



*We heal and inspire the human spirit.*

To: Medi-Cal PCPs and IPAs

From: Provider Relations

Date: September 11, 2025

Subject: **REMINDER - Enhanced Care Management (ECM) Available for Members**

**ECM is a Medi-Cal benefit addressing the clinical and non-clinical needs of high-need, high-cost IEHP Members. It is a partnered and multi-level approach to provide specifically-needed care to members.**

The ECM care team consists of a Nurse Care Manager, a Behavioral Health Care Manager, a Care Coordinator, and a Community Health Worker. These specially trained professionals work with the Members' PCP, Specialists, and family support systems to create a personalized plan of care.

### Who may be eligible?

- Members (Direct or IPA assigned) who meet specific Populations of Focus (PoF) criteria:

ECM Population of Focus		Adults	Children & Youth
1a	Individuals Experiencing Homelessness: Adults without dependent Children/Youth Living with them Experiencing Homelessness	✓	
1b	Individuals Experiencing Homelessness: Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness	✓	✓
2	Individuals At Risk for Avoidable Hospital or ED Utilization (Formerly “High Utilizers”)	✓	✓
3	Individuals with Serious Mental Health and/or SUD Needs	✓	✓
4	Individuals Transitioning from Incarceration	✓	✓
5	Adults Living in the Community and At Risk for LTC institutionalization	✓	
6	Adult Nursing Facility Residents Transitioning to the Community	✓	
7	Children and Youth Enrolled in CCS or CCS WCM with Additional Needs Beyond the CCS Condition		✓
8	Children and Youth Involved in Child Welfare		✓
9	Birth Equity Population of Focus (pregnant & postpartum)	✓	✓

### What are ECM benefits?

- 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.
- The ECM care team will typically meet with Members at their PCP's office.
  - In more rural areas or with extremely complex member needs, the team may meet at the member's suggested location, including their home.

## How to know if Members are already enrolled

- Under the PCP Assigned Roster, Members can be filtered by program type.

The screenshot shows the 'Assigned Roster' interface. On the left is a sidebar menu with options: Home, Eligibility, Care Management, Rosters (highlighted with a red box), AER Roster, and Assigned Roster (indicated by a red arrow). The main area has a title 'Assigned Roster' and filter checkboxes: HRA Completed, HRA Incomplete, ECM Potential Eligibility (checked and highlighted with a red box), ECM Authorized (checked and highlighted with a red box), and IRC Enrolled. Below the filters is a table header with columns: PCP, PCP NPI, PCP Address, IPA, and Hospital ID.

- Additionally, a flag will populate on the Member Eligibility verification record.

The screenshot shows a member's eligibility verification record. At the top, it displays 'IEHPID' and 'DOS: 09/09/2025'. Below this, there is a yellow box with the text 'ECM Authorized' (indicated by a red arrow) and a 'Medical History Record' link with a heart icon.

## How to refer a Member for ECM Services?

- From the Assigned Roster, PCPs can identify Members who qualify by filtering for “ECM Eligible.” After identifying qualifying Members, Providers are encouraged to call them and ask if they are interested in being a part of the program.
- After confirming if the Member wants to sign up, email [ECM@iehp.org](mailto:ECM@iehp.org) where a representative will then reach out to the Member individually to schedule a screening.

To inquire about ECM services, Members can call IEHP Member Services at 1-800-440-4347, Monday through Friday, 8am-5pm or learn more: [ProviderServices.iehp.org](https://www.providerservices.iehp.org) > Programs & Services > Enhanced Care Management

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)

All IEHP communications can be found at [www.providerservices.iehp.org](https://www.providerservices.iehp.org) > News & Updates > Notices