

CCS Enhanced Care Management (ECM) Fact Sheet

What is ECM?

- ECM is a new benefit for clients with Medi-Cal.
- ECM is free.
- ECM offers extra support beyond what CCS covers.
- Each eligible client will have a Lead Care Manager.
- Lead Care Managers partner with clients and families to help with life and health needs. They also talk with CCS Nurses and other providers to help clients get the care they need.



To learn more, call the Alameda County CCS ECM Helpline: 510-208-1030 or email CCSECM@acgov.org.

Who can get ECM?

CCS clients who are Alameda Alliance or Kaiser Medi-Cal members AND who have other concerns that affect their health, such as:

- No housing
- Food needs
- Mental health issues or substance use
- Hospital visits



How can clients apply for ECM?

- Clients must get approved for ECM by their Medi-Cal plan (Alameda Alliance or Kaiser).
- Alameda Alliance members can ask for ECM by calling the Alameda Alliance Case Management Department at 510-747-4512.
- Kaiser members can ask for ECM by calling 1-833-721-6012 (TTY 711).
- Visit the CCS ECM web page for links to referral forms: <https://acphd.org/ccs/ecm/>.

Call the Alameda County CCS ECM Help Line (510-208-1030) to get help applying for ECM.

How does Alameda County CCS help with ECM?

- CCS provides ECM services for clients who are approved by Alameda Alliance. Clients can also select another ECM provider who works with Alameda Alliance.
- CCS staff can help Kaiser members apply to Kaiser ECM.