



Inland Empire Health Plan



To: IEHP Medi-Cal PCPs and IPAs
From: IEHP Provider Relations
Date: January 2, 2021
Subject: **NEW BENEFIT: Enhanced Care Management**

Inland Empire Health Plan (IEHP) launched **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.

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

Eligible vulnerable Members are supported by 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 the Member's health care needs.

QUESTIONS	ANSWERS
WHO is eligible?	IEHP Medi-Cal Members regardless of IPA or IEHP Direct assignment. Members who meet specific Population of Focus criteria as defined by The California Department of Healthcare Services (DHCS) here or: www.dhcs.ca.gov > Documents > APL2021 > APL21-012-ECM-Att
WHAT are ECM Benefits?	Person-centered, team-based care coordination with a strong focus on Behavioral Healthcare, social supports and services. Enhanced coordination of care, linking people to needed services.

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. Providers may also refer on behalf of a Member by calling IEHP Provider Relations at (909) 890-2054 or (866) 223-4347.

FOR MORE INFORMATION

Please visit: 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 > 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.