



**To:** Medi-Cal IPAs, PCPs, Specialists and BH Providers  
**From:** IEHP – Provider Relations  
**Date:** March 30, 2022  
**Subject:** **Complex Case Management (CCM) Program – Severe Chronic Conditions**

Inland Empire Health Plan (IEHP) is here to help with the **Complex Case Management (CCM) Program for Direct and Delegated Medi-Cal Members.**

**Do you care for IEHP Members with severe chronic conditions?**

<b>What is CCM?</b>	<ul style="list-style-type: none"> <li>• A program that addresses whole person care</li> <li>• Assists Members with medical, behavioral, and social determinants of health (SDoH) needs.</li> <li>• Supports Members, caregivers and families in coordinating care and services</li> </ul>
<b>Conditions managed in the CCM program:</b>	<ul style="list-style-type: none"> <li>• Chronic homelessness - impairing the ability to function in the community</li> <li>• Serious illnesses impacting Members’ Activities of Daily Living including:             <ul style="list-style-type: none"> <li>- Advanced liver disease</li> <li>- Cancer</li> <li>- Decompensating neurological conditions</li> <li>- New cerebral vascular accident</li> <li>- Trauma (current)</li> <li>- Chronic physical condition and/or behavioral health symptoms</li> </ul> </li> </ul>
<b>Members are referred to the CCM program through:</b>	<ul style="list-style-type: none"> <li>• Medical Management program referrals via IEHP</li> <li>• Discharge planner referrals</li> <li>• Member, Caregiver, or Provider referrals</li> </ul>
<b>To refer a Member:</b>	<ul style="list-style-type: none"> <li>• Complete the CCM referral form located at <a href="http://www.iehp.org">www.iehp.org</a> &gt; For Providers &gt; Provider Resources &gt; Forms &gt; UM/CM &gt; Care Management Referral Form (PDF)</li> <li>• E-mail the completed form and all applicable documents to <a href="mailto:CMReferralTeam@iehp.org">CMReferralTeam@iehp.org</a></li> </ul>
<ul style="list-style-type: none"> <li>• The Complex Case Management Team works closely with Providers and IPAs to stabilize Members’ conditions. Additionally, the Interdisciplinary Care Team (ICT) will individualize Members’ plan of care and keep you informed of all progress.</li> <li>• PCPs and IPAs can access a copy of the Member’s Complex Care Plan, by visiting the Provider Portal: <a href="http://www.iehp.org">www.iehp.org</a> &gt; Rosters &gt; Health Management &gt; Care Plans and HRAs</li> </ul>	

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

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

For any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or 866-223-4347, or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)