



*We heal and inspire the human spirit.*

**To:** Medi-Cal PCPs, Specialists, BH Providers & IPAs  
**From:** IEHP – Provider Relations  
**Date:** April 10, 2025  
**Subject:** **Complex Case Management (CCM) Program – Severe Chronic Conditions**

Do you care for IEHP Members with severe chronic conditions? If so, we can 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>	<p>Our Complex Care Management (CCM) program supports members who are at risk for poor health outcomes. To qualify, members must <b>meet at least two</b> of the following conditions:</p> <ul style="list-style-type: none"><li>• Diabetes</li><li>• Hypertension (high blood pressure)</li><li>• Depression</li></ul>
<b>How are Members referred to the CCM program?</b>	<ul style="list-style-type: none"><li>• Medical Management program referrals via IEHP</li><li>• Discharge planner referrals</li><li>• Member, Caregiver, or Provider referral</li></ul>
<b>What form do I fill out to refer a Member to the CCM Program?</b>	<p>The Care Management Referral Form located at:</p> <p><a href="http://Providerservices.iehp.org">Providerservices.iehp.org</a> &gt; Resources &gt; Resources for Providers &gt; Forms &gt; UM/CM &gt; <u>Care Management Referral Form (PDF)</u></p> <p>E-mail the completed form and all applicable documents to <a href="mailto:CMReferralTeam@iehp.org">CMReferralTeam@iehp.org</a></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.</p> <p><b>PCPs and IPAs can access a copy of the Member's Complex Care Plan, by visiting the Provider Portal:</b> <a href="http://www.iehp.org">www.iehp.org</a> &gt; Rosters &gt; Health Management &gt; Care Plans and HRAs</p>	

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

As a reminder, all IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices