



CalAIM and Enhanced Care Management for Children and Youth...

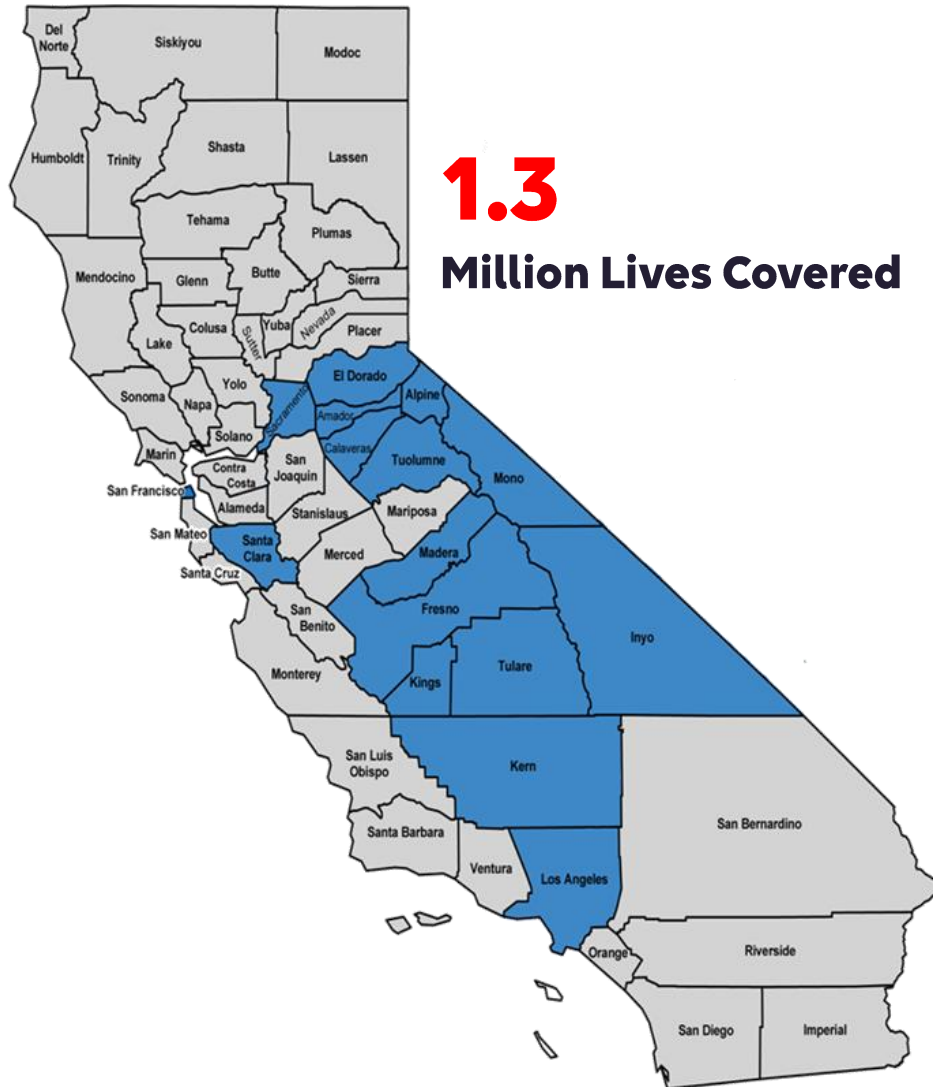
and for Aging Adults

*Blue Cross of California
Partnership Plan, Inc.*

Anthem. 

Anthem

California Medi-Cal Service Commitments | 2024



Service Areas

- Alpine
- Amador
- Calaveras
- El Dorado
- Fresno
- Inyo
- Kern
- Kings
- Los Angeles
- Madera
- Mono
- Sacramento
- San Francisco
- Santa Clara
- Tulare
- Tuolumne

Network Access

- 5,238 PCPS
- 46,391 Specialists
- 422 FQHC/RHC/IHCs/ Safety Nets
- 145 Hospitals
- 699 CBAS / LTC

New Populations & Benefits

- Dually Eligible Special Needs Plans (D-SNP)
- Intermediate Care Facilities and Developmentally Disabled (ICF/DD)
- Justice Involved
- Undocumented Immigrants (ages 26-49)
- Dyadic Care, CHW, Doula, Street Medicine

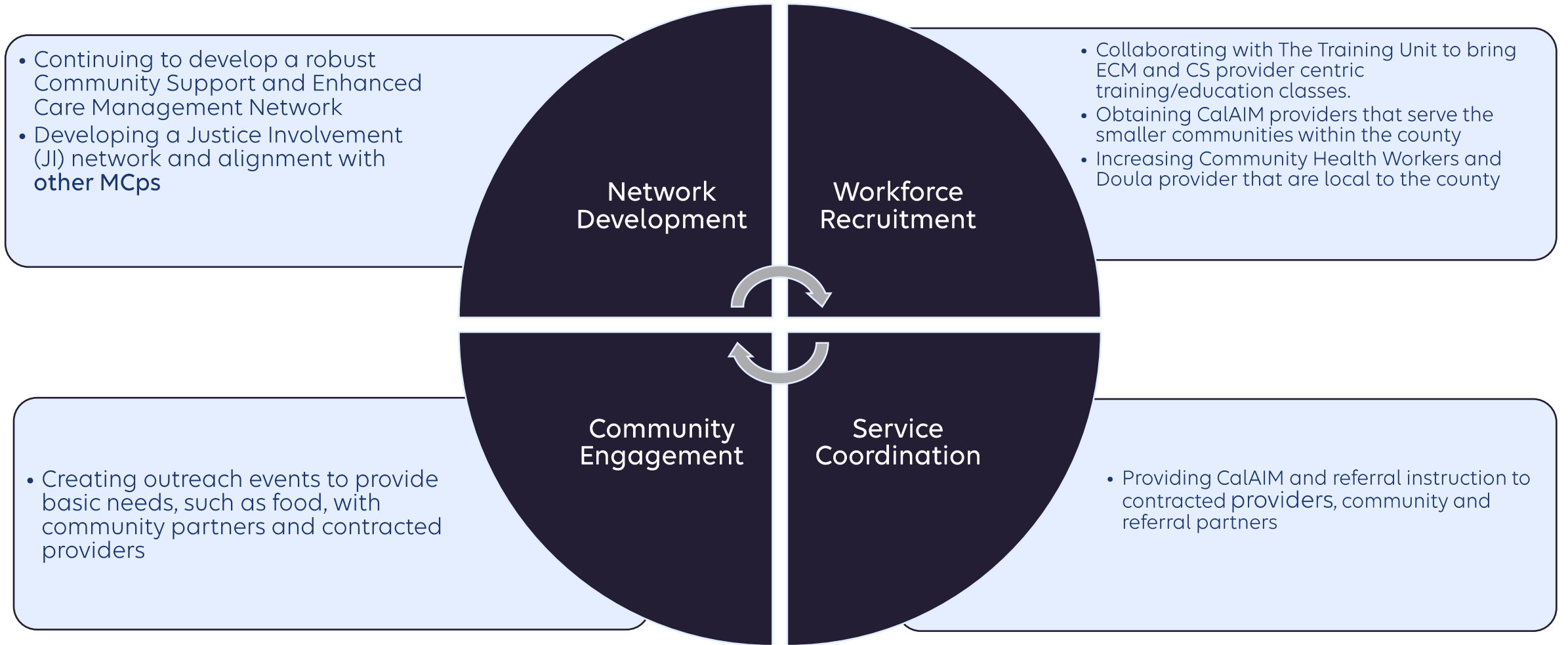
Benefits

- ❑ **Expanded telehealth options** with your doctors, or virtual care when your doctor is not available through LiveHealth Online
- ❑ **Sydney Health mobile app** The SydneySM Health mobile app gives you 24/7 access to your benefits, claims information, and ID cards. Plus, you can use it to find doctors, set up virtual care visits, track your health, and receive important information about your plan.
- ❑ **Connecting members with essential resources** such as housing, food, jobs, education, legal aid, and more through FindHelp
- ❑ **Doula services** are provided for individuals during and following pregnancy
- ❑ **Ride services** to and from doctor appointments and some non-medical trips
- ❑ **24/7 NurseLine - 1- 800-224-0336 (TTY 711)**
- ❑ **Interpreters and translation- Customer Care** (outside of LA) 1-800-407-4627 or (inside LA County) 1-88-285-7801
- ❑ **Health education classes and materials**
- ❑ **New Baby, New LifeSM** to support pregnant members and new moms
- ❑ **Care Management / Case Management** to support individuals with chronic conditions
- ❑ **Special Programs** – CalAIM ECM/CS

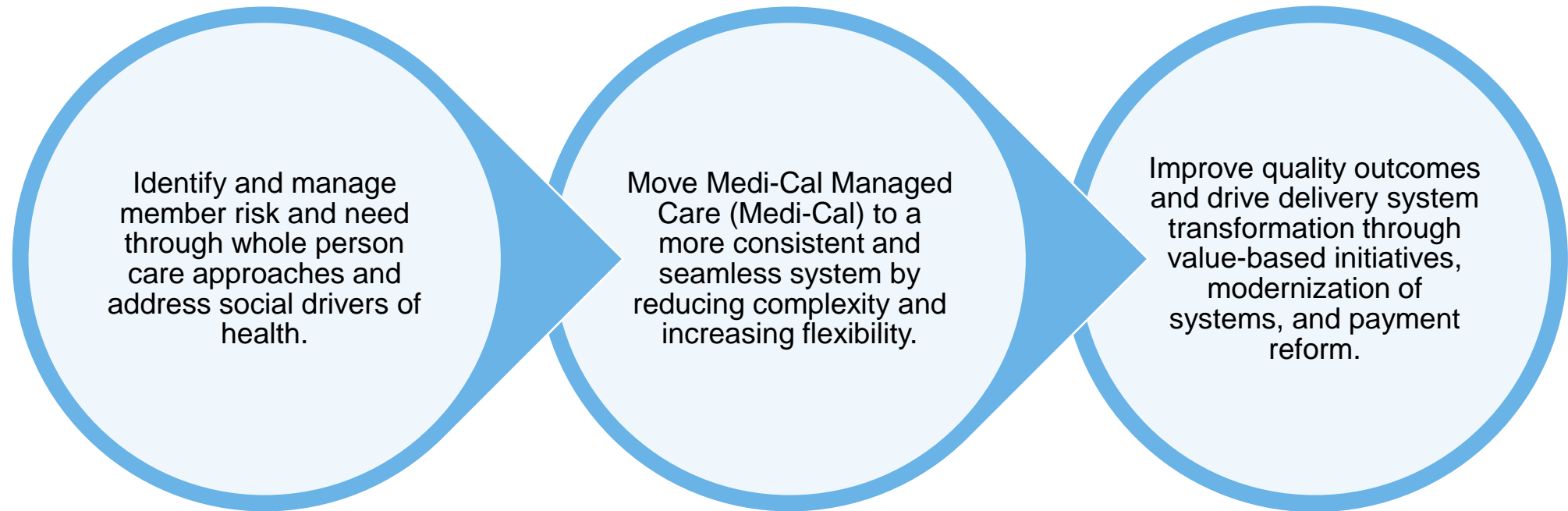
We understand total health is about more than just doctor visits.

We have specialized teams to support members' well-being from end to end.

Special Programs & Services | CalAIM

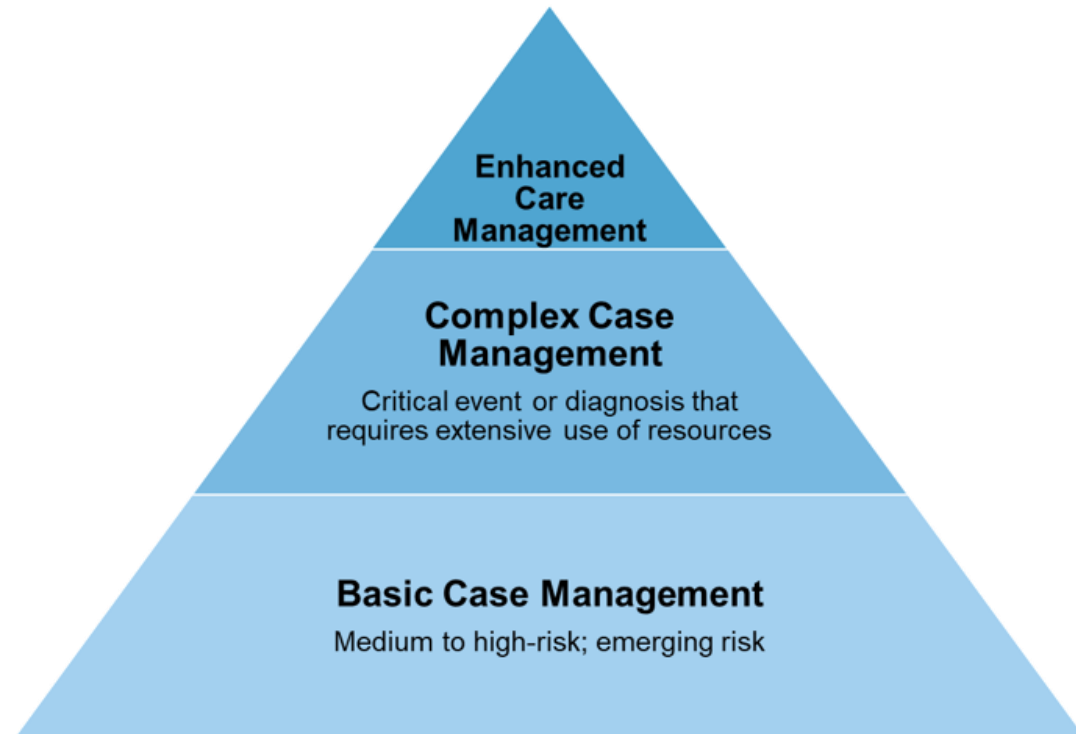


What is CalAIM?



What is Enhanced Care Management?

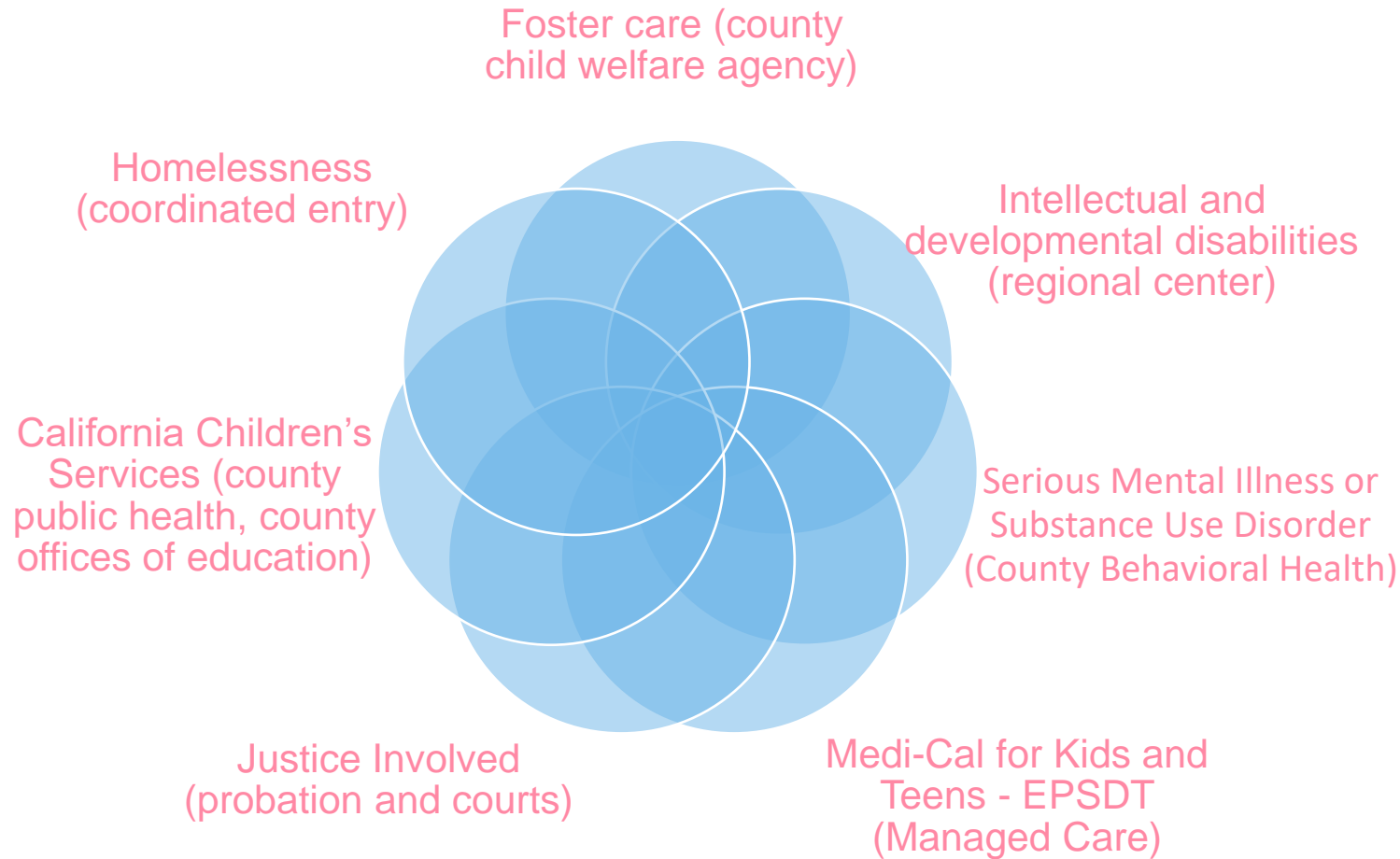
- Enhanced Care Management (ECM) provides a whole-person approach to care that addresses the clinical and non-clinical circumstances of a high-need Medi-Cal member. ECM is a collaborative approach to providing intensive and comprehensive care management services to individuals and families.
- 7 Core services
 1. Outreach/engagement
 2. Assessment and care planning
 3. Enhanced coordination
 4. Health promotion
 5. Transitional care services
 6. Member/family supports
 7. Community supports coordination



Who is eligible for ECM?

ECM Populations of Focus		Adults	Children & Youth
1a	Individuals Experiencing Homelessness: <i>Adults without Dependent Children/Youth Living with Them Experiencing Homelessness</i>	✓	
1b	Individuals Experiencing Homelessness: <i>Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness</i>	✓	✓
2	Individuals At Risk for Avoidable Hospital or ED Utilization (<i>Formerly "High Utilizers"</i>)	✓	✓
3	Individuals with Serious Mental Health and/or SUD Needs	✓	✓
4	Individuals Transitioning from Incarceration	✓	✓
5	Adults Living in the Community and At Risk for LTC Institutionalization	✓	
6	Adult Nursing Facility Residents Transitioning to the Community	✓	
7	Children and Youth Enrolled in CCS or CCS WCM with Additional Needs Beyond the CCS Condition		✓
8	Children and Youth Involved in Child Welfare		✓
9	Birth Equity Population of Focus	✓	✓

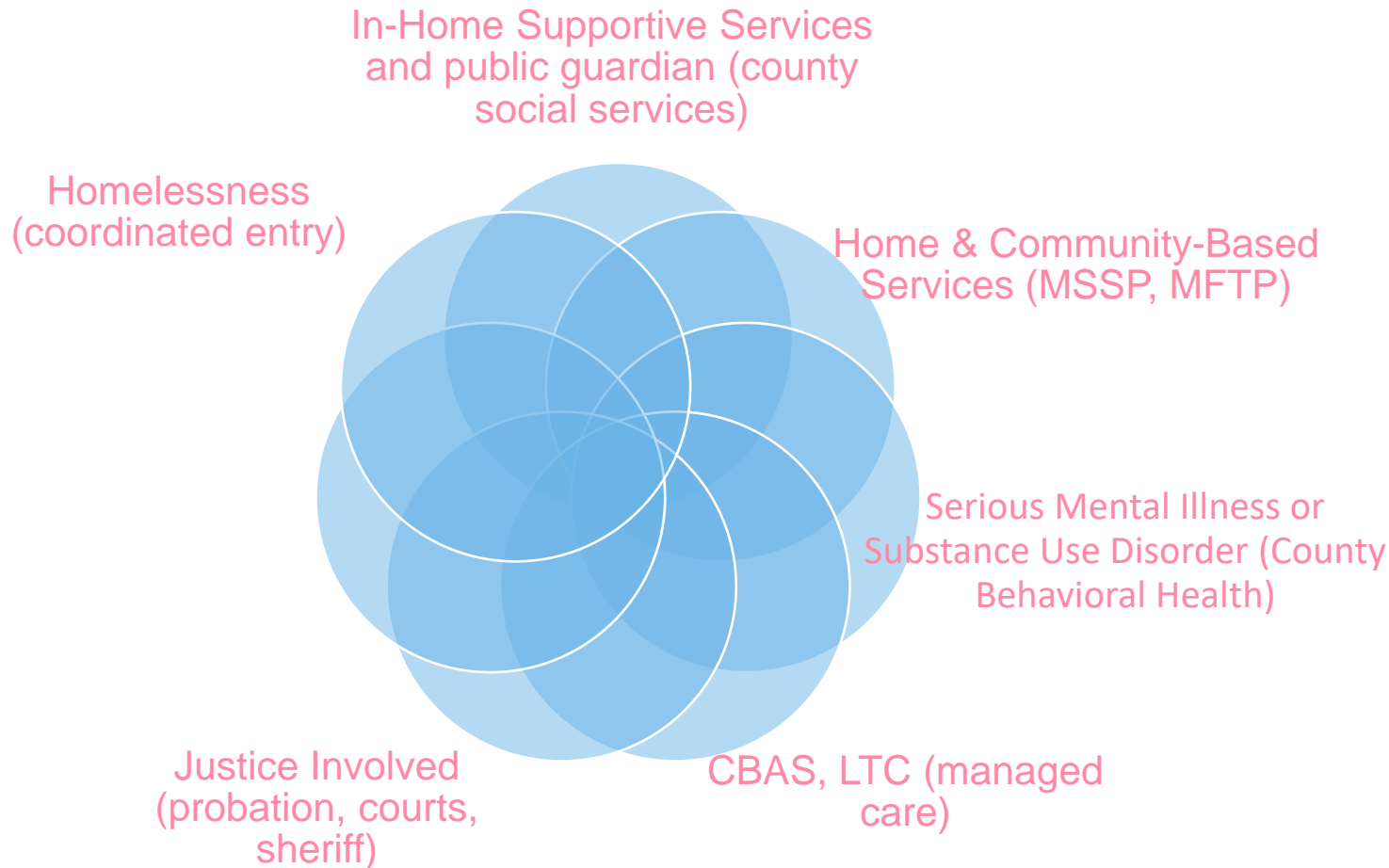
C/Y ECM coordinates care across multiple system of care



Vision

- ECM is a **single point of contact** across multiple programs.
- ECM **complements** existing programs.
- Child welfare providers (including county governments) can be **ECM providers** too.

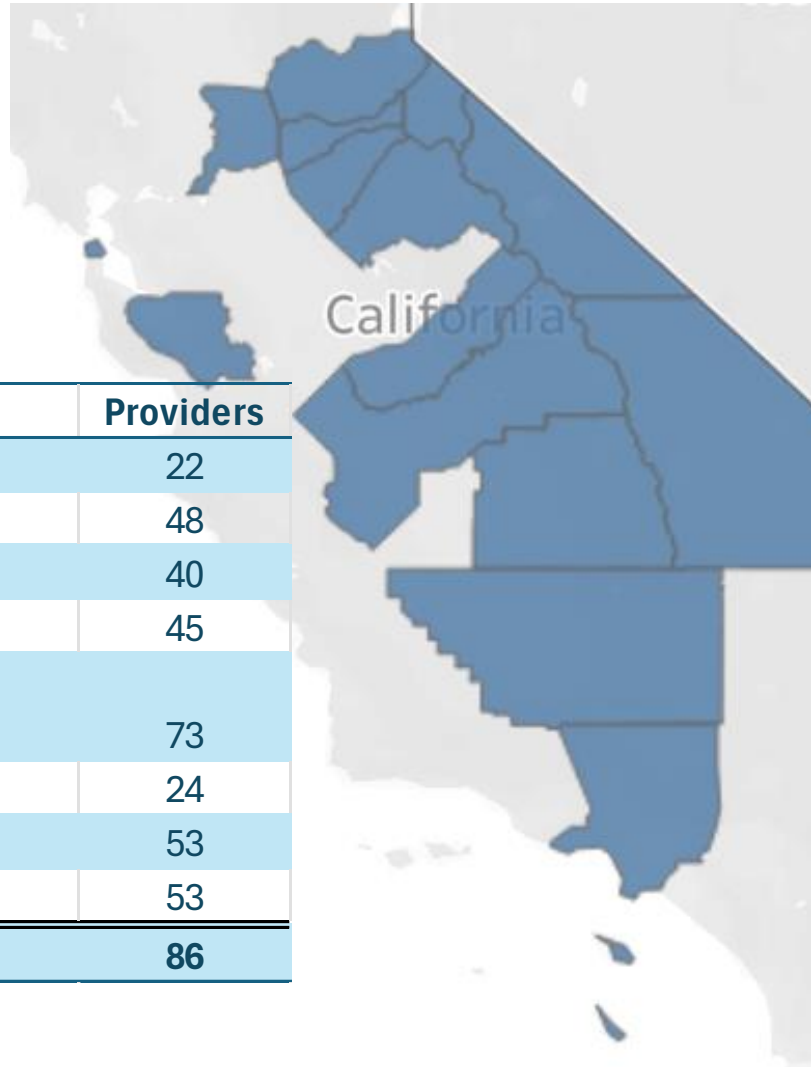
Adult ECM coordinates care across multiple system of care



Vision

- ECM is a **single point of contact** across multiple programs.
- ECM **complements** existing programs.
- Aging and adult services providers (including county governments) can **be ECM providers** too.

Child/Youth- ECM enrollment and provider figures

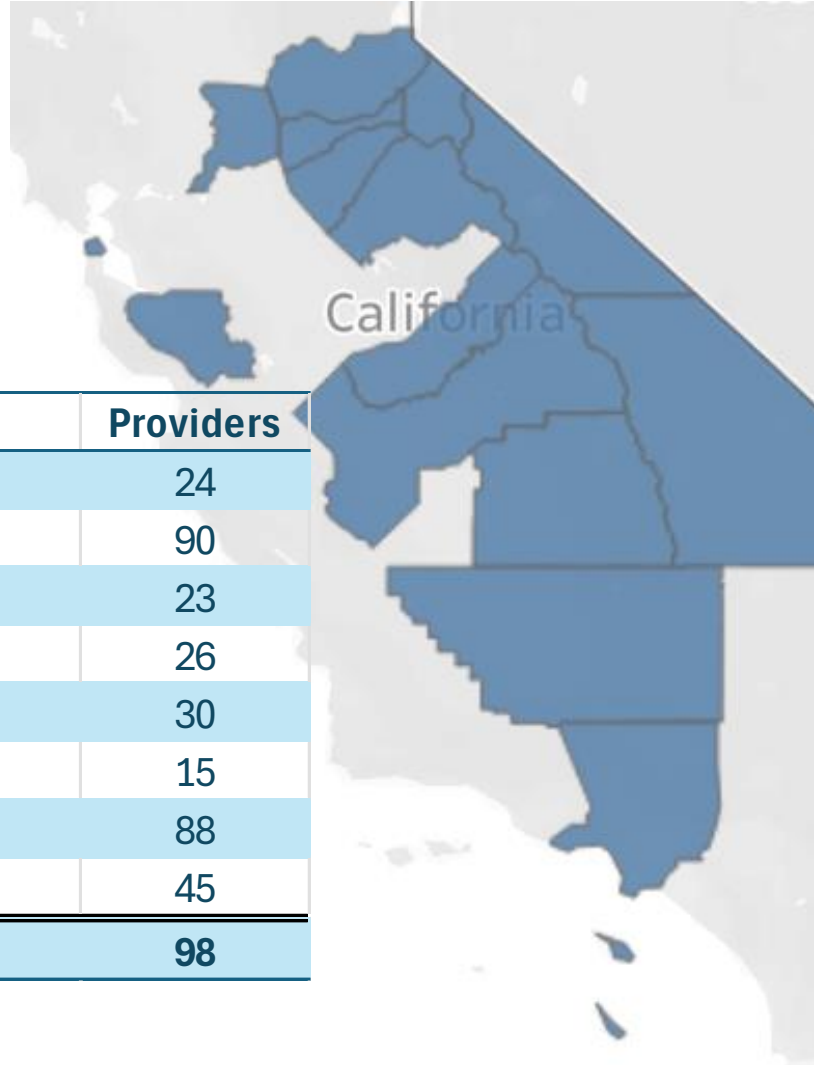


ECM Priority PoF (Child/Youth)	Enrolled	Providers
Birth Equity	71	22
Preventable Hospital	710	48
CCS	57	40
Child Welfare	54	45
Homelessness (Families + unaccompanied)	330	73
IDD	213	24
SMI/SUD	214	53
JJ	0	53
Total Unique	1649	86

Anthem counties	Child Welfare PoF providers
Alpine	2
Amador	5
Calaveras	3
El Dorado	4
Fresno	10
Inyo	2
Kern	9
Kings	9
Los Angeles	23
Madera	8
Mono	2
Sacramento	9
San Francisco	7
Santa Clara	6
Tulare	10
Tuolumne	4

Updated: July 2024

Adult-ECM enrollment and provider figures



ECM Priority PoF (Adult)	Enrolled	Providers
Birth Equity	64	24
Preventable Hospital	1624	90
Nursing Facility Transition	58	23
At Risk of LTC	317	26
Homelessness	1609	30
IDD	57	15
SMI/SUD	4179	88
JJ	40	45
Total Unique	7948	98

Anthem counties	Child Welfare PoF providers
Alpine	2
Amador	4
Calaveras	4
El Dorado	6
Fresno	19
Inyo	3
Kern	3
Kings	17
Los Angeles	55
Madera	12
Mono	3
Sacramento	22
San Francisco	11
Santa Clara	17
Tulare	19
Tuolumne	5

Updated: July 2024

ECM Referrals - No Wrong Door

- Call Customer Care
 - M-F 7a – 7p. 800-407-4627 (TTY 711)
 - Los Angeles: 888-285-7801 (TTY 711)
- Send a referral form
- Submit via provider portal (providers only)
- Reach out to a local ECM provider

Referral form

- 1) Select populations of focus
- 2) Complete Exclusionary Screening Checklist
- 3) Add referral source and member information
- 4) Fax (877-734-1854) or email (calaimreferrals@anthem.com) the referral.

[ECM Referral Form Link](#)

What are Community Supports?

- Community Supports (CS) are services that, at the option of a managed care plan and a member, can substitute for covered Medi-Cal services as cost-effective alternatives. The Department of Health Care Services (DHCS) has approved 14 CS services for individuals with complex physical behavior, and developmental, and social needs.
- Anthem Blue Cross (Anthem) offers all 14 CS services!

Housing/homelessness (four services):

- Housing transition navigation services
- Housing deposits
- Housing tenancy and sustaining
- Day habilitation

Facilities (three services):

- Short-term post-hospitalization housing
- Recuperative care (medical respite)
- Sobering center

In-home supports (two services):

- Respite services (can also be provided in a facility setting)
- Personal care and homemaker services

Nursing homes linked (two services):

- Nursing facility (NF) transition/diversion to assisted living facilities
- Community transition services/NF transition to a home

Construction (two services):

- Environmental accessibility adaptations (home modifications)
- Asthma remediation

Meals (one service):

- Meals/medically tailored meals

Other complementary CalAIM Programs



Community Health Worker

- Effective July 1, 2022
- Preventive service
- Health education & health navigation



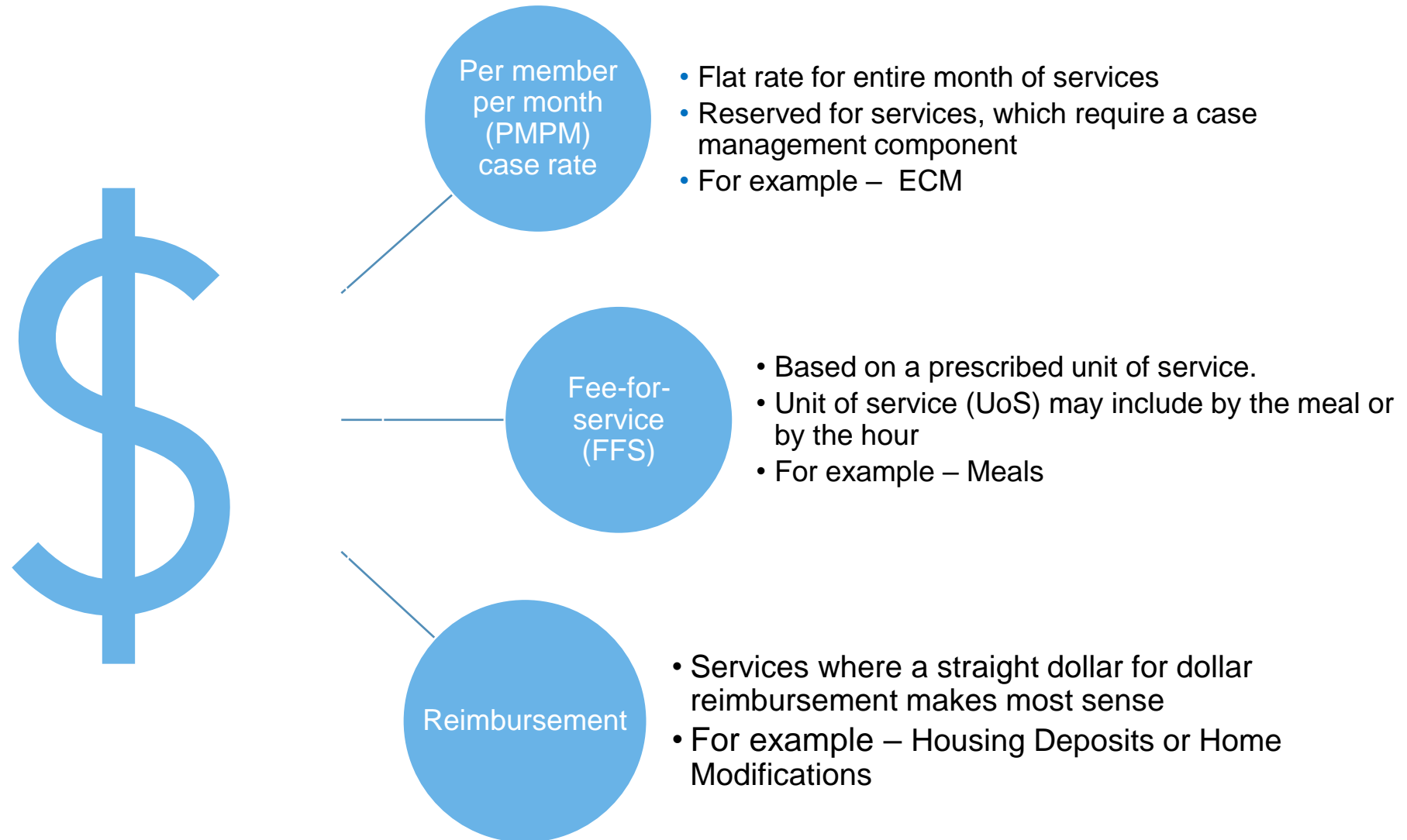
Doula Services

- Effective January 1, 2023
- Prevent perinatal complications
- Support during & after pregnancy

Contracting process

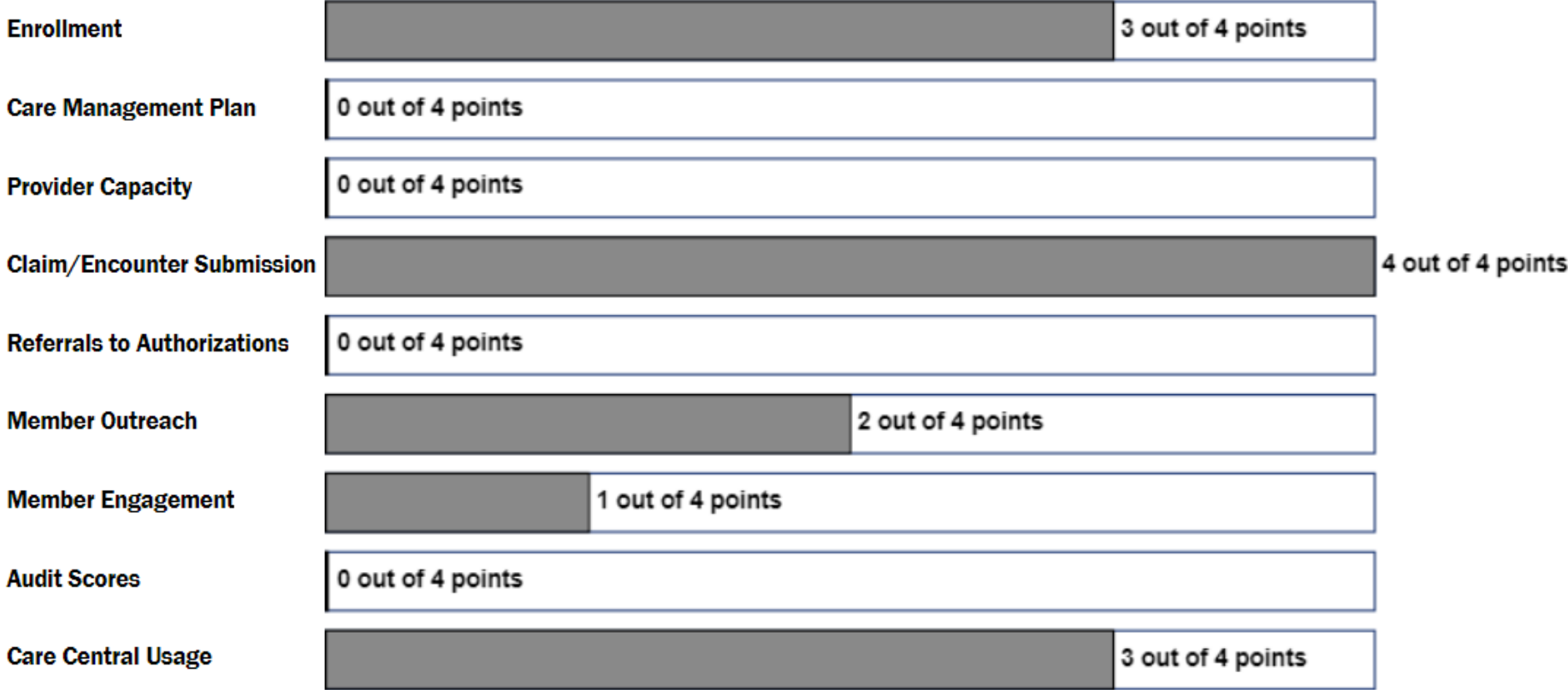
Step	Timeframes
Submit <i>Letter of Interest (LOI)</i>	Anytime
Complete and submit certification tool	1 month
Review certification tool and conduct gap analysis	1 to 2 months
Contracting (including credentialing)	60 to 90 days*
Total time	4 to 6 months

Payment



Value-based performance

Points by Metrics



[Download PDF](#)

Resources

- ECM Policy Guide — [ECM-Policy-Guide.pdf \(ca.gov\)](#)
- Community Supports Policy Guide — [DHCS-Community-Supports-Policy-Guide.pdf \(ca.gov\)](#) DHCS
- ECM/CS webpage - [Enhanced Care Management & Community Supports](#)
- Doula - [Doula Services \(ca.gov\)](#)
- Community Health Workers [Community Health Workers \(ca.gov\)](#)



Contact Information

Special Programs Team

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County Account Management Team

- Janet Paine, Director, Program Mangement,
janet.paine@anthem.com
- Jared Martin, Program Manager,
Jared.martin@anthem.com

Member website: anthem.com/ca/medi-cal

Eligibility and benefits
info: chooseanthem.com/ca

Community Resource Link:
anthembc.auntbertha.com

Customer Care Center:

800-407-4627 (TTY 711) outside L.A. County

888-285-7801 (TTY 711) inside L.A. County toll free

CARE team: [800-227-3238](tel:800-227-3238)

For questions, help enrolling, and accessing
benefits



<https://providers.anthem.com/ca>

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