

Enhanced Care Management (ECM) Adult Referral Form

ECM Overview:

Enhanced care management is a Medi-Cal managed care benefit for members with highest risk with complex medical and social needs with the goal to improve health and social outcomes. Members enrolled in ECM will primarily receive in-person case management by ECM provider who serve member's specific population of focus.

Eligibility:

To be eligible for ECM, members must meet one or more of the identified **ECM Populations of Focus** and are not enrolled in ECM exclusion programs.

Steps for ECM screening and referral completion:

Step 1:

Complete the ECM population of focus screening checklist to confirm member eligibility in one or more population of focus.

Step 2:

If you determine that member meets the ECM criteria (one or more of the populations of focus) then **submit** referral form to Health Plan of San Joaquin (HPSJ) via
Fax # 209-762-4720

A. Referral Details

Internal Referral: ☐ CM ☐ TOC ☐ CCRN ☐ SW ☐ Other

External Referral: ☐ Hospital ☐ PCP ☐ CBO ☐ SNF ☐ VMRC ☐ Other

Referring Person: _____

Date: _____

Contact #: _____

Fax #: _____

Referring Organization Name: _____

Is the member transitioning their ECM from another plan ☐ Yes ☐ No

**** If yes, complete the following information about previous plan and ECM provider**

Previous ECM Provider Name and Phone Number: _____

Previous Plan Name: _____

Discharge date or last date member worked with previous ECM Provider: _____

Additional info: _____

B. Member Information

Member Name: _____

DOB: _____

HPSJ Member ID: _____

Contact #: _____

Current Address: _____

Member Preferred Language _____

Authorized Rep Name & Phone Number: _____

Parent/Guardian Name & Phone Number: _____

Additional info: _____

C. ECM Population of Focus (Check all that apply)

- ☐ Adults without Dependent Children/Youth living with them who are experiencing homelessness
- ☐ Families or Children & Youth experiencing homelessness
- ☐ Adults at Risk for avoidable Hospital or ED utilization
- ☐ Adults with Serious Mental Health and/or SUD needs
- ☐ Adults living in the community and at risk for LTC Institutionalized
- ☐ Adult Nursing Facility residents transitioning to the Community
- ☐ Adults: Pregnancy & Postpartum

**Adults without
dependent
Children/Youth living
with Them who are
experiencing
homelessness**

Adults who are experiencing homelessness, defined as meeting one or more of the following conditions:

- ☐ Lacking a fixed, regular, and adequate nighttime residence.
- ☐ Having a primary residence that is a public or private place not designed for or ordinarily use as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground.
- ☐ Will imminently lose housing in next 30 days.
- ☐ Living in a supervised publicly or privately operated shelter, designed to provide temporary living arrangements (including hotels and motels paid for by federal, state, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing)
- ☐ Exiting an institution into homelessness (regardless of length of stay in the institution)
- ☐ Fleeing domestic violence, dating violence, sexual assault, stalking, and other dangerous, traumatic, or life-threatening conditions relating to such violence.

AND

- ☐ Have at least one complex physical, behavioral, or developmental need, with inability to successfully self-manage, for whom coordination of services would likely result in improved health outcomes and/or decreased utilization of high-cost services

<p>Families or Children & Youth experiencing homelessness</p>	<p>Families or Children & Youth who:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Lack a fixed, regular, and adequate nighttime residence. <input type="checkbox"/> Have a primary residence that is a public or private place not designed for or ordinarily use as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground. <input type="checkbox"/> Will imminently lose housing in next 30 days. <input type="checkbox"/> Live in a supervised publicly or privately operated shelter, designed to provide temporary living arrangements (including hotels and motels paid for by federal, state, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing) <input type="checkbox"/> Are exiting an institution into homelessness (regardless of length of stay in the institution) <input type="checkbox"/> Are fleeing domestic violence, dating violence, sexual assault, stalking, and other dangerous, traumatic, or life-threatening conditions relating to such violence. <input type="checkbox"/> Have a primary residence that is a public or private place not designed for or ordinarily use as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground. <p>Children, youth, and families do not need to meet the additional "Complex physical, behavioral, or developmental need" criteria.</p>
<p>Adults at risk for avoidable hospital or ED utilization</p>	<p>Adults who must meet one of the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Five or more ER visits in a six-month period <input type="checkbox"/> Three or more unplanned hospital and/or short-term skilled nursing facility stays in a six-month period

**Adults with
serious Mental
Health and/or
SUD needs**

Adults who meet the eligibility criteria for participation in, or obtaining services through:

☐ Specialty Mental Health Services (SMHS) delivered by Mental health plans (MHPs)

☐ The Drug Medi-Cal Organization Delivery System (DMC-ODS)

OR

☐ The Drug Medi-Cal (DMC) program

AND

☐ Experiencing at least one complex social factor influencing their health (e.g., lack of access to food, lack of access to stable housing, inability to work or engage in the community, high measure (four or more) of ACEs based on screening, former foster youth, history of recent contacts with law enforcement related to mental health and/or substance use symptoms.

AND

Meet one or more of the following criteria:

☐ Are at high risk for institutionalization, overdose, and/or suicide.

☐ Use crisis services, EDs, urgent care, or inpatient stays as the primary source of care.

☐ Experienced two or more ED visits or two or more hospitalizations due to serious mental health or SUD in the past 12 months.

☐ Are pregnant or postpartum (12 months from delivery).

<p>Adults Living in the Community & at Risk for LTC Institutionalization</p>	<p>Adults who:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Adults who are living in the community who meet the Skilled Nursing Facility (SNF) Level of Care (LOC) criteria <p>OR</p> <ul style="list-style-type: none"> <input type="checkbox"/> Require lower acuity skilled nursing (e.g., time-limited and/or intermittent medical and nursing services, support, and/or equipment for prevention, diagnosis, or treatment of acute illness or injury <p>AND all of the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Actively experiencing at least one complex social factor influencing their health (e.g., lack of access to food, lack of access to stable housing, inability to work or engage in the community, history of Adverse Childhood Experiences (ACEs), former foster youth, history of recent contacts with law enforcement related to mental health and/or substance use symptoms or associated behaviors) <input type="checkbox"/> Able to reside continuously in the community with wraparound supports (e.g., some individuals may not be eligible because they have high acuity needs or conditions that are not suitable for home-based care due to safety or other concerns)
<p>Adult Nursing Facility residents transitioning to the community</p>	<p>Adult nursing facility residents who must meet all of the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Adults nursing facility residents who are interested in moving out of the institution <input type="checkbox"/> Are likely candidates to do so successfully <input type="checkbox"/> Able to reside continuously in the community <p>Exclusion: Individual residing in the ICF (Intermediate Care Facilities for intellectual disabilities – ICF/DD-H (Developmentally disabled –Habilitative) & ICF/DD-N (Nursing) & Sub acute facilities are excluded from this POF.</p>

Adults: Pregnancy & Postpartum	Adults who: <input type="checkbox"/> Are pregnant OR are postpartum (through 12 months period) AND <input type="checkbox"/> Qualify for eligibility in any other adult ECM Population of Focus.
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