

Managed Care Plan Quick Guide

Health Plan of San Mateo (HPSM)

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.*

Health Plan of San Mateo: Tools & Resources

ECM information and FAQ [CalAIM Enhanced Case Management | HPSM Members](#)

- [ECM Referral form](#) for Adults
- [ECM Referral Form](#) for Children/Youth

HPSM Member Services: [1-650-616-2133](tel:1-650-616-2133).

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