



To: IEHP Medi-Cal PCPs and IPAs
From: IEHP Provider Relations
Date: March 1, 2022
Subject: **Update: Enhanced Care Management Roster Available on Provider Portal**

Inland Empire Health Plan (IEHP) launched **Enhanced Care Management (ECM) on January 1, 2022.**

This new Medi-Cal benefit addresses the clinical and non-clinical needs of high-need, high-cost IEHP Members through systematic coordination of services and comprehensive care management.

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.

To help Providers identify eligible or enrolled Members in the ECM program, an alert is now present under the PCP "Assigned Roster." Members can be filtered by program type in addition to the flag on the Member record. Rosters can also be exported to a CSV report for easy sorting of population data.



For more information on ECM, 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.