

Recipients' Frequently Asked Questions (FAQ)

1. What is Enhanced Care Management (ECM)?

ECM is a Medi-Cal benefit that provides extra care coordination for Medi-Cal Managed Care Plan (MCP) enrollees who have a lot of health and social needs.

ECM connects eligible individuals with a dedicated care manager who will help you navigate medical, behavioral health, and social services to improve your well-being.

2. How does ECM benefit individuals receiving In-Home Supportive Services (IHSS)?

ECM provides additional support beyond your IHSS services, by helping you:

- Coordinate medical appointments and services.
- Access transportation for healthcare visits.
- Navigate Medi-Cal benefits and coverage.
- Connect with social services such as housing assistance, food programs, and mental health support.
- Ensure all your care providers talk to each other and work together to help you.

3. Will ECM replace or reduce my IHSS services?

No, ECM does not replace or reduce your IHSS services. It can help you with things that IHSS does not cover, such as medical case management and community resources.

You can receive both IHSS and ECM.

Depending on your MCP, one or more Community Supports may also be available, which would mean additional services to help you.

4. How will ECM support my 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.

5. Who is eligible for ECM?

You can refer yourself – just talk to your MCP about it!

A referral can also be made for you by:

- County IHSS social workers and Public Authority staff.
- Your health care provider.
- A community-based organization.
- Your caregiver, a family member or friend.

6. What happens after a referral is made?

Once a referral is made:

1. Your MCP will decide if you are eligible for ECM.
2. If you are eligible, the MCP will ask a community-based ECM provider to reach out to you.
3. The provider will tell you more about ECM. You will be able to ask them questions. Then, you can decide if you want to receive ECM - the choice is up to you.
4. If you agree to receive ECM, you will meet your care manager. They will assess your needs and develop a plan to meet those needs.

7. How does ECM interact with other Medi-Cal benefits?

ECM works alongside other Medi-Cal benefits to help coordinate your care.

Depending on your MCP, you may also be able to receive Community Supports. Each plan is different, but these supports could include housing support, home modifications to improve accessibility, helping you move back home from nursing care, and giving you personal care and homemaker services to supplement your IHSS.

Except for Transitional Rent support, which all MCPS must offer starting January 1, 2026, the other Community Supports are optional for MCPs. This means the Community Supports you can receive from your MCP may be different from other plans.

8. Is my county social worker going to be my ECM care manager?

No, the ECM care manager will be a different person. They will work with your IHSS social worker when they need to, so things are coordinated.

Your county social worker can make a referral for you to be assessed for ECM.

You, your caregiver, or your IHSS worker can also follow up with your MCP if you don't hear back from someone soon after the referral is made.

9. How will I know what happens with my referral?

The MCP and/or its ECM contractors are required to respond to all referrals within set timeframes, which will depend on your situation.

When they make a decision about your eligibility for ECM, the MCP must tell you within 2 business days after they decide.

10. Does ECM cost anything?

No, ECM is completely free for Medi-Cal recipients who are eligible for full-scope benefits without a share of cost who are enrolled in an MCP.

11. Who can I contact if I have more questions about ECM?

The most detailed and up-to-date information will be available by contacting your MCP or, if you are already authorized for ECM, your care manager.