



# ENHANCED CARE MANAGEMENT AND COMMUNITY SUPPORTS

## IMPLEMENTATION UPDATE

Data Through Q2 2023

Released November 2023

Medi-Cal

California is transforming Medi-Cal to provide members with more comprehensive, coordinated, person-centered, and equitable care. Enhanced Care Management (ECM) and Community Supports are two major new Medi-Cal programs that launched in 2022 and serve a growing number of Californians.

In August 2023, DHCS released a comprehensive Year One Report sharing ECM and Community Supports data for calendar year (CY) 2022. This *ECM & Community Supports Implementation Update* builds on the Year One Report with newly released data through the second quarter (Q2) of CY 2023. DHCS will also soon release an interactive report with additional data through Q2 2023.

### ENHANCED CARE MANAGEMENT

ECM is a comprehensive care management benefit to address clinical and non-clinical needs for the highest-need members enrolled in Medi-Cal managed care plans (MCPs).

### EXPANSION OF ECM TO NEW POPULATIONS

**2022**

*ECM launched for four initial Populations of Focus (POFs)*

**January 2023**

*ECM launched for two new long-term care POFs*

Additional Populations of Focus that launched after Q2 2023 (including the Children & Youth POFs that launched in Q3 2023) are *not* included in this Implementation Update.

### GROWTH OF ECM PROVIDER NETWORKS

ECM Provider networks continue to expand as MCPs establish new contracts for the benefit. From the end of 2022 to June 2023, the number of ECM providers\* increased by 32%.

#### CUMULATIVE ECM PROVIDERS\* TO DATE

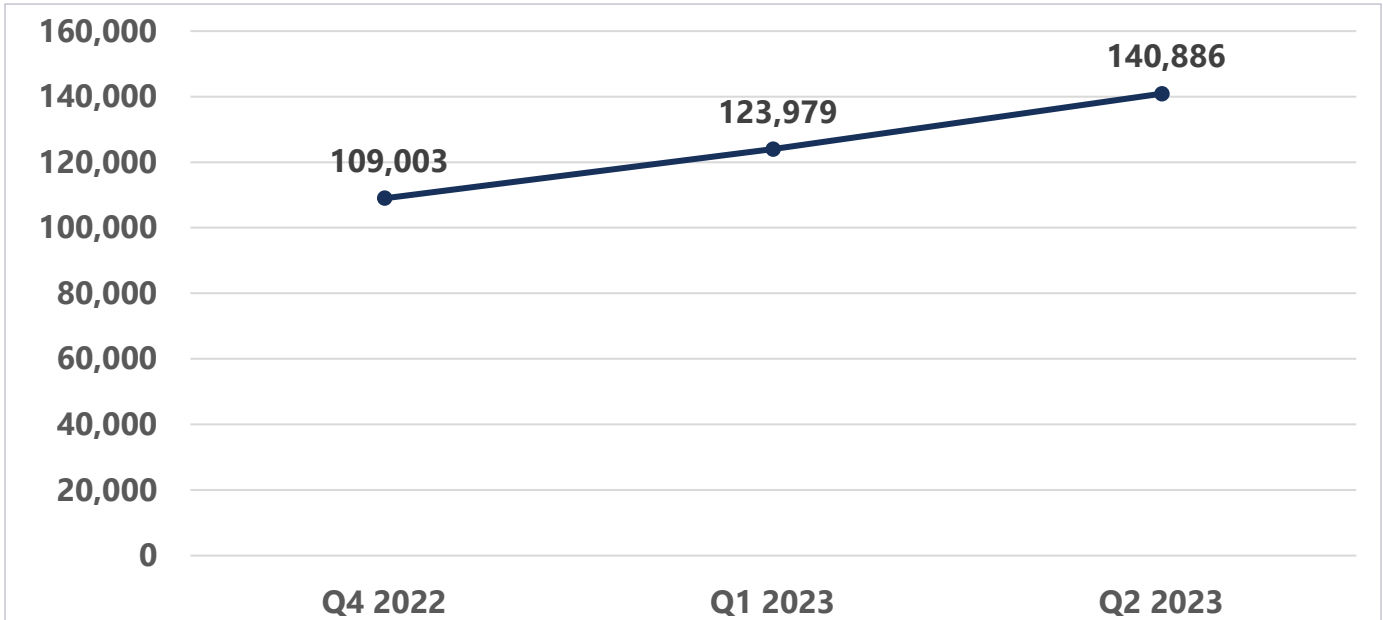
As of:		
Q4 2022	Q1 2023	Q2 2023
1,158	1,398	1,525

\* Data is presented as a count of provider contracts, which are measured as the total unique combinations of NPI, MCP, county, and provider type.

# ECM ENROLLMENT SINCE LAUNCH

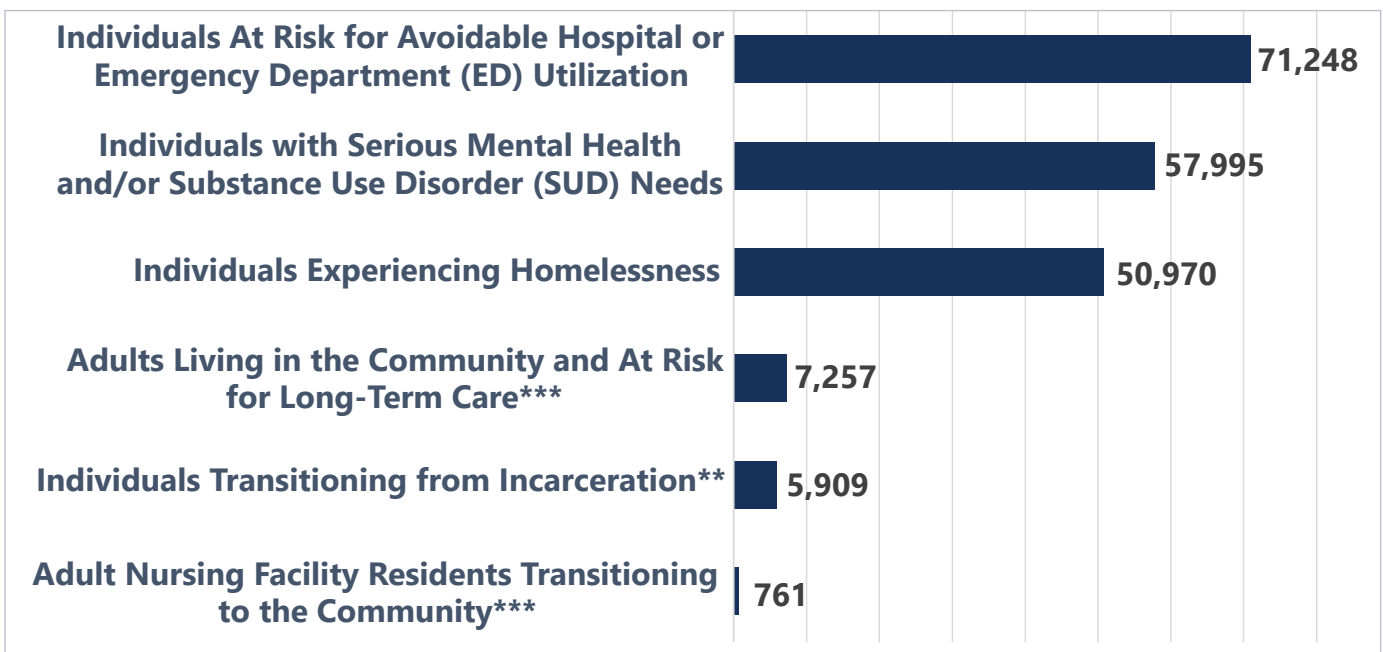
Almost 141,000 MCP members were enrolled in ECM since the benefit launched in January 2022, through June 2023.

## Cumulative ECM Enrollment as of the End of Each Quarter



## Cumulative ECM Enrollment by Populations of Focus\*

Total Unique Members Enrolled Through the End of Q2 2023



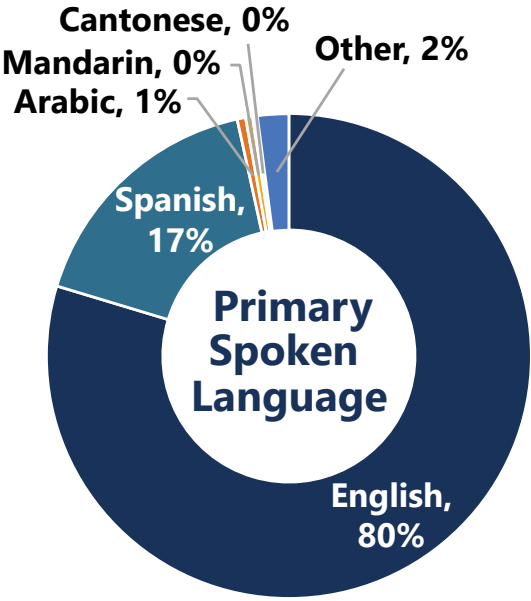
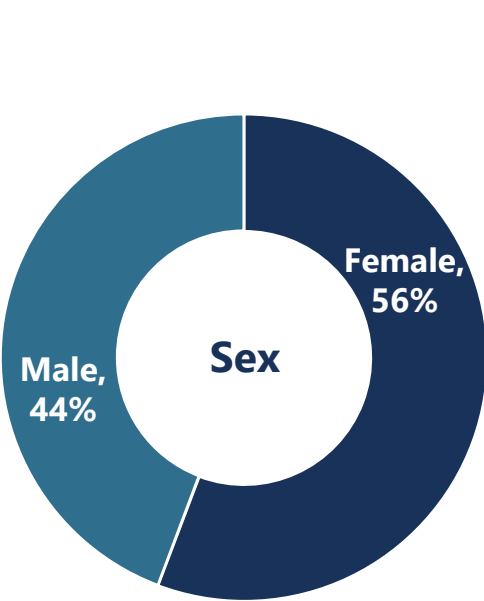
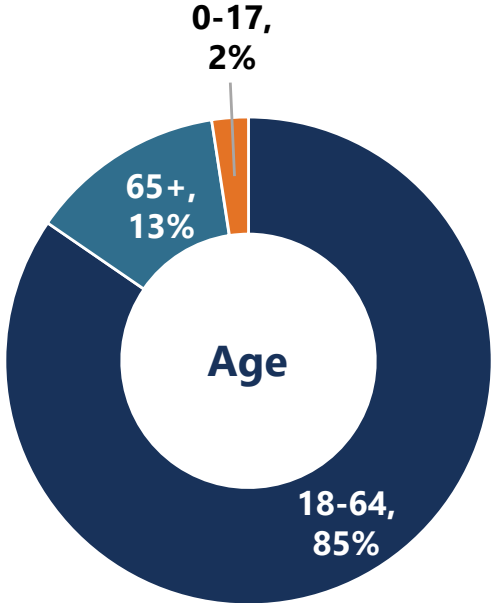
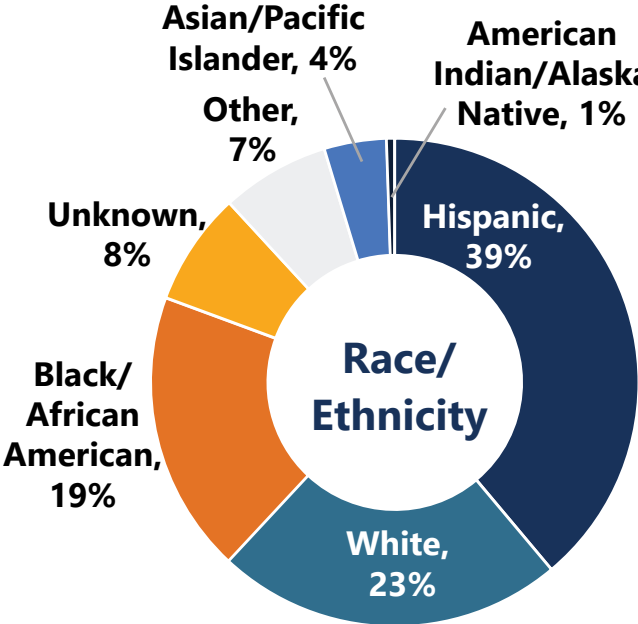
\* ECM enrollees may be categorized under multiple Populations of Focus.

\*\* This Population of Focus is live only in select WPC counties, not statewide.

\*\*\* These Populations of Focus went live in January 2023.

# Cumulative ECM Demographic Breakdown Since Program Launch

Total members enrolled at any point from Q1 2022 to Q2 2023: 140,886

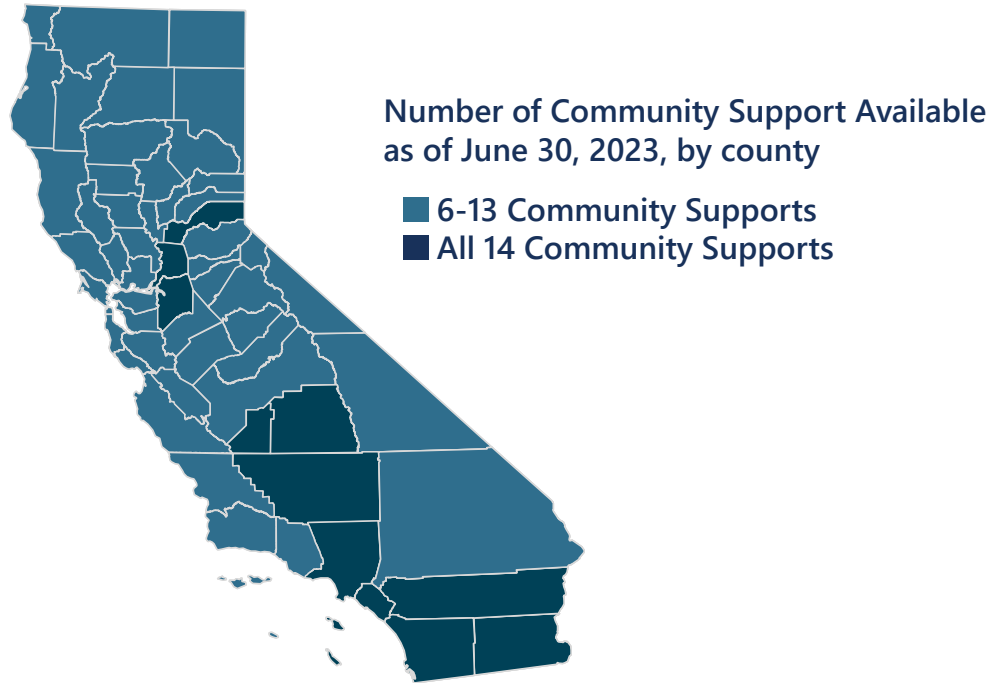


# COMMUNITY SUPPORTS

Community Supports are fourteen services to help members address health-related social needs. MCPs are highly encouraged, but not required, to provide these supports.

## EXPANSION OF OFFERED SERVICES

### Number of Services Available by County as of June 30, 2023



As of June 30, 2023, 38 of California’s 58 counties offered at least 10 Community Supports (up from 16 counties in September 2022) and 11 counties had all 14 Community Supports available (up from 3 counties in September 2022). At least six Community Supports were available in each county. Medi-Cal MCPs can increase or change the services they offer every six months.<sup>1</sup>

## GROWTH OF COMMUNITY SUPPORTS PROVIDER NETWORKS

Community Supports Provider networks continue to expand as MCPs establish new contracts for these services. From the end of 2022 to Q2 2023, the number of Community Supports providers\* increased by 21%.

### CUMULATIVE COMMUNITY SUPPORTS PROVIDERS\* TO DATE

As of:		
Q4 2022	Q1 2023	Q2 2023
1,563	1,751	1,898

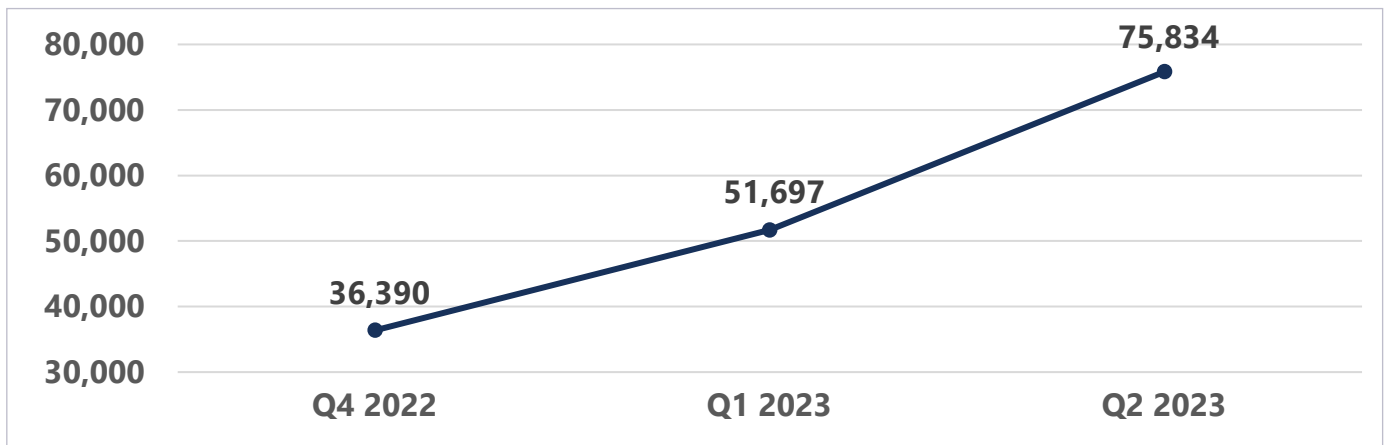
\* Data is presented as a count of provider contracts, which are measured as the total unique combinations of NPI, MCP, county, and provider type.

<sup>1</sup> [See here for more information on the Community Supports services available in each county.](#)

# COMMUNITY SUPPORTS UTILIZATION SINCE LAUNCH

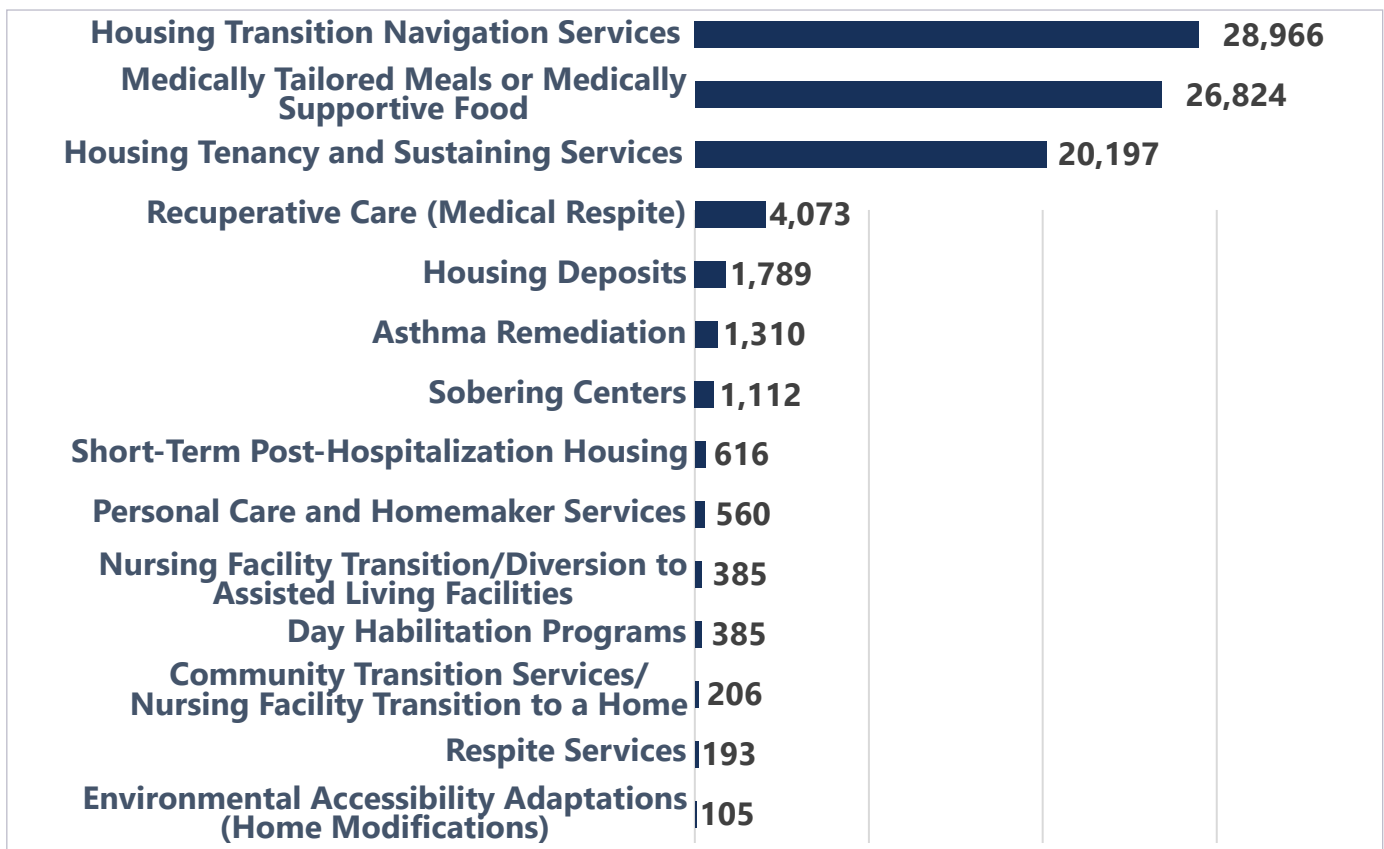
Almost 76,000 MCP members utilized 168,000 Community Supports services since Community Supports launched in January 2022, through June 2023.

## Cumulative Number of Members Who Utilized Community Supports as of the End of Each Quarter



## Cumulative Utilization for Each Community Supports Service\*

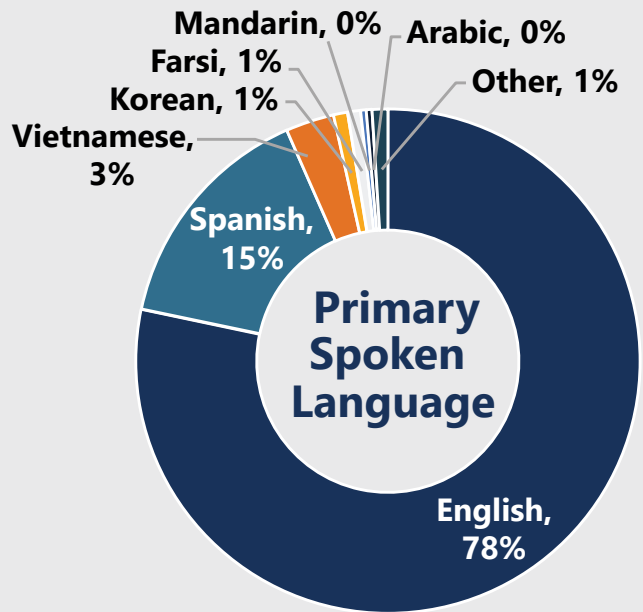
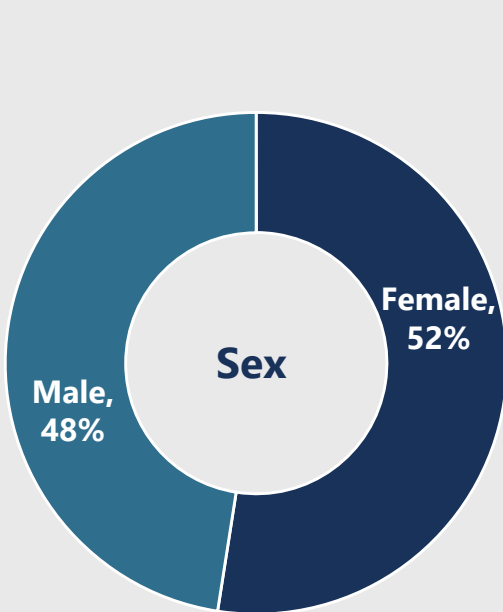
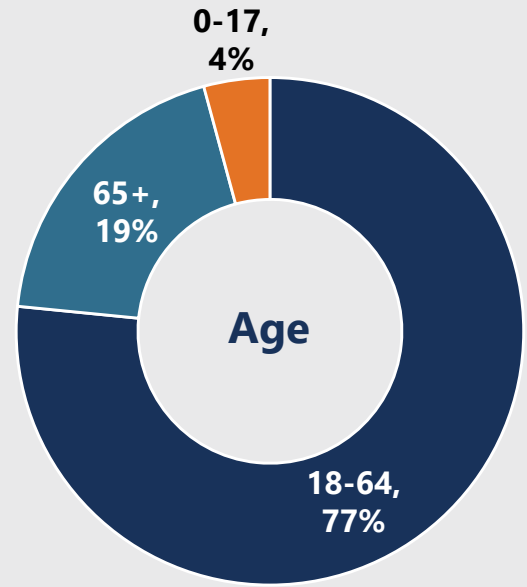
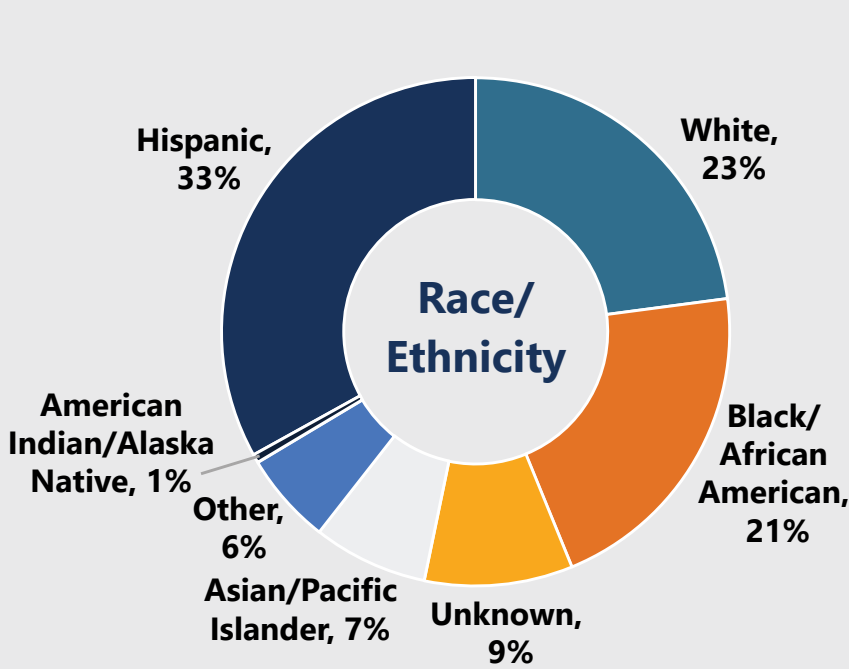
Total Unique Members Who Utilized Each Service Through the End of Q2 2023



\* Members may receive multiple Community Supports services.

# Cumulative Community Supports Demographic Breakdown Since Program Launch

Total members who utilized services at any point  
from Q1 2022 to Q2 2023: 75,834



All data included in this document is based on data reported to DHCS by MCPs through the [Quarterly Implementation Monitoring Report](#). It reflects the latest QIMR submissions for Q1 2022-Q2 2023 as of October 2023.

Stay informed about ECM, Community Supports, and other Medi-Cal initiatives:

