



A Public Entity

Inland Empire Health Plan



**To:** IEHP Medi-Cal PCPs  
**From:** IEHP Provider Relations  
**Date:** December 1, 2021  
**Subject:** **COMING SOON: Enhanced Care Management**

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Inland Empire Health Plan (IEHP) will officially launch **Enhanced Care Management (ECM) on January 1, 2022**. This new Medi-Cal benefit will address the clinical and non-clinical needs of high-need, high-cost IEHP Members through systematic coordination of services and comprehensive care management.

It serves to build upon, and combine the Health Homes Program (HHP) and Whole Person Care (WPC) pilots, to provide a broader platform and increase positive outcomes.

ECM provides eligible vulnerable Members with a care team consisting of a Nurse Care Manager, Behavioral Health Care Manager, Care Coordinator, and Community Health Worker. These specially trained professionals work in collaboration with the Member's PCP, Specialists and their family support system to more effectively manage and coordinate their health care needs.

Questions	Answers
WHO is eligible?	IEHP Medi-Cal Members regardless of IPA delegation.  Members who meet specific Population of Focus criteria as defined by The California Department of Healthcare Services (DHCS).
WHAT are ECM Benefits?	Person-centered, team-based care coordination with a strong focus on BH care, social supports and services.  Better coordination of care, linking people to needed services.  Improved health care quality and health outcomes, enhanced communication, and reduced costs.

WHERE do Members and the ECM team meet?	The ECM care team will typically meet with Members at their PCP's office. In more rural areas or with extremely complex Member needs, the team may meet at the Member's suggested location, including their home.
WHAT do Providers need to do?	Beginning January 1, 2022, please suggest <i>Enhanced Care Management</i> to your IEHP Members who may benefit from it, and direct them to call IEHP Member Services at 1-800-440-4347, Monday through Friday, 8am–5pm.

**FOR MORE DETAILS**

Please visit:

[www.iehp.org](http://www.iehp.org) > Providers > Special Programs > Enhanced Care Management

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:

[www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondence

If you have any questions, or if you would like some Enhanced Care Management brochures to share with your Members, please call IEHP Provider Relations at (909) 890-2054 or (866) 223-4347.