



california
health & wellness™

Enhanced Care Management Member Guide

LEARN ABOUT NO-COST SERVICES PROVIDED TO MEDI-CAL MEMBERS



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How ECM Can Help You

Enhanced Care Management (ECM) offers extra services at no cost to Medi-Cal members who have complex needs and challenges that make it hard to improve their health. This could include outside challenges, such as not having a place to live.

If you qualify, ECM offers seven types of services that can help you with your health and well-being. You will have a care team and your own ECM lead care manager.

These extra services are offered as part of your current California Health & Wellness Medi-Cal plan. The Medi-Cal services you get now **will not be taken away**. You can still see your same doctors, but now you can get extra help.

If you qualify, you can choose to get ECM services. Plus, you can stop the services at any time by calling California Health & Wellness.



ECM is for Medi-Cal Managed Care Health Plan Members

You must be enrolled in a Medi-Cal health plan to access ECM services. If you need help enrolling into a Medi-Cal health plan, you can call the State's Medi-Cal Health Care Options at 800-430-4263.

Seven ways ECM works for you



1. Help to stay engaged in your care

Your ECM lead care manager and care team will help you focus on your health and make sure you receive the services and support you need. They can also meet you where you live or where you receive services.



2. Help to craft a plan

Together, you and your care team will make your own care plan. The plan covers:

- Doctors you see
- Health goals you set
- Services you get
- Care you need
- Your physical and behavioral health needs
- Your oral health needs
- Your substance use treatment needs
- In-home services (e.g. help with bathing, dressing, cleaning, cooking, etc.)
- Neighborhood and social services (e.g. food and housing services)



3. Help to connect with and update your doctors

Your care team includes a lead care manager. This person keeps all your doctors up-to-date on the health and the services you receive. They can also help you:

- Figure out your health needs, goals and wishes
- Make appointments and check on prescriptions and refills
- Find the right doctors
- Arrange transportation to doctor visits
- Apply for services to help you live on your own—services include meal delivery, housing and personal care



4. Help to Learn the Best Ways to Better Support Your Health

You, your caregivers and other people who support you, can learn about the best ways for you to take care of your health issues.



5. Help to move you safely from one care setting to another

Your care team will help you move safely and easily if you need to enter or leave:

- A hospital
- A nursing facility
- Another care setting

They can help you with challenges like:

- Learning how to take care of yourself after a hospital stay
- Making follow-up doctor visits
- Filling prescriptions
- Getting transportation to appointments



6. Help to work with your support people

Your care team can make sure your family, caregivers and others who support you, know about your health issues. These people can also work with your care team to learn how to best help you.



7. Help to connect you to community and social services

ECM can help you get linked to other non-health services, too. Your care team can help you find community and social programs that you need. These may include:

- Food
- Job training
- Childcare
- Disability-related services
- Resources to help you stay in your home



How your care team works

Your ECM care team is built around your health needs and wishes. Your care team is led by your ECM lead care manager who is your main point of contact. You can call your ECM lead care manager when you need help.

Your ECM lead care manager will support your needs and wishes and work with your other providers and support network that include:

- Doctors and specialists
- Nurses
- Pharmacists
- Medical equipment companies
- Family members, caregivers and/or other people who support you, if you wish
- Case managers through a community or county program
- Therapists
- Others



How to get ECM services

To get ECM services, you must:

- ✓ Be enrolled in a California Health & Wellness Medi-Cal managed care health plan
- ✓ Meet certain qualification terms

What you need to start qualifying for ECM services

1. Your Medi-Cal health plan, doctor or another health care provider may contact you about getting ECM Services.
2. Your doctor may let your Medi-Cal health plan know that you could be able to get ECM.
3. Talk to your doctor or Medi-Cal health plan. Do this if you want to learn more about ECM and to see if you qualify.

Who provides ECM services?

You can get ECM services from your doctor's office or another health care provider. You can also get ECM services from a community organization. You will be assigned an ECM provider, based on your certain needs.

You will get a lead care manager who works with you to help get the care and services you need.



Plus, the lead care manager will help make sure everyone on your care team agrees about your needs and care.

Frequently Asked Questions

Will I lose any Medi-Cal health plan benefits if I join ECM?

No. If you join ECM, you keep your Medi-Cal benefits. You also keep your current doctors.

ECM gives you extra help getting the care you need and reaching your health goals. It does not take away coverage that you already have. If you qualify, you can choose to get ECM services. You can stop the services at any time by calling your California Health & Wellness Medi-Cal health plan.

Do ECM services cost extra?

No. ECM does not cost you a thing. If you qualify and decide to join, the services are included as part of your current California Health & Wellness Medi-Cal health plan.

Where do I go for more information?

Call California Health & Wellness for more information and to see if you qualify. You can also ask your doctor or clinic about the ECM benefit.

Will I have to change my doctors?

No. You do not have to change your doctors to get ECM services. The benefit helps all your doctors and other providers share information about your health care needs. And, it allows them to work together to help you meet your health goals.

What is an ECM lead care manager and how do they help me?

An ECM lead care manager is a staff person assigned by your ECM provider. This person will help make sure your doctors, pharmacists and other providers work together to help you meet your health goals.

Your ECM lead care manager also will:

- Connect you to doctors and services
- Talk to your doctors about your needs
- Share information with your doctors
- Go with you to appointments, if you want

To learn more about ECM

- 1 Call California Health & Wellness at 877-658-0305 (TTY: 711) Monday–Friday, 8 a.m. to 5 p.m.
- 2 Call the State's Medi-Cal Health Care Options at 800-430-4263 (TTY: 800-430-7077).
- 3 Ask your doctor or clinic about the benefit.

California Health & Wellness Member Worksheet

Complete this worksheet and have it with you when you call California Health & Wellness Medi-Cal. Or, take it with you when you visit your doctor or other health care providers. They can help if you need support answering any of the questions or would like to review the worksheet with them.

Who are your current doctors and other health care providers?

Do you have health care needs that you have not seen a doctor for? If yes, please share.

Are there local community and social service organizations you currently go to for support (e.g., family resource center, community health clinic, senior center etc.)?

What other support do you need (e.g., food, housing, transportation)?

What questions do you have about ECM?



Have questions?

Call California Health & Wellness at
877-658-0305 (TTY: 711) Monday–Friday,
8 a.m. to 5 p.m.

Nondiscrimination Notice

California Health and Wellness follows State and Federal civil rights laws and does not discriminate, exclude people or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

California Health and Wellness provides:

- Free aids and services to people with disabilities to communicate better with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services or to request this document in an alternative format, contact the California Health and Wellness Customer Contact Center at 1-877-658-0305 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m.

If you believe that California Health and Wellness has failed to provide these services or unlawfully discriminated in another way, you can file a grievance with California Health and Wellness by phone, in writing, in person or electronically:

- By phone: Call California Health and Wellness Plan Civil Rights Coordinator at 1-866-458-2208 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m.
- In writing: Fill out a complaint form or write a letter and send it to California Health and Wellness Plan Civil Rights Coordinator, P.O. Box 10287 Van Nuys, CA 91410-0287.
- In person: Visit your doctor's office or California Health and Wellness and say you want to file a grievance.
- Electronically: Visit California Health and Wellness's website at www.cahealthwellness.com.

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing or electronically:

- By phone: Call 916-440-7370. If you cannot speak or hear well, please call 711.
- In writing: Fill out a complaint form or write a letter and send it to Deputy Director, Office of Civil Rights, Department of Health Care Services, Office of Civil Rights, P.O. Box 997413, MS 0009, Sacramento, CA 95899-7413.

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.

If you believe you have been discriminated against because of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing or electronically:

- By phone: 1-800-368-1019 (TDD: 1-800-537-7697).
- In writing: Fill out a complaint form or send a letter to U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201.

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

English: If you, or someone you are helping, need language services, call 1-877-658-0305 (TTY: 711). Aids and services for people with disabilities, like accessible PDF and large print documents, are also available. These services are at no cost to you.

Arabic: إذا كنت أنت، أو أي شخص تساعد، بحاجة إلى الخدمات اللغوية، فاتصل بالرقم 1-877-658-0305 (TTY: 711). تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل الملفات المنقولة (PDF) التي يمكن الوصول إليها والمستندات المطبوعة الكبيرة. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

Armenian: Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք 1-877-658-0305 (TTY` 711) հեռախոսահամարով: Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ մատչելի PDF և մեծ տպագրությամբ փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

Cambodian: ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខ 1-877-658-0305 (TTY: 711) ។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់មនុស្សពិការ ដូចជា PDF ដែលអាចប្រើសម្រាប់មនុស្សពិការបាន និងឯកសារព្រឹត្តិអក្សរធំៗ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតតម្លៃសម្រាប់អ្នកទេ។

Chinese: 如果您或您正在帮助的其他人需要语言服务，请致电1-877-658-0305 (TTY: 711)。另外，还为残疾人士提供辅助和服务，例如易于读取的 PDF 和大字版文件。这些服务对您免费提供。

Farsi: اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره 1-877-658-0305 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با چاپ درشت و PDF دسترس‌پذیر نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

Hindi: यदि आपको, या जिसकी आप मदद करे हैं उसे, भाषा सेवाएँ चाहिए, तो कॉल करें 1-877-658-0305 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे सुलभ PDF और बड़े प्रिंट वाले दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

Hmong: Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau 1-877-658-0305 (TTY: 711). Tsis tas li ntawd, peb kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv PDF uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

Japanese: ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、1-877-658-0305 (TTY: 711) にお問い合わせください。障がいをお持ちの方のために、アクセシブルなPDFや大きな文字で書かれたドキュメントなどの補助・サービスも提供しています。これらのサービスは無料で提供されています。

Korean: 귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 1-877-658-0305 (TTY: 711)번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

Laotian: ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທ 1-877-658-0305 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານ PDF ທີ່ສາມາດຂຶ້ນເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

Mien: Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix Janx-kaeqv waac gong, Heuc 1-877-658-0305 (TTY: 711). Jomc Caux gong Bun Yangh mienh Caux mv fungc, Oix dongh eix PDF Caux Bunh Fiev dimc, Haih yaac kungx nyei. Deix gong Haih buatac Yietc liuz maiv jaax-zinh Bieqc Meih.

Punjabi: ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-877-658-0305 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਪੜ੍ਹੇ-ਲਿਖੇ PDF ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਾਲੇ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian: Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните по телефону 1-877-658-0305 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF или напечатанные крупным шрифтом. Эти услуги предоставляются бесплатно.

Spanish: Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al 1-877-658-0305 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en letra grande y en archivos PDF accesibles. Estos servicios no tienen ningún costo para usted.

Tagalog: Kung ikaw o ang taong tinutulungan mo ay kailangan ng mga serbisyo sa wika, tumawag sa 1-877-658-0305 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng naa-access na PDF at mga dokumentong malaking print. Wala kang babayaran para sa mga serbisyong ito.

Thai: หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทร 1-877-658-0305 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้ทุพพลภาพ เช่น PDF ที่เข้าถึงได้และเอกสารที่พิมพ์ขนาดใหญ่ บริการเหล่านี้ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian: Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на номер 1-877-658-0305 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF або надруковані великим шрифтом. Ці послуги для вас безкоштовні.

Vietnamese: Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi 1-877-658-0305 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng bản in khổ lớn và PDF có thể tiếp cận được. Quý vị được nhận các dịch vụ này miễn phí.

For more information about ECM, contact

California Health & Wellness at 877-658-0305 (TTY: 711)
Monday–Friday, 8 a.m. to 5 p.m.