

Molina Healthcare of California

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

Provider toolkit

Contents

Provider toolkit03

What is California Advancing and Innovating Medi-Cal?03

What are the California Advancing and Innovating Medi-Cal goals?03

What is Enhanced Care Management?03

How to access Enhanced Care Management services.....05

What are Community Supports?06

How to access Community Supports.....06

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

To receive ECM, Medi-Cal Members must meet DHCS eligibility criteria for at least one of the Populations of Focus (PoF) listed below. PoF qualifying criteria is described in the **ECM Member Referral Form** and members can be eligible for more than one PoF.

- Adults and Individuals Experiencing Homelessness – Adults without Dependent Children/Youth Living with them Experiencing Homelessness Comprehensive assessment and care management plan
- Adults – Individuals Experiencing Homelessness – Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness
- Adults – Individuals At Risk for Avoidable Hospital or ED Utilization
- Adults – Individuals with Serious Mental Health and/or SUD Needs
- Adults – Individuals Transitioning from Incarceration
- Adults – Adults Living in the Community and At Risk for LTC Institutionalization
- Adults – Adult Nursing Facility Residents Transitioning to the Community
- Children and Youth – Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness
- Children and Youth – Individuals At Risk for Avoidable Hospital or ED Utilization
- Children and Youth – Individuals with Serious Mental Health and/or SUD Needs
- Children and Youth – Individuals Transitioning from Incarceration
- Children and Youth – Children and Youth Enrolled in CCS or CCS WCM with Additional Needs beyond CCS Condition
- Children and Youth – Children and Youth Involved in Child Welfare
- Adults – Birth Equity Population of Focus
- Children and Youth – Birth Equity Population of Focus

Justice Involved referral questions (specific to the Individuals Transitioning from Incarceration PoF) can be directed to **Molina's Justice Involved Liaison**: Hilda Chavez at MHC_JI@MolinaHealthcare.com.

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](#)
 - For [ECM & Community Supports Resources](#)

ECM and CS services available from Molina's contracted providers can be found on [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.

How to access Community Supports

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** and faxing it to the number on the form:

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

For additional questions on Community Supports please email MHC_CS@MolinaHealthcare.com.

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**
- For Molina's Provider Online Directory, visit **Home (sapphirethreesixtyfive.com)**

