New Benefit for Medi-Cal Members
You may be eligible for Enhanced Care Management (ECM)

What is ECM?

➢ ECM is a no-cost benefit that gives an extra layer of support to help you get the care you need to thrive.

➢ You will be provided a lead care manager who will work with your doctors, specialists, pharmacists, and others to help get your needs met.

➢ Joining ECM is a choice. You can leave the program at any time and keep your Medi-Cal benefits.

➢ To get ECM, you need to meet at least one of the criteria listed on the next page.

What services does ECM offer?

Connect you to doctors and make appointments

Set up rides to doctor's visits

Help you better understand your medications

Get care after you leave the hospital

Plan for your physical, mental, and dental needs

Connect you to more services like food and housing

blue california
Promise Health Plan

Community HealthGroup

KAISER PERMANENTE.

MOLINA HEALTHCARE

Healthy San Diego

Ask your Medi-Cal health plan or doctor about ECM
See the other side for more details

COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

Updated on 9/10/2024

Members must be enrolled in a Medi-Cal Health Plan and meet one or more of the following:

- Do not have a safe place to live or are experiencing homelessness

- Visited the emergency room or hospital five or more times (adults) or three or more times (youth 21 years and under) in the last six months

- Have a mental health, behavioral and/ or substance use disorder

- Are an adult (21 years or older) who is at risk of entering a nursing home or facility

- Are an adult living in a nursing home or facility, and want to move back to the community

- Signed up for California Children's Services program and need more support

- Have been in foster care (up to 26 years old)

- Transitioned out of jail, prison, or youth detention facility in the past year and have a health condition

- Are pregnant or had a baby in the last year and are American Indian, Alaskan Native, Black, or Pacific Islander

Members can get ECM for up to 12 months, or longer depending on needs.

Call your Medi-Cal Health Plan to find out if you qualify for ECM and to sign up!

San Diego County Medi-Cal Health Plans	Member Services Phone Number
Blue Shield Promise	1-855-699-5557
Community Health Group	1-800-224-7766
Kaiser Permanente	1-800-464-4000
Molina	1-888-665-4621

Don't have Medi-Cal? Call 866-262-9881 to learn if you are eligible and apply