccompanied children/youth experiencing homelessness
- Children and youth at risk for avoidable hospital or ED utilization
- Children and youth with serious mental health and/or SUD needs
- Children and youth enrolled in California Children's Services (CCS) or CCS Whole Child Model (WCM) with additional needs beyond the CCS condition
- Children and youth involved in child welfare
- Children and youth with intellectual or developmental disabilities (I/DD)

### **How do members get ECM?**

Members who are part of one or more of the Populations of Focus are selected for ECM with the help of health and health-related services. If they qualify, using ECM services is their choice.

### **Working with an ECM care team**

Qualified members who enroll in ECM are paired with a care team. The care team works with the member to make a care plan. This can include connecting the member with core community and social services.

### **How to request ECM services**

Members can talk to their doctor or contact Blue Shield Promise Customer Care at **(855) 699-5557 (San Diego) or (800) 605-2556 (Los Angeles), [TTY: 711]**, 8 a.m. to 6 p.m., Monday through Friday, to request ECM.

### **To refer a member for ECM services or to request more information**

Please email the Blue Shield Promise Enhanced Care Management team at **ECM@blueshieldca.com** or call Provider Services at **(800) 468-9935**, 6 a.m. to 6:30 p.m., Monday through Friday.