

# Enhanced Care Management

Get the Care You Need



## Enhanced Care Management (ECM)

### Extra Care When You Need It

We understand that certain health conditions like diabetes, hypertension, behavioral health concerns or substance use disorder can be hard to manage. ECM offers extra services to help you get the care you need to stay healthy. These services have no cost, and you can join or stop at any time.

### Who Is Eligible?

ECM may be for IEHP members of any age who:

- Are homeless with complex health or behavioral health needs
- Have frequent hospital admissions, short-term skilled nursing facility stays or emergency room visits
- Have a serious mental illness or substance use disorder with complex social needs
- Are at risk for institutional long-term care
- Are nursing facility residents who want to transition into the community
- Are transitioning from incarceration with complex health or mental health needs, substance use disorder, brain injury or HIV
- Have complex physical, behavioral or developmental health needs
- Are currently pregnant or within 12 months after giving birth

Please call us for eligibility as it can change or expand.



### How Your Care Team Helps You

Your care team helps you set up no-cost services like primary care, mental health, community-based long-term services and supports, developmental health, oral health and social services. They can support you by phone or in person and may even go to your location.

### Who Is On Your Care Team

Your ECM Provider will identify one of the following roles as your ECM Lead Care Manager. You may change this at any time.

- Nurse care manager
- Behavioral health care manager
- Care coordinator
- Community health worker

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### What ECM Includes

ECM does not change any of your benefits. You keep your providers and get help to:

- Find doctors and get appointments for all health needs
- Improve your health by working with you and your doctor on your care plan
- Arrange transportation to doctor visits
- Get follow-up services after you leave the hospital
- Manage your medicines
- Connect to local resources such as food or other social services

*If you choose to participate in ECM, your information may only be used or shared by us for treatment, payment and health care operations.*



To join ECM, please call  
Member Services at  
**1-800-440-4347**

Monday-Friday, 7am-7pm, and  
Saturday-Sunday, 8am-5pm.

**TTY users should call  
1-800-718-4347**



**IEHP**

Inland Empire Health Plan

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