

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 Community Health Plan of Imperial Valley 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 Community Health Plan of Imperial Valley.



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 1-800-430-4263.

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.



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



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



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 Community Health Plan of Imperial Valley 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 Community Health Plan of Imperial Valley 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 Community Health Plan of Imperial Valley Medi-Cal health plan.

Where do I go for more information?

Call Community Health Plan of Imperial Valley 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 Community Health Plan of Imperial Valley at 1-833-236-4141 (TTY: 711), 24 hours a day, 7 days a week.
- 2 Call the State's Medi-Cal Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).
- 3 Ask your doctor or clinic about the benefit.

Community Health Plan of Imperial Valley Member Worksheet

Complete this worksheet and have it with you when you call Community Health Plan of Imperial Valley 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 Community Health Plan of Imperial Valley at
1-833-236-4141 (TTY: 711), 24 hours a day, 7 days a week

NONDISCRIMINATION NOTICE

Discrimination is against the law. Community Health Plan of Imperial Valley complies with applicable State and Federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, mental disability, physical disability, sex (including pregnancy, sexual orientation, and gender identity), religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender.

Community Health Plan of Imperial Valley:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Community Health Plan of Imperial Valley (CHPIV) at 1-833-236-4141 (TTY: 711), 24 hours a day, 7 days a week.

Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:
Community Health Plan of Imperial Valley (CHPIV)
Health Equity Department
P.O. Box 9103
Van Nuys, CA 91410-9103
1-833-236-4141 (TTY: 711)

HOW TO FILE A GRIEVANCE

If you believe that Community Health Plan of Imperial Valley has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, or sex (including pregnancy, sexual orientation, and gender identity), mental disability, physical disability, religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender you can file a grievance with CHPIV 1557 Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CHPIV 1557 Coordinator between 8:00 am and 8:00 pm (EST), Monday through Friday by calling 1-855-577-8234 (TTY: 711).
- In writing: Fill out a complaint form or write a letter and send it to:
 - 1557 Coordinator, PO Box 31384, Tampa, FL 33631
- In person: Visit your doctor's office or CHPIV and say you want to file a grievance.
- Electronically: Visit CHPIV's website at <https://chpiv.org>.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

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 (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter 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.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis 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: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/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, D.C. 20201

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

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

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English

If you, or someone you are helping, need language services, call 1-833-236-4141 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. These services are at no cost to you.

Arabic

إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى الخدمات اللغوية، فاتصل بالرقم (TTY: 711) 1-833-236-4141 تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة برايل وبطباعة كبيرة. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

Armenian

Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք 1-833-236-4141 (TTY: 711): Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ փաստաթղթեր բրայլով կամ խոշոր տպագրությամբ: Այս ծառայությունները ձեզ համար անվճար են:

Cambodian

ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខ 1-833-236-4141 (TTY: 711)។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់អ្នកដែលពិការ ដូចជាឯកសារជាអក្សរធំ ឬជាអក្សរខ្នាតធំក៏មានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះត្រូវបានផ្តល់ជូនអ្នកដោយមិនគិតថ្លៃ។

Chinese (Simplified)

如果您或者您正在帮助的人需要语言服务，请致电 1-833-236-4141 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如盲文和大字版文档。这些服务免费为您提供。

Chinese (Traditional)

如果您或您正在幫助的其他人需要語言服務，請致電 1-833-236-4141 (TTY: 711)。另外，還為殘疾人士提供輔助和服務，例如盲文和大字版文件。這些服務對您免費提供。

Farsi

اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره 1-833-236-4141 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با خط بریل و چاپ درشت نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

Hindi

यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो कॉल करें 1-833-236-4141 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे 'ब्रेल' लिपि और बड़े प्रिंट में 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 1-833-236-4141 (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 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、1-833-236-4141 (TTY: 711)。までお問い合わせください。障がいをお持ちの方のために、点字や大活字の文書などの補助・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 1-833-236-4141 (TTY: 711) 번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 점자 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

Laotian

ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທ 1-833-236-4141 (TTY: 711) ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານເປັນຕົວອັກສອນນູນ ແລະ ພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໃດໜຶ່ງໄດ້ເສຍຄ່າໃດໆ.

Mien

Beiv hngv meih ganh a'fai meih tengx ga'hlen mienh, se gorngv qiemx zuqc longc tengx porv waac bun muangx, mborqv finx lorz 1-833-236-4141 (TTY: 711). Mbenc duqv maaih jaa-dorngx aengx caux gong tengx waaic fangx mienh, beiv zoux sou benx nzangc-pokc bun hluc aengx caux domh nzangc. Naaiv deix gong-bou jauv-louc mv zuqc heuc meih ndortv nyaanh cingv.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-833-236-4141 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian

Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните по телефону 1-833-236-4141 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы, выполненные шрифтом Брайля или крупным шрифтом. Эти услуги предоставляются бесплатно.

Spanish

Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al 1-833-236-4141 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en braille y en letra grande. 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 1-833-236-4141 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng mga dokumentong nasa braille at mga malaking print. Wala kang babayaran para sa mga serbisyong ito.

Thai

หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทร 1-833-236-4141 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้ทุพพลภาพ เช่น เอกสารในรูปแบบอักษรเบรลล์และตัวพิมพ์ขนาดใหญ่ บริการเหล่านี้ ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian

Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на номер 1-833-236-4141 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи шрифтом Брайля 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 1-833-236-4141 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và bản in khổ lớn. Quý vị được nhận các dịch vụ này miễn phí.

For more information about ECM, contact

Community Health Plan of Imperial Valley at 1-833-236-4141, (TTY: 711),
24 hours a day, 7 days a week

Community Health Plan of Imperial Valley
512 W Aten Rd.
Imperial, CA 92251