

# Sample Script:

## Explaining ECM to IHSS Recipients, Providers, Family Members, and Other Supporters

**Scenario:** A county IHSS social worker or Public Authority staff is explaining ECM to an **IHSS recipient, an IHSS provider** (or a family member or other supporter) to help them understand how it can support the recipient’s needs and how to access it.

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### **Introduction - IHSS Social Worker to Client**

*“Hi [Name], my name is [Your Name], and I’m [your county social worker.] I’m here to make sure you have the support you need to live safely and independently at home. Today, I want to share information about a free service called Enhanced Care Management, or ECM, that might be helpful for you.”*

### **Introduction - Public Authority Staff to Provider**

*“Hi [Name], my name is [Your Name], and I’m calling from [County] public authority. I know you provide care to [Recipient Name]. I wanted to share information about a free service called Enhanced Care Management, or ECM, that might be helpful for your client to remain safely at home and have more coordinated care.*

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### **First: Explain ECM basics**

*ECM is a special benefit under Medi-Cal that provides extra support for people who have complex medical or social needs. It helps connect IHSS recipients with services beyond their regular IHSS care.*

*With ECM, you/your client will have a dedicated care manager—someone who works with you (them) to make sure you/they get all the medical, social, and other services you/they need to stay healthy and independent at home.*

### Then: Dive a little deeper

*I can explain more about how ECM can help you/your client if you'd like.*

*The care manager can help in many ways, such as:*

- **Coordinating medical care** – making sure doctors and specialists are working together.
- **Arranging transportation** – helping get to medical appointments.
- **Making connections to services** – such as food programs, housing support, or mental health services, and support for caregivers and family like respite care.
- **Helping with Medi-Cal benefits** – make sure you/they get the right level of care and services.

*This service does NOT replace a recipient's IHSS hours or take the place of an IHSS provider. It adds another level of support to help with things that IHSS doesn't cover.*

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### Who Can Get ECM

*ECM is available to people who have Medi-Cal and are in a Managed Care Plan. It's for people who may need extra help managing their health or daily needs.*

*Based on what I know about your situation, I think you/your client might qualify.*

*Would you like me to make a referral for you/work with you to make a referral for your client?*

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### How to Get ECM

*If you're interested/you think your client would be interested I can help start the referral process. It's free, and it won't change your/their current IHSS benefits. Once referred, a care manager will contact you/them to learn more about your/their needs and start working to create a personalized care plan.*

*Would you like me to send in a referral for you/them?*

## Answering Common Questions

- **“Is this going to cost me anything?”**

*“No, ECM is completely free for people with Medi-Cal who are enrolled in a Managed Care Plan.*

- **“Will this affect my IHSS hours?”**

*“No, ECM does not take away or change a person’s IHSS benefits. It’s an extra layer of support.”*

- **“What happens after I sign up?”**

*“Once we send in a referral, the Managed Care Plan will decide if they agree you are/your client is eligible for these services. If they agree, a care manager from the Medi-Cal health plan or an organization they contract with will reach out. They’ll talk about what kind of services would be useful and get your/your client’s agreement to participate in ECM. Then they can start working with you, your family/your client, their family and the rest of the care team to start setting things up.*

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## Closing - Adapt as appropriate based on conversation

*I think ECM could be a great support in this case. If you’d like, I can send in the referral today so that someone can reach out to talk with you/your client about your/their needs. What do you think?*

*If you’d like to think about it or talk with your client/family member about it, you can ask for a referral at a later date, or we can talk about it again another day. I understand if you’d like some time to think about it or do some research on your own.*

*[You might also ask if they would like you to follow up with them about it the next time you’re talking to them, so you can make a note in their file.]*

*Thank you for considering ECM and taking the time to talk with me about it today.*