

MEDI-CAL TRANSFORMATION: CALIFORNIA ADVANCING AND INNOVATING MEDI-CAL (CALAIM)

County of San Diego
Health and Human Services Agency
Medical Care Services

11/22/25

OVERVIEW



- 1 in 3 San Diegans are receiving Medi-Cal
- 5% of the highest need Medi-Cal members account for over half of all Medi-Cal spending
- Enhanced Care Management (ECM) and Community Supports (CS) are new services available through Medi-Cal Transformation to support the health and wellbeing of Medi-Cal members with complex needs.
- How you can get involved:
 - Get the word out about ECM/CS
 - Help refer eligible members
 - Collaborate with the SDAIM team

WHO CAN RECEIVE ECM AND CS?



Have active Medi-Cal

and



**Who have a Medi-Cal
Managed Care Plan**

and



Meet the eligibility criteria

HOW TO SIGN UP



- ***Direct referral to the Medi-Cal Managed Care Plans**
- **Call your Medi-Cal Managed Care Plan**
- **Call or Refer to Neighborhood Networks**
- **Sign up through a Provider**

ENHANCED CARE MANAGEMENT



Enhanced Care Management (ECM) is a Medi-Cal managed care **benefit** that addresses clinical and social needs of the highest-need Medi-Cal members through intensive care management and coordination

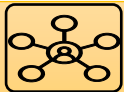
Members enrolled in ECM receive seven core services based on their individual needs:



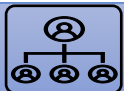
Outreach and Engagement



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

Examples of ECM services:

- Access to a single Lead Care Manager
- Coordination with doctors and care team
- Better understanding of medications
- Transportation to appointments
- Follow-up care after leaving the hospital
- Connection to more services like food and housing

Typically authorized for 12 months

ECM ELIGIBILITY



ECM Population of Focus		Adults	Children & Youth
1	Individuals Experiencing Homelessness	✓	✓
2	Individuals At Risk for Avoidable Hospital or ED Utilization	✓	✓
3	Individuals with Serious Mental Health and/or Substance Use Disorder 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 California Children's Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition		✓
8	Children and Youth Involved in Child Welfare		✓
9	Birth Equity Population of Focus	✓	✓

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 will also be eligible for ECM if they meet the eligibility criteria for any existing Population of Focus.

For more details, visit the [ECM Policy Guide](#)

ADDITIONAL ECM ELIGIBILITY CRITERIA



Members are NOT eligible for ECM if enrolled in:

- Fee for Service Medi-Cal
- Hospice
- D-SNP members who have both Medi-Cal and Medicare and assigned with the same Managed Care Plan
- Fully Integrated Dual Eligible Special Needs Plans (FIDE-SNPs)
- Program for All Inclusive Care for the Elderly (PACE)
- Residing in an Intermediate Care Facility (ICF) or subacute care facility



Members can SWITCH to ECM if enrolled in these 1915 waiver programs:

- Multipurpose Senior Services Program (MSSP)
- Assisted Living Waiver (ALW)
- Home and Community-Based Alternatives (HCBA) Waiver
- HIV/AIDS Waiver
- HCBS Waiver for Individuals with Developmental Disabilities (DD)
- Self-Determination Program for Individuals with I/DD



Members can SWITCH to ECM if enrolled in these other Managed Care Plan programs:

- Basic Case Management
- Complex Case Management
- California Community Transitions (CCT) Money Follows the Person (MFTP)

ECM REFERRAL FORMS



ECM referrals can be made by emailing a referral form to a member's Medi-Cal Managed Care Plan.



Managed Care Plans	Email	Member Services Phone Number
Universal Referral Forms: Children/Youth Adults		
Blue Shield Promise	Email: ECM@blueshieldca.com	1-855-699-5557
Community Health Group	Email: ecm-cs@chgsd.com	1-800-224-7766
Kaiser Permanente	Email: RegCareCoordCaseMgmt@KP.org	1-855-839-7613
Molina	Email: MHC_ECMReferrals@molinahealthcare.com	1-888-665-4621

COMMUNITY SUPPORTS



Community Supports (CS) are services that help address members' health-related social needs and help them live healthier lives.

- Extend beyond hospitals and health care settings into communities
- Medically appropriate and cost-effective substitute services to avoid higher level of care
- Available to a wide range of Medi-Cal members by community-based providers
- Members DO NOT need to be enrolled in ECM to access CS
- 14 CS services, each have their own eligibility criteria

For more information, visit the **Community Supports Policy Guides** ([Volume 1](#) & [Volume 2](#))



COMMUNITY SUPPORTS



Community Support Services	Example of Services
Housing Transition Navigation Services	Housing assessment, plan, and search for housing
Housing Deposits	Security deposits, first month utilities, set-up fees
Housing Tenancy and Sustaining Services	Advocacy and coaching to help maintain housing
Short-term Post-Hospitalization Housing	Interim housing for recuperation and recovery
Recuperative Care (Medical Respite)	Interim housing for short-term residential care
Day Habilitation Programs	Peer mentoring to improve socialization and adaptive skills
Respite Services	Episodic short-term caregiver
Assisted Living Facility Transitions	Wrap around services to assist with ADLs/IADLs
Community or Home Transition Services	Security deposit, housing navigation, home modifications
Personal Care and Homemaker Services	Caregiver to assist with ADLs/IADLs
Environmental Accessibility Adaptations (Home Modifications)	Ramps, grab-bars, stair lifts, roll-in shower
Medically Tailored Meals/Medically-Supportive Food	Home delivered meals based on dietary needs
Asthma Remediation	Air filters, HEPA vacuum, pest management, mold removal
Sobering Centers	Destination for people who are publicly intoxicated

For more information, visit the Community Supports Policy Guides ([Volume 1](#) & [Volume 2](#))

COMMUNITY SUPPORTS



Housing Transition Navigation Services

- Assistance with obtaining housing. This may include assistance with searching for housing or completing housing applications, as well as developing an individual housing support plan.

Housing Deposits

- Funding for one-time services necessary to establish a household, including security deposits, first month's utilities and set-up fees, and first and last month's rent.
- *Once per Lifetime limit of \$5,000; limited to members in Housing Transition Navigation Services*

Housing Tenancy & Sustaining Services

- Assistance with maintaining stable tenancy once housing is secured. This may include interventions for behaviors that may jeopardize housing, such as late rental payment and services, to develop financial literacy.
- *1x lifetime maximum, usually between 12 and 18 months*

COMMUNITY SUPPORTS



Short-term Post-Transition Housing

- Settings such as interim housing facilities, supportive housing providers, shelter beds where members who do not have a residence can continue receiving support for medical, psychiatric, or substance use disorder needs immediately after exiting an inpatient hospital, residential recovery facility, correctional facility, nursing facility or recuperative care facility.
- *Once per lifetime limit not to exceed duration of 6 months*

Recuperative Care (Medical Respite)

- Short-term residential care for members who no longer require hospitalization, but still need to recover from injury or illness.
- *No more than 6 months in a continuous duration per year*

Respite Services

- Short-term relief provided to caregivers of member's who require intermittent temporary supervision.
- *Service limit is up to 336 hours per calendar year*

Sobering Centers

- Alternative destinations for members who are found to be intoxicated and would otherwise be transported to an emergency department or jail.
- *Up to 24 hours*

COMMUNITY SUPPORTS



Nursing Facility Transition & Diversion to Assisted Living

- Assist individuals to live in the community and/or avoid institutionalization when possible. This includes assisting with assessing level of care needs, assisting in securing a facility residence (such as assisted living setting), completing facility admission applications, communicating with facility administration and coordinating the members move.

Community Transition Services/Nursing Facility Transition to Home

- Assist individuals to live in the community to avoid further institutionalization by assisting and securing housing, communicating with the landlord, and ensuring services are set up to help keep the member safe and their needs met. This includes arranging for home modifications and transportation to ongoing medical appointments.

Day Habilitation Programs

- Programs provided to assist members with developing skills necessary to reside in home-like settings, often provided by peer mentor-type caregivers. These programs can include training on use of public transportation or preparing meals.

COMMUNITY SUPPORTS



Personal Care and Homemaker Services

- Support individuals who need assistance with daily activities, such as bathing, getting dressed, personal hygiene, cooking, and eating.

Asthma Remediation

- Physical modifications to a beneficiary's home to mitigate environmental asthma triggers, such as, air filters, HEPA vacuum, pest management, mold removal.
- *Lifetime maximum \$7,500*

Environmental Accessibility Adaptations

- Physical adaptations to a home to ensure the health and safety of the beneficiary. These may include ramps and grab bars.
- *Lifetime maximum \$7,500*

Meals/Medically Tailored Meals

- Meals delivered to the home following discharge from a hospital or nursing home, that are tailored to meet beneficiaries' unique dietary needs of those with chronic diseases.
- *Up to two (2) meals per day and/or medically-supportive food and nutrition services for up to 12 weeks, or longer if medically necessary*
- *Meals are not covered to respond solely to food insecurities*

CS REFERRAL FORMS



Community Supports referrals can be made by emailing a referral form to a member's Medi-Cal Managed Care Plan.



Managed Care Plans	Link to Referral Form	Email	Member Services Phone Number
Blue Shield Promise	Community Supports Referral Form (blueshieldca.com)	Email: SDCommunitySupports@blueshieldca.com	1-855-699-5557
Community Health Group	Community Supports Referral Form (chgsd.com)	Email: ecm-cs@chgsd.com	1-800-224-7766
Kaiser Permanente	Community Supports Referral Form (kaiserpermanente.org)	Email: RegCareCoordCaseMgmt@KP.org	1-855-839-7613
Molina	Community Supports Referral Forms (molinahealthcare.com)	Email: MHC_CS@MolinaHealthcare.com	1-888-665-4621

CALAIM PROVIDER LIST



- 2-1-1 developed a list of CalAIM Enhanced Care Management and Community Supports contracted providers.
- The Matrix linked below includes the names of the providers, their contact information, the services they offer, and what health plan they are contracted with.
- [CalAIM Provider Matrix](#)



ONE-PAGERS FOR MEDI-CAL MEMBERS



One-pagers about Enhanced Care Management, Community Supports, and Transportation for Medi-Cal members are now available. Please help us share them with your clients. *Translated in all 8 threshold languages!*

New Benefit for Medi-Cal Members

You may be eligible for Enhanced Care Management (ECM)

What is ECM?

- ECM is a no-cost benefit that gives an extra layer of support to help you get the care you need to thrive.
- You will be provided a lead care manager who will work with your doctors, specialists, pharmacists, and others to help get your needs met.
- Joining ECM is a choice. You can leave the program at any time and keep your Medi-Cal benefits.
- To get ECM, you need to meet at least one of the criteria listed on the [next page](#).



Who is eligible for ECM?

Members must be enrolled in a Medi-Cal Health Plan and meet one or more of the following:

- Do not have a safe place to live or are experiencing homelessness
- Visited the emergency room or hospital five or more times (adults) or three or more times (youth 21 years and under) in the last six months
- Have a mental health, behavioral and/or substance use disorder
- Are an adult (21 years or older) who is at risk of entering a nursing home or facility
- Are an adult living in a nursing home or facility, and want to move back to the community
- Signed up for California Children's Services program and need more support
- Have been in foster care (up to 26 years old)
- Transitioned out of jail, prison, or youth detention facility in the past year and have a health condition
- Are pregnant or had a baby in the last year and are American Indian, Alaskan Native, Black, or Pacific Islander

Members can get ECM for up to 12 months, or longer depending on needs.

Call your Medi-Cal Health Plan to find out if you qualify for ECM and to sign up!

San Diego County Medi-Cal Health Plans	Member Services Phone Number
Blue Shield Promise	1-855-699-5557
Community Health Group	1-800-224-7766
Kaiser Permanente	1-800-464-4000
Molina	1-888-665-4621

Don't have Medi-Cal? Call 866-262-9881 to learn if you are eligible and apply

New Services for Medi-Cal Members

You may be eligible for Community Supports



Community Supports are free! These services are provided by your Medi-Cal Health Plan. They support your health and wellbeing at home and in your community!



Housing

Help with finding low-cost housing, security deposits, and to help you transition back home.



Care at Home

Personal care and home services, making your home livable to help you stay healthy at home or reduce hospitalizations.



Recovery

A place to heal after a hospital stay, short-term and help with improving skills for daily living.



Healthy Food

Home delivered meals to help with long- and short-term needs.



Talk to your healthcare provider or call your Medi-Cal Health Plan to see if you are eligible. See the other side for more information.

What are Community Supports?

- Please call your healthcare provider or Medi-Cal Health Plan to see if you are eligible for Community Supports.
- Community Supports provide short-term services to address health and social needs.
- Medi-Cal members who are receiving a Community Support service may also be eligible for Enhanced Care Management.

Community Supports

Examples

Housing Transition Navigation Services	Housing assessment, plan, and search for housing
Housing Deposits	Security deposits, first month utilities, set-up fees
Housing Tenancy and Sustaining Services	Support and coaching to help maintain housing
Short-term Post-Hospitalization Housing	Short-term housing to prevent going back to the hospital
Re recuperative Care (Medical Respite)	Short-term housing with care to heal after being in the hospital
Day Habilitation Programs	Peer mentoring to improve life skills
Respite Services	A short-term caregiver to provide help to a person who has a main caregiver that needs more support
Nursing Facility Transition/Diversion to Assisted Living Facilities	Support for activities of daily living to help people stay in their communities or prevent going into a facility
Community Transition Services/Nursing Facility Transition to a Home	Security deposit, housing navigation, home modifications
Personal Care and Homemaker Services	Caregiver to assist with activities of daily living
Environmental Accessibility Adaptations (Home Modifications)	Ramps, grab-bars, stair lifts, roll-in shower
Medically Tailored Meals/Medically-Supportive Food	Home delivered meals based on health needs
Asthma Remediation	Air filters, HEPA vacuum, pest management, mold removal
Sobriety Centers	A safe place for people to recover who are under the influence in public for up to 24 hours

Contact your Medi-Cal Health Plan

- To see if you qualify for Community Supports and to sign up, talk to your healthcare provider. Or call the number on your insurance plan card or your plan's number listed here.
- If you don't have Medi-Cal and want to enroll, please call 866-262-9881.

Medi-Cal Plans	Phone Number
Blue Shield Promise	1-855-699-5557
Community Health Group	1-800-224-7766
Kaiser Permanente	1-800-464-4000
Molina Healthcare	1-888-665-4621

Transportation for Medi-Cal Members

San Diego County



You can get transportation (rides) covered by your Medi-Cal Health Plan at no cost to you!

- This includes rides to any doctor, dental, mental health, or substance use disorder appointments, and to pick up prescriptions and medical supplies.
- Your Medi-Cal Health Plan can help you get round-trip rides depending on your needs. This may include:
 - Rides by car, taxi, bus, or train
 - Bus passes and taxi vouchers
 - Money back for driving your own car

Call your Medi-Cal Health Plan to get a ride!

Medi-Cal Health Plan	Contact Information	Prepare to Call
Blue Shield Promise Promise Health Plan	Blue Shield Promise 1-855-699-5557 Two (2) days advance notice required	 <input type="checkbox"/> Medi-Cal ID number <input type="checkbox"/> Home address <input type="checkbox"/> Mailing address <input type="checkbox"/> Phone number
Community Community Health Group	Community Health Group 1-800-224-7766 Two (2) days advance notice required	<input type="checkbox"/> Day, time, and location of appointment <input type="checkbox"/> Caregiver/provider's name
Kaiser Permanente	Kaiser Permanente 1-800-464-4000 Three (3) business days advance notice required	
Molina Healthcare	Molina Healthcare 1-888-665-4621 / (844) 292-2688 Three (3) business days advance notice required	

For questions about Medi-Cal or to apply for Medi-Cal benefits, please call 866-262-9881.



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CALAIM COMMUNITY ENGAGEMENT EVENTS



<https://www.ymcasd.org/medi-cal>

Help us get the word out!

- ✓ Sept 27 | 10-12pm: Border View Family YMCA, San Ysidro
- ✓ Oct 11 | 10-12pm: Copley-Price Family YMCA, City Heights
- ✓ Oct 25 | 10-12pm: Escondido YMCA, Escondido
- ✓ Nov 8 | 10-12pm: Ronald Reagan Community Center, El Cajon
- Nov 22 | 10-12pm: Mira Mesa Senior Center, Mira Mesa
- Dec 9 | 6-7:30pm: Virtual Session, Zoom link provided

YOUR MEDI-CAL BENEFITS JUST GOT BETTER!

the Y
YMCA OF SAN DIEGO COUNTY
COMMUNITY WELL-BEING & BELONGING

If you or someone you care for has Medi-Cal, come learn about new services like Enhanced Care Management and Community Supports. You can also sign up for services at the onsite resource fair. If you work with the community, find out how you can share these resources with others!

FIND AN EVENT NEAR YOU:

- Sept 27 | 10-12pm: Border View Family YMCA, San Ysidro
- Oct 11 | 10-12pm: Copley-Price Family YMCA, City Heights
- Oct 25 | 10-12pm: Escondido YMCA, Escondido
- Nov 8 | 10-12pm: Ronald Reagan Community Center, El Cajon
- Nov 22 | 10-12pm: Mira Mesa Senior Center, Mira Mesa
- Dec 9 | 6-7:30pm: Virtual Session, Zoom link provided

FOR MORE INFORMATION & TO REGISTER, VISIT:

www.ymcasd.org/medi-cal

The first 100 people to register and attend an in-person event will receive a \$50 gift card! Must be 18 years or older to redeem.

A free meal and childcare will also be provided at every in-person event!



San Diego **SPWC**
An initiative of Wellness Collaborative

CONTACT THE SDAIM TEAM



sdaim.hhsa@sdcounty.ca.gov



THANK YOU!