

# *Strengthening Care Coordination for Child Welfare Medi-Cal Managed Care Plan Members*

**Child Welfare Policy Roundtable**  
September 2024

# Agenda

- Enhanced Care Management (ECM)
- 2024 Medi-Cal Managed Care Plan (MCP) Child Welfare Liaison
- Collaboration with California Department of Social Services (CDSS)

# Enhanced Care Management



# What Is Enhanced Care Management (ECM)?

ECM is a statewide Medi-Cal Managed Care Plan (MCP) benefit to support comprehensive care management for Members with complex needs.

- » ECM is the **highest tier of care management** for Medi-Cal MCP Members.
- » DHCS' vision for ECM is to **coordinate all care for eligible Members**, including **across the physical, behavioral, and dental health delivery systems**.
- » ECM is interdisciplinary, high-touch, person-centered, and **provided primarily through in-person interactions** with Members where they live, seek care, or prefer to access services.

## Medi-Cal MCP Care Management Continuum










ECM

**Complex Care Management**  
*For MCP Members with higher- and medium-rising risk*

**Basic Population Health Management**  
*For all MCP Members*

**Transitional Care Services**  
*For all MCP Members transitioning between care settings*

# ECM Populations of Focus (POF)

ECM Population of Focus	Adults	Children & Youth
 <b>1</b> Individuals Experiencing Homelessness	✓	✓
 <b>2</b> Individuals At Risk for Avoidable Hospital or ED Utilization (formerly called "High Utilizers")	✓	✓
 <b>3</b> Individuals with Serious Mental Health and/or Substance Use Disorder Needs	✓	✓
 <b>4</b> Individuals Transitioning from Incarceration <i>New in January 2024</i>	✓	✓
 <b>5</b> Adults Living in the Community and At Risk for LTC Institutionalization	✓	
 <b>6</b> Adult Nursing Facility Residents Transitioning to the Community	✓	
 <b>7</b> Children and Youth Enrolled in California Children's Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition		✓
 <b>8</b> Children and Youth Involved in Child Welfare		✓
 <b>9</b> Birth Equity Population of Focus <i>New in January 2024</i>	✓	✓

ECM has been available for adults with intellectual or developmental disabilities (I/DD) and pregnant and postpartum individuals from the launch of ECM if they meet the eligibility criteria for any existing Population of Focus. In July 2023, children and youth with I/DD or who are pregnant/postpartum became eligible for ECM if they meet the eligibility criteria for any existing Population of Focus.

# What Are the ECM Core Services?

Members in ECM receive seven core services based on their needs, tailored to their POF and their individual needs.



**Outreach and Engagement**



**Comprehensive Assessment and Care Management Plan**



**Enhanced Coordination of Care**



**Coordination of and Referral to Community and Social Support Services**



**Member and Family Supports**



**Health Promotion**



**Comprehensive Transitional Care**

# Released: Spotlight on ECM for Children and Youth



DHCS is excited to release the **Enhanced Care Management (ECM) for Children and Youth Populations of Focus Spotlight**.

- ✓ Lifts up key DHCS policies and resources on serving Children and Youth in ECM.
- ✓ Contains Member vignettes that illustrated how to implement ECM for the Children and Youth Populations of Focus:

**Teen in foster care also receiving Intensive Care Coordination**

**Child with cerebral palsy enrolled in CA Children's Services**

- ✓ Explains how Community Supports can be integrated to best serve children and youth along with their families and caregivers.

This is the first in a **series of Spotlights** DHCS plans to release to provide more detail on how Providers can deliver ECM models tailored to meet the needs of different Populations of Focus.



## ENHANCED CARE MANAGEMENT FOR CHILDREN AND YOUTH

A POPULATIONS OF FOCUS SPOTLIGHT

This Enhanced Care Management Populations of Focus Spotlight illustrates how ECM is delivered for children and youth, as a way to support young Californians with varied and unique needs, their caregivers and families, and the providers who care for them. It is intended to help future ECM Providers get started and current ECM Providers refine their ECM program for Medi-Cal managed care plan Members across the state.

Enhanced Care Management (ECM) is a Medi-Cal managed care plan (MCP) benefit available in all California counties to support comprehensive care management for MCP Members with complex needs. It launched in 2022, is the highest MCP-administered care management tier in the Medi-Cal Population Health Management continuum, and is delivered in the community by community-based providers.



From July 1, 2023, forward, ECM is available to children and youth with the highest social and clinical risk enrolled in Medi-Cal managed care plans. For these young Members, ECM is intended to identify and close gaps in needed services, as well as ensure closed loop care coordination occurs between a child's or youth's medical care, behavioral health care, and social services delivery systems. Because children and youth with complex needs are often already served by one or more case managers or other service providers within a fragmented delivery system, ECM offers coordination between systems. Instead of duplicating work already being done, ECM facilitates effective communication and timely and necessary data sharing to make sure that the child or youth and their caregivers' needs are being met with a whole person care approach.

In the following sections, readers will find ECM operational guidance for the Children and Youth Populations of Focus (POFs), vignettes showing how ECM might support two Medi-Cal Members, and extensive resources for assessing your organization's capacity to contract with managed care plans as an ECM provider.



**To learn more, please visit the ECM and Community Supports webpage.**

# Update from Enhanced Care Management

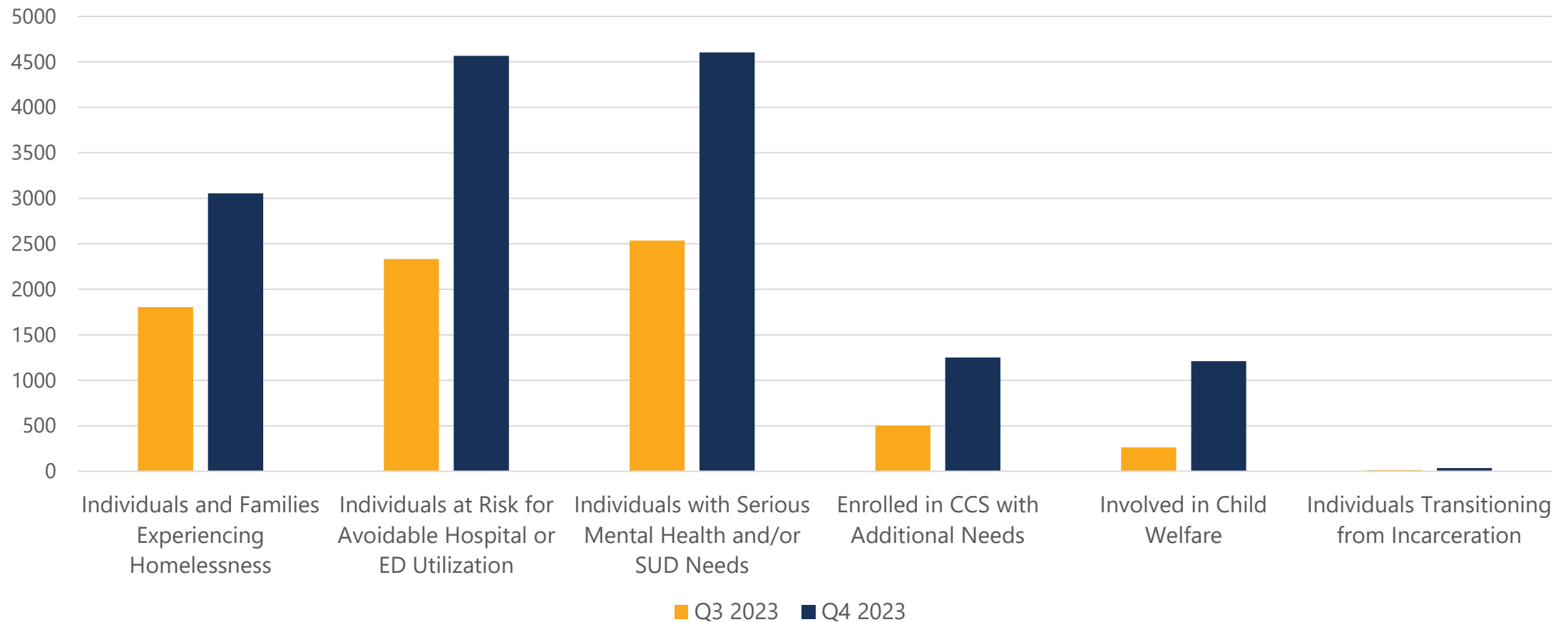
- » DHCS has released the [latest quarterly update](#) on [Enhanced Care Management](#) and [Community Supports](#) data, showing a significant increase in the use of these benefits and services by Medi-Cal members.
- » The number of members served by ECM quarter over quarter continues to rise; in Q4 2023, approximately 96,000 members received ECM, a 40 percent increase from Q4 2022.
- » **The number of members under age 21 nearly doubled in Q4 2023 from the previous quarter, from 6,400 to 12,000 members, many of whom were newly eligible for ECM in July 2023.**
- » More than 183,000 Medi-Cal members across the state received Enhanced Care Management in the first two years of the benefit.

**Enhanced Care Management** is a statewide Medi-Cal benefit available to members with complex needs who can receive comprehensive care management for all of their health and health-related care, including physical, mental, and dental care and social services.



# Significant Growth Between Q3 and Q4 2024

- » The number of members under age 21 nearly doubled in Q4 2023 from the previous quarter, from 6,400 to 12,000 members, many of whom were newly eligible for ECM in July 2023.



# **Medi-Cal Managed Care Plan Child Welfare Liaison and MOU Requirements**



# Managed Care Plan Child Welfare Liaison

The 2024 Managed Care Plan Contract requires all MCPs to designate an individual to serve as MCP Child Welfare Liaison (formerly referred to as the Foster Care Liaison).



**The vision for the MCP Child Welfare Liaison is to be the escalated point of contact at an MCP for staff such as local child welfare agencies and ECM providers working directly with children, youth, and families.**

- » DHCS has developed an All Plan Letter (APL), in partnership with California Department of Social Services and with stakeholder feedback, to provide additional guidance to MCPs about the roles and responsibilities of the MCP Child Welfare Liaison.
- » DHCS is currently finalizing the APL and it will be released soon.
- » The APL outlines the roles and responsibilities of the Liaison including ways they may support the staff that interact directly with Members.

# Managed Care Plan Child Welfare Liaison

- » The Liaison will serve as a point of contact at the MCP to identify and resolve escalated case specific, systematic and operational obstacles for accessing MCP services and assist staff that interact with Members, rather than assisting Members directly.
- » The Liaison provides assistance and resources to staff responsible for the Member's care coordination such as ECM Lead Care Managers, HCPCFC public health nurses, and California Wraparound care coordinators, among others.
- » The APL also includes information on ways the Liaison can enhance relationships locally, such as engaging with the local Interagency Leadership Team.

# Managed Care Plan Child Welfare Liaison

- » MCPs are expected to fulfill the role with adequate staffing to ensure effectiveness and their ability to serve children and youth involved in child welfare and the geographical landscape of the MCP's service area(s).
- » Liaison should have expertise, demonstrable experience or sufficient training in child welfare services and county behavioral health services, care coordination and assessment process and trauma informed care practices.
- » Several MCP Child Welfare Liaisons have reported several successes including increased collaboration and education among systems and teams, and positive impacts to Members and foster families by assisting to expedite needed services.

# Multiple Providers Caring for Child Welfare Population

- Child Welfare Services administered by 58 individual counties
- Resource (Foster) Parents
- Foster Family Agencies
- Primary Care Providers
- Behavioral Health Providers
- School-based Mental Health programs
- Short-Term Residential Therapeutic Programs
- CA Wraparound Providers
- Special Education Programs
- Health Care Program for Children in Foster Care (HCPCFC)
- Enhanced Care Management (ECM)
- And Others...

# DHCS and CDSS Working Together

- » Collaborating and partnering on one another's policy guidance, communication, and messaging
- » Cross-system training and education with Managed Care Plans (MCPs) and Child Welfare agencies about one another's system
- » Sharing stakeholder feedback with each other
- » Identifying system processes to be improved/streamlined to address barriers in access to care
- » Guidance is forthcoming for Child Welfare and Juvenile Probation Agencies regarding various roles

# Contact Us

- » ECM: [CaAIMECMILOS@dhcs.ca.gov](mailto:CaAIMECMILOS@dhcs.ca.gov)
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# Questions

