



ENHANCED CARE MANAGEMENT (ECM)

You may be contacted if you qualify for Enhanced Care Management (ECM) with Inland Empire Health Plan (IEHP). You can also call IEHP Member Services or talk to your Doctor or clinic staff.

ENHANCED CARE MANAGEMENT

Get the Care You Need



WHEN YOU NEED EXTRA CARE

We understand that certain health conditions like diabetes, hypertension, or substance use disorder can be complex, confusing, and hard to manage in your life. IEHP's ECM offers supportive services to address your whole health—to care for your body and mind.

You may qualify for ECM with IEHP if you meet certain criteria shown under "WHO IS ELIGIBLE?" and need more help with managing your health.



WHO IS ELIGIBLE?

The IEHP ECM is for Members who have:

- ♥ Homelessness with complex health and/or behavioral health needs;
- ♥ Frequent hospital admissions, short-term skilled nursing facility stays, or emergency room visits;
- ♥ A serious mental illness or substance use disorder with complex social needs;
- ♥ Complex needs and are transitioning from incarceration in Riverside County.



HOW YOUR CARE TEAM CAN HELP YOU

If you qualify for ECM, you will get a care team with a lead care manager that coordinates **no-cost services**, such as primary care, behavioral health, community-based long-term services and supports (LTSS), developmental health, oral health, and social services.

WHO IS ON YOUR CARE TEAM:

- ♥ Nurse Care Manager
- ♥ Behavioral Health Care Manager
- ♥ Care Coordinator
- ♥ Community Health Worker

IEHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-440-4347 (TTY: 1-800-718-4347). IEHP cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-440-4347 (TTY: 1-800-718-4347). IEHP 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-440-4347 (TTY: 1-800-718-4347)。IEHP tuân thủ các luật dân quyền hiện hành của Liên Bang và không phân biệt đối xử trên cơ sở chủng tộc, màu da, nguồn gốc quốc gia, tuổi tác, tình trạng khuyết tật hay giới tính. LƯU Ý: Nếu quý vị nói một thứ tiếng khác không phải là tiếng Anh, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số 1-800-440-4347 (TTY: 1-800-718-4347).

WHAT IEHP'S ECM INCLUDES

If you join ECM, it will not change any benefits you have now. You can keep your Doctors and Providers and get help to:

- ♥ Find Doctors and get an appointment for physical, mental, and substance use health needs.
- ♥ Keep all your Providers fully informed
- ♥ Set up transportation to your Doctor visits
- ♥ Get follow-up services after you leave the hospital
- ♥ Manage all your medicines
- ♥ Get help connecting to local resources such as food or other social services

The ECM services are provided at no cost, and you can join or stop ECM at any time.

SUPPORT WHEN YOU NEED IT

Your care team can support you by phone or in person and may even go to your location. You are not alone with the IEHP ECM. Please call IEHP Member Services at the number below to join or stop ECM.

