Molina Healthcare of California

California Advancing and Innovating Medi-Cal Enhanced Care Management and Community Supports services

Provider toolkit

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Contents

Provider toolkit

What is California Advancing and Innovating Medi-Cal?

California Advancing and Innovating Medi-Cal (CalAIM) is a multi-year initiative by the Department of Health Care Services (DHCS) to improve the quality of life and health outcomes of our population by implementing broad delivery system and program and payment reform across the Medi-Cal program. **Enhanced Care Management (ECM)** and **Community Supports (CS)** are foundational parts of the transformation of Medi-Cal focused on:

- Breaking down the traditional walls of health care, extending beyond hospitals and health care settings into communities
- Introducing a better way to coordinate care
- Providing high-need members with in-person care management where they live

What are the California Advancing and Innovating Medi-Cal goals?

- Identify and manage member risk and needs through whole-person care approaches and addressing health-related social needs (HRSN).
- Move Medi-Cal to a more consistent and seamless system by reducing complexity and increasing flexibility.
- Improve quality outcomes, reduce health disparities, and drive delivery system transformation and innovation through value-based initiatives, modernization of systems and payment reform.

What is Enhanced Care Management?

ECM is a new program that helps Molina members with highly complex medical and social needs. These new services offer help beyond traditional medical services and are provided to eligible adults and children.

ECM helps coordinate:

- Primary care
- Acute care
- Behavioral health
- Community-based long-term services and supports (LTSS)
- Intellectual or developmental disability (I/DD)
- Oral health

ECM offers Molina members their own care team, including a care coordinator. The coordinator will work with members and their doctors, specialists, pharmacists, case managers, social services providers and others to ensure everyone works together to help members get the care they need. The care coordinator can also help members find and apply for other services in their community.

ECM services include:

- Outreach and engagement
- Comprehensive assessment and care management plan
- Enhanced coordination of care
- Health promotion
- Comprehensive transitional care
- Member and family supports
- Coordination of and referral to community and social support services

How to access Enhanced Care Management services

Medical and social service providers are encouraged to discuss this benefit with members. To be eligible for ECM, members must meet at least one of the populations of focus outlined in the ECM Member Referral Form. Providers can submit a referral to ECM using this **ECM Member Referral Form**. Please visit our website to understand the process of reviewing requests for **ECM services**. Below are some additional helpful resources:

- Visit the DHCS website for:
    - For **more information on ECM**
    - The **ECM member toolkit**
- **Molina's Provider Online Directory**

What are Community Supports?

CS is an optional service for Medi-Cal members that may not include direct medical care. These services are free of charge and help members with complex health issues, which can be exacerbated by food and housing insecurity or lack of transportation.

To be eligible for CS, members must meet the criteria outlined in the CS referral form. Providers can submit a referral to CS using one of the following **referral forms**:

1. Housing Transition Navigation Services
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Recuperative Care (Medical Respite)
5. Respite Services
6. Short-Term Post-Hospitalization Housing
7. Day Habilitation Programs
8. Community Transition Services
9. Nursing Facility Transition/Diversion to Assisted Living Facilities
10. Personal Care and Homemaker Services
11. Environmental Accessibility Adaptations (Home Modifications)
12. Environmental Accessibility Adaptations (Home Modifications Physician Form)
13. Medically Tailored Meals
14. Sobering Centers (does not require prior authorization)
15. Asthma Remediation

Additional resources:

- **To understand the process of reviewing requests for CS services**, visit **Community Supports (CS) (MolinaHealthcare.com)**
- **For more information on CS information**, please visit the DHCS website at **Enhanced Care Management & Community Supports**
- **To review the Community Supports Explainer**, please visit the DHCS website at **aurrerahealth.com/wp-content/uploads/2021/12/Community-Supports-Explainer_FINAL.pdf**
- For Molina's Provider Online Directory, visit **Home (sapphirethreesixtyfive.com)**