

# ***Managed Care Plan Quick Guide***

## **Alameda Alliance for Health**

ECM is a cost-free Medi-Cal benefit providing intensive clinical and non-clinical care coordination for high-need Managed Care Plan (MCP) members. ECM provides personalized care planning and hands-on support to reduce emergency room visits, hospitalizations, and address social determinants of health.

### ***How to Refer IHSS Clients for ECM***

Referrals can come from any source. A Provider Referral is recommended for IHSS clients. IHSS Social Workers and Public Authority staff are considered providers for this purpose. The general process is as follows

1. Confirm Medi-Cal eligibility.
2. Complete the appropriate ECM Referral Form.
3. Securely submit the form to MCP via email.
4. The MCP will follow up within 5 business days to verify eligibility and contact the member.

### ***Checklist of Steps for County IHSS / Public Authority Staff:***

1. Identify IHSS client who meets a Population of Focus
2. Discuss ECM with client and caregiver using toolkit materials and, if applicable, MCP-specific materials (see link below to find contact information for your plan)
3. Fill out ECM Referral Form.
4. Follow MCP process to submit form to member's plan.

5. Track outcome: Expect response within 5 business days after referral
6. Coordinate with ECM care team as needed after acceptance\*

*\*Note: The ECM care team is responsible for following up with the client to get their agreement to participate in ECM, set up a care plan, etc. This is not an IHSS or Public Authority role.*

### *Alameda Alliance for Health: Specific Tools & Resources*

Information for AAH Members is available at:

<https://alamedaalliance.org/providers/case-and-disease-management/>

You can also call the Alameda Alliance Case Management Department at [510-747-4512](tel:510-747-4512) or Toll-Free: [1-877-251-9612](tel:1-877-251-9612), or email [ECM@alamedaalliance.org](mailto:ECM@alamedaalliance.org)