

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

## **Blue Shield of California Promise Health Plan**

### **Referring IHSS Clients for Enhanced Care Management**

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
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.*

***Blue Shield of California Promise Health Plan: Tools & Resources***

ECM Information for BSCPHP Members is available at:

<https://www.blueshieldca.com/en/bsp/medi-cal-members/benefits/enhanced-care-management>

Or call Member Services Blue Shield Promise Medi-Cal:

**Los Angeles County**

Phone: 1-800-605-2556 (TTY:711)

8 a.m. to 6 p.m., Monday through Friday.

Fax: 1-323-889-6236

**San Diego County**

Phone: 1-855-699-5557 (TTY: 711)

8 a.m. to 6 p.m., Monday through Friday.

Fax: 1-619-528-4820

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