

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

## **CenCal Health**

### **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.*

### ***CenCal Health: Tools & Resources***

ECM brochure and FAQ: <https://www.cencalhealth.org/wp-content/uploads/2023/01/pcsecmfaq0123-e-emcfaqs20230125.pdf>

ECM Flyer: <https://www.cencalhealth.org/wp-content/uploads/2025/02/ECM-FLYER-ENGLISH-tagged.pdf>

ECM Referral Forms:

(Adult) [https://www.cencalhealth.org/wp-content/uploads/2025/02/25-026\\_ECM-Referral-Form-Adult\\_P-MM-ECM\\_RSA-0225-E\\_Fillable-Form-Encrypted.pdf](https://www.cencalhealth.org/wp-content/uploads/2025/02/25-026_ECM-Referral-Form-Adult_P-MM-ECM_RSA-0225-E_Fillable-Form-Encrypted.pdf)

(Children and Youth) [https://www.cencalhealth.org/wp-content/uploads/2025/02/25-025\\_ECM-Referral-Form-Child-Youth\\_P-MM-ECM\\_RSFCY-0225-E\\_Fillable-Form-Encrypted.pdf](https://www.cencalhealth.org/wp-content/uploads/2025/02/25-025_ECM-Referral-Form-Child-Youth_P-MM-ECM_RSFCY-0225-E_Fillable-Form-Encrypted.pdf)

ECM and Community Supports Overview: <https://www.cencalhealth.org/members/calaim/>

CenCal Health Member Services

Phone: 1-877-814-1861 (TTY/TDD: 1-833-556-2560 or 711)