

CalAIM ECM and Community Supports for Older Adults and People with Disabilities

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About Enhanced Care Management (ECM): ECM is a whole-person, interdisciplinary approach to care that addresses the clinical and non-clinical needs of Members with the most complex medical and social needs. ECM provides systematic coordination of services and comprehensive care management that is community based, interdisciplinary, high touch and person centered. DHCS’ vision for ECM is to coordinate all care for Members who receive it, including across the physical and behavioral health delivery systems. ECM is a statewide Medi-Cal benefit that was phased in between 2022 and 2024.

To be eligible for ECM, Members must be enrolled in a Medi-Cal Managed Care Plan and meet at least one of the ECM Populations of Focus definitions (below). For more information on eligibility for ECM and the model’s core service components, please see the [DHCS ECM Policy Guide](#) and [ECM Resources Page](#).

ECM Populations of Focus		Adults	Children & Youth
1a	Individuals Experiencing Homelessness: <i>Adults without Dependent Children/Youth Living with Them Experiencing Homelessness</i>	✓	
1b	Individuals Experiencing Homelessness: <i>Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness</i>	✓	✓
2	Individuals At Risk for Avoidable Hospital or ED Utilization (<i>Formerly “High Utilizers”</i>)	✓	✓
3	Individuals with Serious Mental Health and/or SUD Needs	✓	✓
4	Individuals Transitioning from Incarceration	✓	✓
5	Adults Living in the Community and At Risk for LTC Institutionalization	✓	
6	Adult Nursing Facility Residents Transitioning to the Community	✓	
7	Children and Youth Enrolled in CCS or CCS WCM with Additional Needs Beyond the CCS Condition		✓
8	Children and Youth Involved in Child Welfare		✓
9	Birth Equity Population of Focus	✓	✓

About Community Supports: Community Supports are substitute services or settings to those required under the California Medicaid State Plan that MCPs may select and offer to their Members when pre-approved by DHCS as medically appropriate and cost-effective substitutes for Covered Services or settings under the California Medicaid State Plan.

A key goal of Community Supports is to allow Members to obtain care in the least restrictive setting possible and to keep them in the community as medically appropriate. Community Supports expand access to services that were previously available only through home and community-based services initiatives while addressing health-related social needs.

Eligibility for CS is managed via Medi-Cal MCP. If a member is enrolled in a MCP that offers a Community Support service that would be medically appropriate for them to receive, and they meet the eligibility criteria, they may be eligible to receive it.

For dual eligible members in Medi-Medi Plans, the plan would administer and coordinate Medicare Advantage supplemental benefits as well as Medi-Cal Community Supports. For dual eligible members in non-matching MCPs and D-SNPs, where the plan organizations are different for Medicare and Medi-Cal, the MCP would administer Community Supports, and the D-SNP would administer MA Supplemental Benefits, and the D-SNP would be responsible for coordinating across Medicare and Medi-Cal benefits.

Starting on January 1, 2022, MCPs in all Counties have been strongly encouraged to offer one or more of the following 14 pre-approved Community Supports , which are defined fully in the [DHCS Community Supports Policy Guide](#).

- Housing Transition Navigation Services;
- Housing Deposits;
- Housing Tenancy and Sustaining Services;
- Short-Term Post-Hospitalization Housing;
- Recuperative Care (Medical Respite);
- Respite Services;
- Day Habilitation Programs;
- Nursing Facility Transition/Diversion to Assisted Living Facilities, such as Residential Care
- Facilities for the Elderly (RCFE) and Adult Residential Facilities (ARF);
- Community Transition Services/Nursing Facility Transition to a Home;
- Personal Care and Homemaker Services;
- Environmental Accessibility Adaptations (Home Modifications);
- Medically-Supportive Food/Meals/Medically Tailored Meals;
- Sobering Centers; and
- Asthma Remediation.

Note: Each Community Support service has its own set of specific eligibility criteria that must be met in order for a Member to be considered “Eligible” for that service.

For more details on Community Supports and resources such as webinars and quarterly reports, please see the [DHCS Community Supports Resources Page](#).

ECM and Community Supports: Examples for Older Adults

	Example Population	ECM and Delivery System Entity	Community Supports
1	<p>Dual Eligible in a Medi-Medi Plan (Exclusively Aligned Enrollment D-SNP)</p> <p>David is enrolled in a Medi-Medi Plan, for Medicare and Medi-Cal benefits.</p> <p>David meets criteria for Adults At Risk for Avoidable Hospital or Emergency Department (ED) Utilization (formerly high utilizer) population of focus.</p>	<p>May receive ECM-like care management through their Medi-Medi plan (EAE D-SNP)</p>	<p>May receive Medi-Cal Community Supports through Medi-Medi Plan. Most of the time, Medi-Cal Community Supports do not overlap MA/D-SNP supplemental benefits. The Medi-Medi Plan is responsible for coordination of the CS.</p>

	Example Population	ECM and Delivery System Entity	Community Supports
2	<p>Dual Eligible in a Non-Exclusively Aligned Enrollment D-SNP</p> <p>Craig is enrolled in MCP Plan A for Medi-Cal and non-EAE D-SNP Plan B for Medicare.</p> <p>Craig meets criteria for Adults At Risk for Avoidable Hospital or Emergency Department (ED) Utilization (formerly high utilizer) population of focus.</p>	<p>May receive ECM-like care management through Plan B, the non EAE D-SNP</p>	<p>May receive Medi-Cal Community Supports through the MCP and Medicare supplemental benefits through the non-EAE D-SNP. D-SNP is required to coordinate across both sets of benefits.</p>
3	<p>IHSS Eligible</p> <p>Kate is a Medi-Cal MCP (non-dual) member who was recently discharged from the hospital after suffering a stroke. She lives alone and will need In Home Supportive Service (IHSS) along with other support services. She does not have Medicare.</p> <p>Kate meets the criteria for the Adults Living in the Community and At Risk for Long Term Care (LTC) Institutionalization population of focus.</p>	<p>May receive ECM through their Medi-Cal MCP.</p>	<p>May receive Medi-Cal Community Supports through the MCP. Also, the MCP may help with referral to IHSS.</p>

	Example Population	ECM and Delivery System Entity	Community Supports
4	<p>Nursing Facility</p> <p>Michael is Medi-Cal MCP (non-dual) member who has been in a nursing facility for 45 days (less than 60 consecutive days) and wishes to transition back to his home and community. Michael is ineligible for the California Community Transitions program. He does not have Medicare.</p> <p>Michael meets the criteria for Adult Nursing Facility Residents Transitioning to the Community population of focus.</p>	<p>May receive ECM through their Medi-Cal MCP.</p>	<p>May receive Medi-Cal Community Supports through the MCP.</p> <p>Must reside in a nursing facility for 60+ days to be eligible for Nursing Facility Transition CS.</p>
5	<p>Palliative Care</p> <p>Juan is Medi-Cal MCP (non-dual) member who qualifies for Medi-Cal palliative care services due to serious illness. He does not have Medicare.</p> <p>Juan meets the criteria for the Adults At Risk for Avoidable Hospital or Emergency Department (ED) Utilization (formerly high utilizer) population of focus.</p>	<p>May receive ECM through their Medi-Cal MCP.</p>	<p>May receive Medi-Cal Community Supports through the MCP.</p>

	Example Population	ECM and Delivery System Entity	Community Supports
6	<p>PACE</p> <p>Linda is a dual eligible member enrolled in PACE.</p> <p>Linda meets the criteria for the Adults Living in the Community and At Risk for Long Term Care (LTC) Institutionalization population of focus.</p>	<p>May receive the equivalent of ECM through their PACE organization.</p>	<p>May receive the equivalent of Medi-Cal Community Supports through the PACE organization.</p>
7	<p>Hospice</p> <p>Deidre is a Medi-Cal MCP (non-dual) member who receives hospice care for services related to her terminal condition. She does not have Medicare.</p> <p>Deidre meets criteria for Adults At Risk for Avoidable Hospital or Emergency Department (ED) Utilization (formerly high utilizer) population of focus.</p> <p>Note: non-dual MCP members in hospice remain enrolled in their MCP.</p>	<p>MCP members receiving hospice are excluded from ECM (see ECM Policy Guide, page 81) because they receive equivalent services through their Hospice team.</p>	<p>May receive Medi-Cal Community Supports through the MCP.</p>

	Example Population	ECM and Delivery System Entity	Community Supports
8	<p>Residential Care Home (Board and Care Homes)</p> <p>Clayton is a dual eligible Medi-Cal MCP member residing in a Residential Care Home. He has Original Medicare.</p> <p>Clayton meets the criteria for the Adults Living in the Community and At Risk for Long Term Care (LTC) Institutionalization population of focus.</p>	<p>May receive ECM through their Medi-Cal MCP.</p>	<p>May receive Medi-Cal Community Supports through the MCP.</p>
9	<p>Adult Day Health Care/Community-Based Adult Services</p> <p>Angel is a dual eligible Medi-Cal MCP member who receives services at an Adult Day Health Care center. He has Original Medicare.</p> <p>Angel meets the criteria for the Adults Living in the Community and At Risk for Long Term Care (LTC) Institutionalization population of focus.</p>	<p>May receive ECM through their Medi-Cal MCP.</p>	<p>May receive Medi-Cal Community Supports through the MCP.</p>

	Example Population	ECM and Delivery System Entity	Community Supports
O	<p>Nursing Home</p> <p>Kojo is a dual eligible Medi-Cal MCP member who resides in a nursing home. Kojo has expressed a desire to return to his community, but will need assistance with medication management, meal preparation and transportation to medical and therapy appointments. He has Original Medicare.</p> <p>Kojo meets the criteria for the Adult Nursing Facility Residents Transitioning to the Community</p>	<p>May receive ECM through their Medi-Cal MCP.</p> <p>Must meet all:</p> <ol style="list-style-type: none"> 1. Is interested in moving out of the institution; 2. Is likely a candidate to do so successfully; 3. Is able to reside continuously in the community. 	<p>May receive Medi-Cal Community Supports through the MCP.</p>

ECM Policy Guide: [ECM Policy Guide Updated September 2023.pdf \(ca.gov\)](#)

CS Policy Guide: [DHCS Community Supports Policy Guide \(ca.gov\)](#)