To: Enhanced Care Management (ECM) & Community Support (CS) Providers

From: IEHP – Provider Relations

Date: July 22, 2025

Subject: **Effective July 1, 2025: Closed-Loop Referrals (CLR)**

The Department of Health Care Services (DHCS) requires Plans like IEHP to conduct assessments and screenings that often result in referrals to care. We are responsible for assessing a member's needs and connecting them to a preferred service that can appropriately address clinical and/or social needs identified. Closed-Loop Referrals (CLR) are key components of DHCS's Population Health Management Program.

What is a CLR?
A Closed-Loop Referral (CLR) is a referral initiated on behalf of a Medi-Cal member that is tracked, supported, monitored and results in a **known closure** (e.g., member receiving services).

Why CLR?
The goal of CLR is to increase the number of Medi-Cal members successfully connected to the services they need by identifying and addressing gaps in referral practices and service availability.

This will improve IEHP information collection, referral support, and system-level improvements that will result in members being connected more quickly to priority services .

What do I need to do?
Monitoring referral status will be key to moving a referral to the Closed stage. To assist, ECM and CS Providers will report data elements on the **Return Transmission File (RTF)** to ensure we receive information on the status of each referred member, until there is a known closure.

This new process will require service providers to submit the RTF to us to ensure several data elements are shared:
- **Referral Status:** Captures the status of the service referral as it progresses from initial receipt from IEHP through the known closure

- **Date of Referral Status:** Captures the date of each Referral Status change as they occur

- **Reason for Referral Loop Closure:** Required if Referral Status is 'Denied' or 'Referral Loop Closed' to provide additional details on the outcome of the referral and a Member's engagement in services

ECM Providers:
To equip ECM Providers with data, we will provide a Member Information File (MIF) provided via SFTP on a regular monthly cadence, no later than the 15th with weekly supplemental files for newly authorized members and include the following data at the time of assignment and periodically thereafter:

- Member assignment files, defined as a list of Medi-Cal Members authorized for ECM and assigned to the ECM Provider
- Highlights and key clinical information from: Encounter and/or claims data
- Physical, behavioral, administrative, and social determinants of health (SDOH) data
- Targeted engagement list of potentially ECM eligible Members
- Select ECM service referral information

CS Providers:

We will provide a Community Supports Authorization Status File (ASF), via SFTP on a regular bi-weekly cadence around the 10th and 20th of each month, in which we share updated authorization status with each contracted CS Provider for all members referred by and/or assigned to their organization to receive CS services.

Need Assistance?

- o We will provide additional training and technical assistance on the data elements on the MIF, ASF, and RTF templates in upcoming webinars and CLR office hours:
    - o **ECM Providers**: Mondays from 3-4pm. If you are not already participating, please reach out to your practice coach for access.
    - o **CS Providers**: Office hours Mondays from 3-4pm.

- o Instructions, data dictionaries, and templates are available for service providers (all resources are subject to change as requirements evolve).

- o We will regularly monitor data to identify barriers in referral processing and work with all entities with roles and responsibilities in CLR processing to implement solutions.

- o If you have any questions, please contact ecm@iehp.org or Communitysupport@iehp.org

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