

Improve Your Health and Well-Being with Enhanced Care Management (ECM)

EXTRA SERVICES TO HELP YOU GET THE CARE YOU NEED TO STAY HEALTHY

A Whole-Person Approach To Care

Enhanced Care Management (ECM) helps to manage your care and connect you to healthcare and social services at no cost to you. These services are available to Medi-Cal members of all ages.

Through ECM, you will have a care team and your own ECM lead care manager to be your main point of contact when you need help. For children and youth with Medi-Cal coverage, the care team partners with parents or guardians to help the member get the help they need.

If you or your child qualify, ECM offers services that can help you with your health and well-being to:



Stay engaged in your care – Your ECM lead care manager and care team will help you focus on your health. They will also ensure you get the services and support you need. Your care team will meet you where you live, where you get services or where you feel most at ease.



Talk about your needs and help create a care plan – You and your care team will make your own care plan that can cover:

- Behavioral health needs
- Food and housing services
- Non-health services like job training and more



Help you connect with your doctors – Your care team includes a lead care manager who helps you follow the care plan that you helped design. This person can help you:

- Schedule appointments
- Check prescriptions
- Apply for services and more



Learn the best way to better support your health – You, your caregivers, your family and other loved ones can learn about the best ways for you to take care of your health.



Move you safely from one care setting to another – Your care team will help you move from the hospital to a center for assisted living.

Ways you may qualify for ECM services

To qualify, you or your child can join this program if you have any of the following:

- Adults and children with serious health conditions.
- Serious mental health needs and/or substance use issues.
- Pregnant or have recently had a baby and need extra support.
- Are homeless or at risk of losing housing.
- At-risk of living in a nursing home.
- Have returned to the community after jail or prison.
- A youth that is currently or has been involved in child welfare services.

There are many ways you can learn about ECM services and whether you qualify to receive them:



- 1 Call CalViva Health Member Services toll-free at 1-888-893-1569 (TTY:711), 24 hours a day, 7 days a week.
- 2 A local ECM provider may contact you.
- 3 Ask your doctor or clinic about ECM.
- 4 Scan the FindHelp QR code to the right and enter your Zip Code to find ECM programs and services available to you.
- 5 Call ECM providers directly by using Find a Provider tool at: <https://calvivahealth.org/provider/>



You have the right to choose

- As a Medi-Cal member, you have the right to choose your ECM provider.
- If you would like to change ECM providers, you can call Member Services.

If you want to change to a different Lead Care Manager, but keep your ECM provider, please call the ECM provider directly.

ECM is optional and can be cancelled at any time. You must give consent to share ECM-related data.