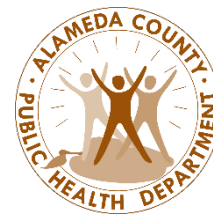


CCS Enhanced Care Management (ECM) Fact Sheet



What is ECM?

ECM stands for **Enhanced Care Management**. It is a new benefit that is a part of Medi-Cal for Alameda Alliance members. Eligible CCS clients can get this benefit through Alameda County CCS or from other ECM providers. It is free for those who are approved. Each eligible client will have a **Lead Care Manager**. The Lead Care Manager partners with clients and families to help with life and health needs. ECM does not replace CCS services. It offers extra services to help CCS children, youth and their families. **ECM can help CCS clients with these things and more:**

- Finding doctors, in-home care, dental care and mental health support
- Connecting to community resources
- Making appointments and talking to providers

Who can get ECM?

CCS clients who are Alameda Alliance members AND who have other concerns that affect their health. The client or family may be dealing with:

- Lack of stable housing
- Food needs
- Mental health issues or substance use
- Hospital visits
- Lack of stable in-home care support



How to get ECM

- Anyone can refer a CCS client for ECM.
- Clients can ask for ECM by calling the Alameda Alliance Case Management Department at 510-747-4512.
- Providers can refer by filling out an ECM Approval Request form, found at this web site: acphd.org/ccs/ecm. Send the form to Alameda Alliance via fax (1-510-995-3725) or email (ECM@alamedaalliance.org). Call the CCS ECM Help Line (510-208-1030) for help filling out the form.
- Whether approved (authorized) or denied, Alameda Alliance will inform the client. If the client is approved, CCS or another ECM provider will call them.

How ECM works

The Lead Care Manager meets with clients in a place the client chooses or by phone or video. Family members, caregivers and support people can join them. The Lead Care Manager listens to the client's needs and goals. Together they make a care plan to get their needs met. The Lead Care Manager works with clients to meet the goals in the plan. They also talk with the CCS Nurse Care Manager and other providers to help clients get the care they need.

Who can answer questions about ECM?

CCS ECM staff can answer any questions about ECM from clients, supporters and providers. Please call 510-208-1030. You can also visit the CCS web site to learn more: acphd.org/ccs/ecm.