

Would you like help managing your health?



Enhanced Care Management is a benefit that helps you manage your health. It connects you to resources like housing and in-home care services.

What is Enhanced Care Management?

Enhanced Care Management is a new Medi-Cal benefit for members with complex medical and social needs.

Managing your physical, mental, and social needs can be overwhelming. Enhanced Care Management provides free services to help improve your health.

Enhanced Care Management helps coordinate between:

- Primary care
- Acute care
- Behavioral Health
- Developmental Health
- Oral Health
- Community-based long-term services and supports
- Referrals to community resources



A Lead Care Manager can give you more information about ECM if you qualify. They can also help you enroll in the program.

What is a Lead Care Manager?

The lead care manager will coordinate with people you choose like your:

- Personal support system
- Doctors and specialists
- Pharmacists and nutritionists
- Case managers
- Social services providers
- Caregivers

Coordination with others will require your permission.

This is so your lead care manager can share information about your conditions with others taking care of you.

They will make sure everyone works together to get you the care you need.

Your lead care manager helps you:

1. Stay aware and active in your health care.
2. Make a plan to meet your health goals.
3. Update your doctors about the services you get, your needs, and your wishes.
4. Help you learn how to take care of your health issues better.
5. Move safely from one care setting to another. (Ex: Hospital to Nursing Home)
6. Work with your support team, so they know how to help you.
7. Connect with services that can help with food, housing, job training, childcare, and more.

Enhanced Care Management provides extra services to help improve your health at no cost to you.

At any time during your enrollment in the Enhanced Care Management program you can request to:

- Stop receiving services.
- Change your lead care manager.
- Switch Enhanced Care Management providers.

To find out if you qualify, to change your lead care manager, or to unenroll.

You can either speak directly to your lead care manager or contact our Member Services Department at 1-877-814-1861 [TTY/TDD 1-833-556-2560], Monday – Friday, 8 a.m. to 5 p.m.

4050 Calle Real, Santa Barbara, CA 93110

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**To learn more about
Enhanced Care
Management,
please visit our website or
you can scan the QR code
with your smart phone:**



www.cencalhealth.org/calaim

