

Questions Family Members or Caregivers Might Have About Enhanced Care Management (ECM)

1. What if I am a family member or caregiver of someone who might qualify for ECM?

Family members and caregivers can help by:

- Learning about ECM and how it can support the person they care for.
- Encouraging the person to consider ECM services.
- Assisting with the referral process by speaking with their county social worker, the Public Authority, the IHSS caregiver, or a healthcare provider, depending on which agency is making the referral.
- **Submitting a referral directly to the MCP!** You do not need to go through a provider or the county to refer your family member or the person you care for to ECM services.

2. Can I directly refer my family member or the person I care for?

Yes, caregivers and family members can make an ECM referral directly to the individual's **Medi-Cal Managed Care Plan (MCP)**.

They can also speak with the person's **healthcare provider** about making a referral, but this is not required.

3. How will ECM support me as a caregiver?

ECM helps caregivers by ensuring their loved ones receive additional support, by:

- Coordinating healthcare and social services so caregivers don't have to manage everything alone.
- Helping with appointment scheduling and transportation.
- Providing access to community resources, such as home modifications, food programs, and housing support that may be available.

4. Will ECM change the level of IHSS care my loved one receives?

No, **ECM does not replace or reduce IHSS hours or services.** It provides additional coordination and support to improve overall well-being.

5. Who can I contact if I have more questions about ECM as a family member or caregiver?

While the IHSS social worker or your family member's IHSS caregiver may know the basic information, the most detailed and up-to-date information will be available by **contacting their MCP** or, after they are authorized for ECM, **their care manager.**