

# Referred to Enhanced Care Management (ECM)?

## Here is what you can expect!

Enhanced Care Management (ECM) is a free Medi-Cal benefit that gives you extra help coordinating your care.

If your IHSS social worker, Public Authority staff, provider, or a family member refers you for ECM, here's what happens next:

### *Your health plan/Managed Care Plan (MCP) Will Decide if You are Eligible*

- The health plan/MCP will let you know what they decide within 2 business days after they make the decision.
- The health plan/MCP will also let the person who referred you know what they decided.
- If they decide you are eligible, they will give your information to an ECM provider so they can follow up with you about the services.

### *An ECM Care Manager Will Contact You*

- A care manager from your health plan/MCP or a community-based ECM provider will try to reach you by phone, mail, or in person.
- They might call you more than once or send a letter explaining who they are.
- If they can't reach you by phone, they may try to find you at your clinic, pharmacy, or another place you visit regularly.

## *They Will Work With You to Understand Your Needs*

- The care manager can meet you at your home, a clinic, or another setting.
- When you talk, the care manager will ask questions to get to know your situation.
- They will help you complete forms if you agree to receive services.
- Then they will help you create a personalized care plan.

## *Things Your Care Manager Can Help With*

- Setting up medical or mental health appointments.
- Getting to appointments on time.
- Understanding your medications.
- Helping you get housing, food, and behavioral health services.
- Working with IHSS, your doctors, and others to coordinate your care.

## *You Don't Have to Pay Anything*

- ECM is free for people with Medi-Cal who are enrolled in a Managed Care Plan.
- The care manager is there to help you, especially with things that are overwhelming to do on your own.
- You can stop getting ECM at any time.
- You can ask to get ECM again later if you change your mind.