

April 2023 Updates to ECM and Community Supports Data Guidance Documents



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Legend

- » Each update made to the existing documents will be chronicled as follows:

Update	Location	Rationale
Spells out exactly what was added, changed, or removed, and whether new data elements are optional or required.	Identifies where in the guidance the update can be found (usually in a table).	Explains why the update was made and may include context about which stakeholder(s) suggested it.

Updates to Member-Level Information Sharing Between MCPs and ECM Providers



Introduction: Overview of Member-Level Information Sharing Between MCPs and ECM Providers

Update	Location	Rationale
Updated language to emphasize that MCPs and ECM Providers must adopt the common standards described in this document unless there is a strong rationale mutually agreed to by both organizations for departing from these standards	Introduction: Overview	Standardizes information flow and reduces administrative burden, especially for ECM Providers. There must be a strong and mutually agreed-to rationale for deviating from these standards.

MCP Member Information File (MIF)

Update	Location	Rationale
<p>Emphasized that MCPs must provide properly formatted Member Information Files for ECM Providers</p>	<p>MCP Member Information File: Data Elements</p>	<p>ECM Providers have consistently raised concerns about data quality and administrative burden required to clean and intake the MIF.</p>
<p>Updated reporting instructions for Member Homelessness Indicator: if Member is not experiencing homelessness or if their status is unknown, enter "0"</p>	<p>MCP Member Information File: Table 1</p>	<p>Clarifies the methodology for indicating Members who are experiencing homelessness. The methodology for recording all "indicator" fields has been updated across documents.</p>
<p>Added as required data element: Member Dually Enrolled in Medicare</p>	<p>MCP Member Information File: Table 1</p>	<p>Useful for ECM Providers who are engaging with Members in all POFs, but especially the LTC POFs.</p>

MCP Member Information File (MIF)

Update	Location	Rationale
Added as optional data elements: Emergency/Alternate Contact Name, Relation, and Phone Number	MCP Member Information File: Table 1	Requested by several ECM Providers as valuable data points to reach Members.
Added as optional data element: Member Preferred Language (Written)	MCP Member Information File: Table 1	Conveys valuable Member engagement information to the ECM Provider.
Added as required data element: ECM Authorization End Date	MCP Member Information File: Table 1	ECM Providers need to understand how long the ECM benefit has been authorized for, as it can vary by MCP.
Added as optional data element: Member ECM Authorization Number	MCP Member Information File: Table 1	Multiple MCPs and Providers that use this field asked DHCS to add it to support their operations.

MCP Member Information File (MIF)

Update	Location	Rationale
<p>Updated ECM Population(s) of Focus response options to include all ECM POFs</p>	<p>MCP Member Information File: Table 1</p>	<p>Aligns response options with all POFs that are/will go live, as outlined in the Policy Guide.</p>
<p>Added as conditionally required data element: Name of Skilled Nursing Facility (SNF)</p>	<p>MCP Member Information File: Table 1</p>	<p>Critical for ECM Providers who are engaging with Members in SNFs to understand where the Member is residing.</p>
<p>Added as conditionally required data element: SNF Phone Number</p>	<p>MCP Member Information File: Table 1</p>	<p>Allows ECM Providers who are engaging with Members in SNFs to be able to directly contact the SNF to coordinate the transition.</p>
<p>Added as required data element: ECM Provider Organization Name</p>	<p>MCP Member Information File: Table 4</p>	<p>Added for tracking purposes by both MCP and ECM Provider of the assigned provider.</p>

MCP Member Information File (MIF)

Update	Location	Rationale
Added as required data element: ECM National Provider Identifier (NPI)	MCP Member Information File: Table 4	Added per stakeholder feedback to assist with tracking Member assignments to Providers.
Added “Returned” as a response option for ECM Member Record field and included additional detail on each response option in footnote	MCP Member Information File: Table 4	Requested by MCPs to be able to track Members who were once enrolled in ECM, discontinued, and enrolled again.
Added language strongly encouraging MCPs and ECM Providers to establish regional agreements for MIF exchange to align the data sharing method or platform	MCP Member Information File: Transmission Methods	Alleviates administrative burden on ECM Providers contracting with multiple MCPs in their region that have varying processes, which has been consistently raised as a concern.

ECM Provider Return Transmission File (RTF)

Update	Location	Rationale
Updated reporting instructions and changed from optional to required: Member Homelessness Indicator	ECM Provider Return Transmission File: Table 5	Clarifies the methodology for indicating Members who are experiencing homelessness. The methodology for recording all "indicator" fields has been updated across documents.
Updated reporting instructions and changed from optional to required: Member New Address Indicator	ECM Provider Return Transmission File: Table 5	Adjusts and streamlines the process for how ECM Providers can report back to MCPs updated Member address information.
Changed from optional to conditionally required: Member Residential Address	ECM Provider Return Transmission File: Table 5	Streamlines the process for how ECM Providers can report back to MCPs updated Member address information.
Changed from optional to conditionally required: Residential City	ECM Provider Return Transmission File: Table 5	Streamlines the process for how ECM Providers can report back to MCPs updated Member address information.
Changed from optional to conditionally required: Residential Zip	ECM Provider Return Transmission File: Table 5	Streamlines the process for how ECM Providers can report back to MCPs updated Member address information.

ECM Provider Return Transmission File (RTF)

Update	Location	Rationale
Updated reporting instructions and changed from optional to required: Member New Phone Number Indicator	ECM Provider Return Transmission File: Table 5	Adjusts and streamlines the process for how ECM Providers can report updated Member address information back to MCPs.
Changed from optional to conditionally required: Member Phone Number	ECM Provider Return Transmission File: Table 5	Streamlines the process for how ECM Providers can report updated Member address information back to MCPs.
Added as optional data element: Member Preferred Language (Spoken)	ECM Provider Return Transmission File: Table 5	More accurate information can often be gathered by the ECM Provider and sent to the MCP.
Added as optional data element: Member Preferred Language (Written)	ECM Provider Return Transmission File: Table 5	More accurate information can often be gathered by the ECM Provider and sent to the MCP.

ECM Provider Return Transmission File (RTF)

Update	Location	Rationale
<p>Added as required data element: New Population of Focus</p>	<p>ECM Provider Return Transmission File: Table 5</p>	<p>By directly engaging with the Member, the ECM Provider may gather more information about which POF(s) the Member belongs to.</p>
<p>Updated: Benefit Start Date (defined as the date of the first billed claim when ECM services were rendered once the member is enrolled in ECM; this is not intended to capture initial ECM Provider outreach efforts)</p>	<p>ECM Provider Return Transmission File: Table 5</p>	<p>Clarifies how benefit start date must be determined and that it excludes billable encounters for outreach.</p>

ECM Provider Return Transmission File (RTF)

Update	Location	Rationale
Added the following response options for Discontinuation Reason Codes in footnote: (5. Incarcerated; 6. Declined to Participate; 7. Duplicative Program; 8. Lost Medi-Cal Coverage; 9. Switched Health Plans; 10. Moved Out of the County; 11. Moved Out of Country; 12. Unsafe Behavior or Environment; 13. Member Not Reauthorized for ECM Services; and 14. Deceased)	ECM Provider Return Transmission File: Table 5	Stakeholders indicated the existing codes were not descriptive enough, which led to the selection of "Other" most of the time.

ECM Provider Return Transmission File (RTF)

Update	Location	Rationale
Changed from optional to required and included in person and telephonic/electronic outreach: Number of ECM Interactions	ECM Provider Return Transmission File: Table 6	Clarifies that in person and telephonic/electronic outreach activities should also be included and reported as ECM interactions. There was confusion in the field about whether outreach was included as an "ECM interaction."

ECM Provider Return Transmission File (RTF)

Update	Location	Rationale
Added language clarifying that MCPs must allow ECM Providers to submit one Excel-based workbook containing information for all Members served during the previous reporting period	ECM Provider Return Transmission File: File Format	Offers additional guidance that alleviates administrative burden on ECM Providers and MCPs.
Added language strongly encouraging MCPs and ECM Providers to establish regional agreements for RTF exchange to align the data sharing method or platform	ECM Provider Return Transmission File: Transmission Methods	Alleviates administrative burden on ECM Providers contracting with multiple MCPs in their region that have varying processes, which has been consistently raised as a concern.

ECM Provider Initial Outreach Tracker File

Update	Location	Rationale
Added language clarifying that separate entries must be reported for each outreach attempt , including if there were multiple separate outreach attempts during the same day	ECM Provider Initial Outreach Tracker File, Overview	Clarifies how to document more than one outreach attempt in a 24-hour time period.
Updated language to reflect that coding is still required , even if automated electronic reporting on outreach is not possible and ECM Providers are reporting this file manually	ECM Provider Initial Outreach Tracker File, Overview	Provides clarity on the reporting process for ECM Providers who cannot submit automated files.

Potential ECM Member Referral File

Update	Location	Rationale
<p>Updated Potential ECM Population(s) of Focus response options to include all ECM POFs</p>	<p>Potential ECM Member Referral File, Table 9</p>	<p>Aligns response options with the updated POFs that are/will go live, as outlined in the Policy Guide.</p>
<p>Added as optional data element: Preferred ECM Provider Assignment Name</p>	<p>Potential ECM Member Referral File, Table 9</p>	<p>Provides valuable referral information to the MCP about the Member's preferred ECM Provider.</p>
<p>Added as optional data element: Preferred ECM Provider Assignment NPI</p>	<p>Potential ECM Member Referral File, Table 9</p>	<p>Provides valuable referral information to the MCP about the Member's preferred ECM Provider.</p>

Updates to CalAIM Data Guidance: Billing and Invoicing between ECM/Community Supports Providers and MCPs



Billing and Invoicing Guidance

Update	Location	Rationale
Added Footnote 2 , clarifying that Providers unable to submit claims via 837P/I can submit claims with the CMS-1500 form	Overview	Allows flexibility in the billing and invoicing process.
Updated Footnote 19 to clarify the different definitions of homelessness for ECM and Community Supports and instruct Providers to enter "0" if the homelessness status is unknown	Table 2: Member Information	Provides clarity on how the Member Homelessness Indicator should be determined and recorded. The methodology for recording all "indicator" fields has been updated across documents.

Billing and Invoicing Guidance

Update	Location	Rationale
Changed from optional to required for both ECM Providers and Community Supports Providers: Service Name(s)	Table 3: Service and Billing Information	Ensures that Providers are compensated accurately.
Added Footnote 28 to provide guidance to MCPs about which ICD-10 social determinants of health (SDOH) diagnosis code to report if "1" is selected for the Member Homelessness Indicator field	Table 3: Service and Billing Information	Encourages uptake of ICD-10 SDOH codes by MCPs.

Updates to ECM and Community Supports Quarterly Implementation Monitoring Report Requirements



Quarterly Implementation Monitoring Report

Update	Location	Rationale
WPC/HHP Transition Report removed	Introduction	This report was only required during the initial phase of ECM and Community Supports implementation.
Updated: Description of DHCS' expectations for data collection after the initial implementation period	Introduction	Clarifies that MCPs should include all ECM Members who were enrolled in ECM in this tab, as there may be some Members whom MCPs consider to be enrolled in the ECM benefit but who did not receive any ECM services during the reporting period.
Asterisks removed from Member CIN, Member Last Name, Member First Name, and Member Date of Birth fields	ECM Members and Services Tab: Rows E-G	MCPs should no longer need to collect this information from ECM Providers/subcontractors.
Updated response options for ECM Population(s) of Focus	ECM Members and Services Tab: Rows I-X	Aligns response options with updated POFs that are/will go live, as outlined in the ECM Policy Guide.

Quarterly Implementation Monitoring Report

Update	Location	Rationale
<p>Updated and clarified definition of ECM Benefit Start Date; ECM Provider reporting from the ECM Provider RTF should inform this field</p>	<p>ECM Members and Services Tab: Row Y</p>	<p>Clarifies how benefit start date must be determined and that it excludes billable encounters for outreach.</p>
<p>Added new response options for Reason for Discontinuation of ECM</p>	<p>ECM Members and Services Tab: Row A1</p>	<p>Stakeholders indicated the existing codes were not descriptive enough, which led to the selection of "Other" most of the time.</p>
<p>Clarified how MCP should report in-person ECM interactions the Member received, i.e., the delivery of all ECM core services, including outreach, during the reporting period</p>	<p>ECM Members and Services Tab: Row A3</p>	<p>Provides clarification about how an ECM interaction is defined, that it includes the delivery of all ECM core services including outreach. There was confusion in the field about if outreach is included as an "ECM interaction."</p>

Quarterly Implementation Monitoring Report

Update	Location	Rationale
<p>Clarified how MCP should report phone/telehealth ECM interactions the member received, i.e., the delivery of all ECM core services, including outreach, during the reporting period</p>	<p>ECM Members and Services Tab: Row A4</p>	<p>Provides clarification about how an ECM interaction is defined, that it includes the delivery of all ECM core services, including outreach. There was confusion in the field about whether outreach was included as an "ECM interaction."</p>
<p>Changed MCP reporting requirements from "cumulative" to "quarterly"</p>	<p>ECM Requests for Services and Outreach: Rows E - G</p>	<p>MCPs do not need to submit cumulative counts, as DHCS can calculate cumulative totals internally.</p>
<p>Clarified that Members included in this reporting who are identified as eligible should also be determined eligible for ECM</p>	<p>ECM Requests for Services and Outreach: Row E</p>	<p>Provides clarification that individuals reported in this field should be identified as eligible and determined eligible.</p>

Quarterly Implementation Monitoring Report

Update	Location	Rationale
<p>Added reporting requirement for MCPs to indicate how many referrals received from external services were approved for authorization for ECM during the reporting period</p>	<p>ECM Requests for Services and Outreach: Row J</p>	<p>Underscores and helps DHCS track the connections between ECM and other, related care management/coordination programs.</p>
<p>Updated response options for ECM Population(s) of Focus</p>	<p>ECM Provider Capacity Tab: Rows G-V</p>	<p>Aligns response options with the updated POFs that are/will go live, as outlined in the ECM Policy Guide.</p>
<p>Added new reporting requirement: "Total Number of Members (Adult) Currently Being Served"</p>	<p>ECM Provider Capacity tab: Row W</p>	<p>Provides critical monitoring data for DHCS to track the ECM Provider capacity statewide and identify areas where ECM network capacity is not meeting the demand.</p>
<p>Added new reporting requirement: "Total Number of Members (Children/Youth) Currently Being Serving"</p>	<p>ECM Provider Capacity Tab: Row X</p>	<p>Provides critical monitoring data for DHCS to track the ECM Provider capacity statewide and identify areas where ECM network capacity is not meeting the demand.</p>

Quarterly Implementation Monitoring Report

Update	Location	Rationale
Added new reporting requirement of "Total ECM Provider capacity (Adult)"	ECM Provider Capacity Tab: Row Y	This reporting requirement has not changed. Includes additional detail on how "point-in-time" capacity should be collected.
Added new reporting requirement of "Total ECM Provider capacity (Children/Youth)"	ECM Provider Capacity Tab: Row Z	This reporting requirement has not changed. Includes additional detail on how "point-in-time" capacity should be collected.
Removed reporting requirement: Approximate total number of Adult Members the ECM Provider is able to serve, beyond who they are currently serving, at the end of the reporting period.	ECM Provider Capacity Tab: Row A2	ECM Providers and MCPs no longer need to report this as it can be calculated using existing data reported to DHCS
Removed reporting requirement: Approximate total number of Children/Youth Members the ECM Provider is able to serve, beyond who they are currently serving, at the end of the reporting period.	ECM Provider Capacity Tab: Row A3	ECM Providers and MCPs no longer need to report this as it can be calculated using existing data reported to DHCS

Quarterly Implementation Monitoring Report

Update	Location	Rationale
<p>Asterisks removed from Member CIN, Member Last Name, Member First Name, and Member Date of Birth fields</p>	<p>Community Supports Members and Services Tab: Rows E-H</p>	<p>MCPs should no longer need to collect this information from Community Supports Providers/subcontractors.</p>
<p>Changed terminology from "approved" to "approved for authorization"</p>	<p>Community Supports Members and Services Tab: Rows J-X</p>	<p>Provides additional clarity on what "authorization" means to address potential market confusion.</p>
<p>Added new reporting requirement: "Total Number of Members currently serving</p>	<p>Community Supports Provider Capacity Tab: Row H</p>	<p>Provides critical monitoring data for DHCS to track Community Supports Provider capacity and identify areas where network capacity is not meeting the demand.</p>
<p>Clarified that MCPs should report "Total provider capacity: total number of Members the Community Supports Provider is able to serve at the end of the reporting period</p>	<p>Community Supports Provider Capacity Tab: Row I</p>	<p>Includes additional detail on how "point-in-time" capacity should be collected.</p>

