

# Enhanced Care Management Referral Standards & Presumptive Authorization

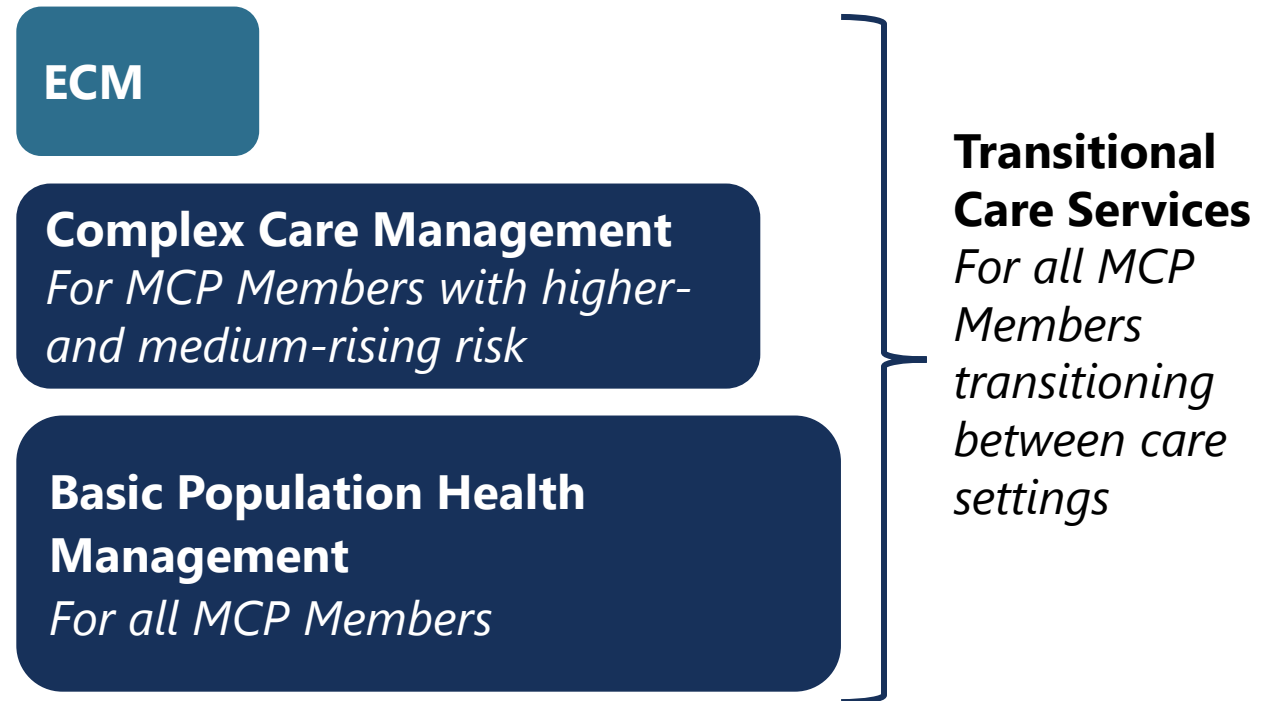
Coverage Ambassadors Update

# What Is Enhanced Care Management (ECM)?

ECM is a statewide Medi-Cal Managed Care Plan (MCP) benefit to support comprehensive care management for Members with complex needs provided primarily through in-person interactions with Members where they live, seek care, or prefer to access services.

## Medi-Cal MCP Care Management Continuum

ECM is the **highest tier of care management** for MCP Members.



# Streamlining ECM Access: Partner Insights

**Delays:** Lengthy authorization times, leading to service delays.

**Barriers:** Lack of clear guidelines and information for referral partners.

**Confusion:** Inconsistent referral processes and forms across MCPs and counties.

**Low Enrollment:** Difficulty reaching eligible members due to complex procedures.



DHCS is developing a new guidance regarding standardized referral protocols that aims to build community awareness of ECM and increase referrals to the benefit.

# Key Information Collected in ECM Referrals



» **Member Demographics:**  
Name, address, contact information



» **Social Needs:**  
Homelessness, avoidable hospitalization, child welfare involvement, other care management programs



» **Health Conditions:**  
Qualifying conditions for ECM POFs (e.g. complex health needs, chronic conditions, pregnancy)



» **Referral Details:**  
Referral source, date, provider status, authorization status

# Using the ECM Referral Standards and Form Templates

**Note:** The ECM Referral Standards are designed for community partners who may work alongside a Member to complete an ECM referral.

## Starting in January 2025:

- » All ECM Referrals will collect the same information across Managed Care Plans.
- » MCPs **may not** require additional documentation (e.g., ICD-10 codes, supplemental checklists, Treatment Authorization Request (TAR) forms) beyond the information in the ECM referral.
- » Community partners referring Members to ECM will **continue** to have multiple options to submit a referral (electronic, EMR, hard copy, etc.)
- » Members and their families/caregivers will continue to be able **to self-refer to ECM** through their MCP's Member Services.

# ECM Referrals and Presumptive Authorization Webinar

» DHCS will host an all-comer webinar with more details on the new guidance on Wed. Oct. 9th from 11AM-12PM PT ([Registration Open](#))

» Recommended audience: Providers, community referral partners as well as MCPs. Medi-Cal Ambassadors are encouraged to attend.

» The ECM Referral Standards and ECM Policy Guide (updated to reflect the new ECM Presumptive Authorization Policy) are available on the [ECM Resources webpage](#).

# Questions?

