



# CalAIM Enhanced Care Management & Community Supports Office Hours

Outreach and Engagement for Enhanced Care Management  
September 1, 2022



# Public Health Emergency (PHE) Unwinding

- » **The COVID-19 PHE will end soon and millions of Medi-Cal beneficiaries may lose their coverage.**
- » **Top Goal of DHCS:** Minimize beneficiary burden and promote continuity of coverage for our beneficiaries.
- » **How you can help:**
  - Become a **DHCS Coverage Ambassador**
  - Download the Outreach Toolkit on the [DHCS Coverage Ambassador webpage](#)
  - [Join the DHCS Coverage Ambassador mailing list](#) to receive updated toolkits as they become available

# DHCS PHE Unwind Communications Strategy

- » **Phase One: Encourage Beneficiaries to Update Contact Information**
  - Launch immediately
  - Multi-channel communication campaign to encourage beneficiaries to update contact information with county offices.
  - Flyers in provider/clinic offices, social media, call scripts, website banners
  
- » **Phase Two: Watch for Renewal Packets in the mail. Remember to update your contact information!**
  - **Launch 60 days prior to COVID-19 PHE termination.**
  - Remind beneficiaries to watch for renewal packets in the mail and update contact information with county office if they have not done so yet.

# Welcome to Office Hours

**“Office Hours”** are a Q&A discussion with DHCS leaders and stakeholders implementing CalAIM focused on a specific implementation topic.

## *Today's Topic: Outreach and Engagement*

- » **Introductions**
- » **How to Ask Questions**
- » **Q&A Discussion**
  - » **Identifying & Assigning Members**
  - » **Outreaching & Engaging Members**
  - » **Completing Care Plans**

# Today's Panelists

## DHCS

### **Dana Durham**

Chief of the Managed Care Quality and Monitoring Division

### **Aita Romain**

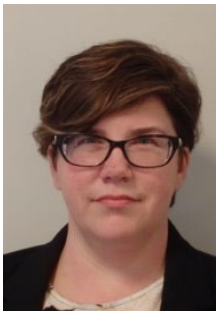
Quality and Population Health Management Section

## Featured Panelists

### LA Care



**Mary Zavala**  
Director, ECM



**Melissa Wanyo**  
Manager, ECM

### Illumination Foundation

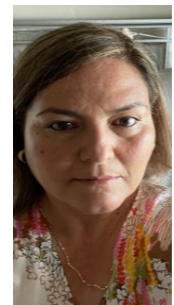


**Ryan Uhl**  
Program Director

### La Maestra



**Dr. Uchey Dijeh**  
Director



**Norma Van Drunen**  
Manager

# Today's Questions

Questions from today's session were sourced from previous webinar Q&A and questions submitted via email or the sessions' registration page.



## Use the meeting chat

- » Ask questions
- » Share your own experiences



## Get in line to ask a question

- » Use "Raise Hand" in Zoom (found in "Reactions") to get in the line to ask a question
- » Facilitators will call on people in the line and take them off mute so they can ask a question

# Today's Questions

## *Raising Your Hand to Ask a Question*

Participants must “raise their hand” for Zoom facilitators to unmute them to share comments; the facilitator will notify participants when we will take questions from the line.

### **If you logged on via phone-only**

Press “\*9” on your phone to “raise your hand”

Listen for your phone number to be called by moderator

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# Topics for Today's Office Hours

## Identifying and Assigning Members

Eligibility for ECM

Identification of eligible members

Assignment to ECM providers

## Outreaching & Engaging Members

Leveraging multiple modalities

Culturally & linguistically appropriate outreach

Promising practices

## Completing Care Plans

Matching members to care managers

Orienting new members to ECM program

Care plan development



# Understanding ECM and Community Supports

The slide features a decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple and magenta, positioned below the main title and above the footer.

# California Advancing and Innovating Medi-Cal (CalAIM)

CalAIM is a long-term commitment to transform and strengthen Medi-Cal, offering Californians a more equitable, coordinated, and person-centered approach to maximizing their health and life trajectory. The goals of CalAIM include:



Implement a whole-person care approach and address social drivers of health.



Improve quality outcomes, reduce health disparities, and drive delivery system transformation.



Create a consistent, efficient, and seamless Medi-Cal system.

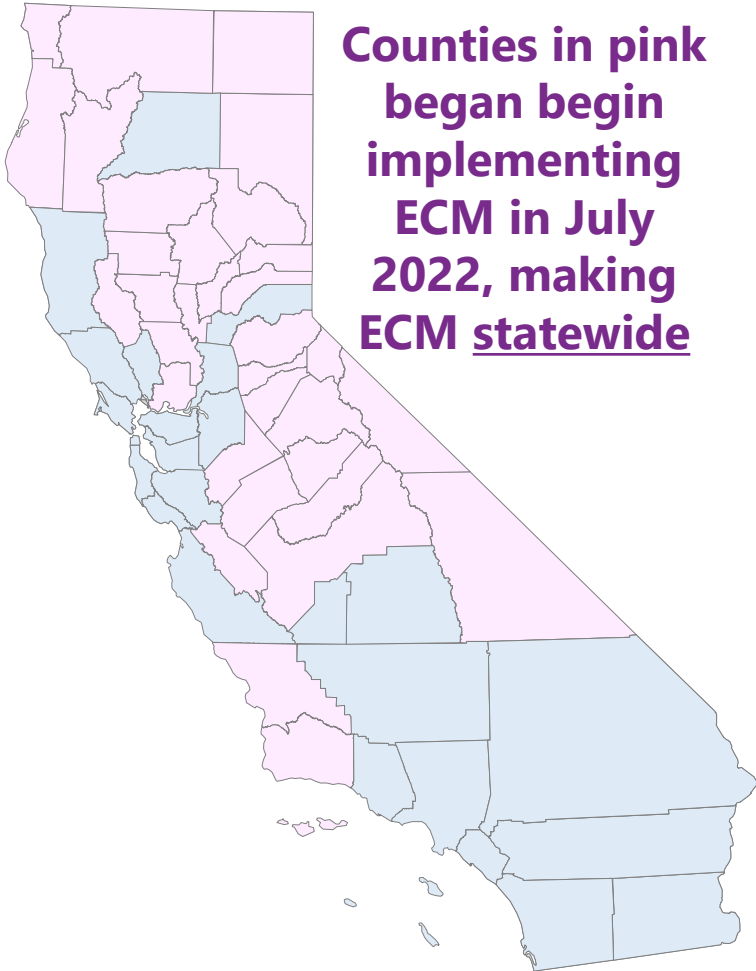
# What is Enhanced Care Management (ECM)?

ECM is a new Medi-Cal benefit to support comprehensive care management for enrollees with complex needs that must often engage several delivery systems to access care, including primary and specialty care, dental, mental health, substance use disorder (SUD), and long-term services and supports (LTSS).

- » ECM is designed to address both the clinical and non-clinical needs of the highest-need enrollees through intensive coordination of health and health-related services, meeting enrollees wherever they are – on the street, in a shelter, in their doctor's office, or at home.
- » ECM is part of broader CalAIM Population Health Management system design through which MCPs will offer care management interventions at different levels of intensity based on Member need, with ECM as the highest intensity level.
- » **A core component of ECM for all Populations of Focus is Outreach and Engagement.**

# Launch and Expansion of ECM

Counties in pink began implementing ECM in July 2022, making ECM statewide



## ECM Populations of Focus

## Go-Live Timing

1. Individuals and Families Experiencing Homelessness
2. Adult High Utilizers
3. Adults with Serious Mental Illness (SMI) / Substance Use Disorder (SUD)
4. Transitioning from Incarceration (some WPC counties)

**January 2022** (WPC / HH counties)  
**July 2022** (all other counties)

5. At Risk for Institutionalization and Eligible for Long Term Care
6. Nursing Facility Residents Transitioning to the Community

**January 2023**

7. Children / Youth Populations of Focus
4. Transitioning from Incarceration (statewide)

**July 2023**

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**Thank You!**

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# Upcoming Webinars

## **ECM and Community Supports TA Series: ECM Long-Term Care Populations of Focus Webinar**

Thursday, September 8th

1:30 – 3:00 PM PT

[Registration link](#)

## **Community Supports Spotlight: Nursing Facility Transition and Community Transition Services**

Thursday, September 15th

12:00 – 1:30 PM PT

[Registration link](#)

## **ECM and Community Supports TA Series: ECM Long-Term Care Populations of Focus Office Hours**

Thursday, September 22nd

2:00 – 3:00 PM PT

[Registration link](#)

## **ECM and Community Supports TA Series: ECM and Community Supports in Rural CA Office Hours**

Thursday, September 29th

2:00 – 3:00 PM PT

[Registration link](#)

## **ECM and Community Supports TA Series: Housing Supports via ECM & Community Supports Webinar**

Thursday, October 13th

1:30 – 3:00 PM PT

[Registration link](#)

## **ECM and Community Supports TA Series: Housing Supports via ECM & Community Supports Office Hours**

Thursday, October 27th

2:00 – 3:00 PM PT

[Registration link](#)

# Review DHCS Resources & Materials for Providers

- » Learn more about ECM & Community Supports:
  - [Policy Guide](#)
  - [FAQs](#)
  - Fact Sheets: [ECM](#) & [Community Supports](#)
  - [ECM Key Design Implementation Decisions](#)
  - [Community Supports MOC Template](#)
  - [ECM MOC Template](#)
- » Review ECM & Community Supports guidance documents:
  - [Billing & Invoicing Guide](#)
  - [Coding Options](#)
  - [Community Supports Pricing Guide \(Non-Binding\)](#)
  - [Data Guidance for Member-Level Information Sharing](#)
  - [Contract Template Provisions](#)
  - [Standard Provider Terms & Conditions](#)

