

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

## **Santa Clara Family Health Plan (SCFHP)**

### **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.*

### *Santa Clara Family Health Plan: Tools & Resources*

ECM information - [SCFHP Enhanced Care Management | Santa Clara Family Health Plan](#)

- [41238-ecm-provider-referral-form-adults-final.pdf](#)
- [41239-ecm-provider-referral-form-children-final.pdf](#)

Individuals can contact SCFHP Customer Service: [1-800-260-2055](tel:1-800-260-2055) (TTY: [711](tel:711)) and ask if they qualify for ECM