

Provider Bulletin

Molina Healthcare of California

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June 27, 2025

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Enhanced Care Management Benefit for Medi-Cal Beneficiaries with Complex Medical & Social Needs

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

Enhanced Care Management (ECM) is a benefit for Medi-Cal beneficiaries who have complex medical and social needs.

WHAT IS ECM?

ECM is a statewide benefit to serve eligible Medi-Cal beneficiaries with complex medical and social needs through systematic coordination of services and comprehensive intensive care management that is community based, interdisciplinary, high touch, and person-centered.

The ECM benefit built on the previous Health Homes Program (HHP) and Whole Person Care (WPC) Pilots. ECM, along with Community Supports (CS), has replaced both initiatives, scaling up the interventions to form a statewide care management approach. ECM offers comprehensive, whole person care management to high-need, high-cost Medi-Cal Managed Care Members, with the overarching goals of improving care coordination, integrating services, facilitating community resources, addressing SDOH, improving health outcomes and decreasing inappropriate utilization and duplication of services.

ECM includes the provision of the following core services:

- Outreach and Engagement
- Comprehensive Assessment & Care Plan
- Health Promotion
- Comprehensive Transitional Care
- Enhanced Coordination of Care
- Individual and Family/Social Supports
- Coordination of & Referral to Community & Social Services

Provider Action

Please familiarize yourself with the updated ECM Populations of Focus and refer eligible members using the Molina ECM Referral Form or a county-approved form:

molinahealthcare.com/providers/ca/medicaid/forms/fuf.aspx

Referral forms may be submitted to:

MHC_ECMReferrals@molinahealthcare.com.

For guidance on qualifying criteria and program details, review the DHCS ECM Policy Guide: dhcs.ca.gov/CalAIM/ECM/Documents/ECM-Policy-Guide.pdf



POPULATIONS OF FOCUS

DHCS has identified specific target populations with qualifying criteria for the ECM benefit. Members who are newly accessing the benefit must meet the qualifying criteria for these Populations of Focus to receive the ECM benefit.

The following ECM Populations of Focus are part of the ECM Benefit:

- **Individuals and Families Experiencing Homelessness** (Riverside, San Bernardino, Sacramento, San Diego, and Los Angeles)
- **Individuals At Risk for Avoidable Hospital or ED Utilization** (Riverside, San Bernardino, Sacramento, San Diego, and Los Angeles)
- **Individuals with Serious Mental Health and/or SUD Needs** (Riverside, San Bernardino, Sacramento, San Diego, and Los Angeles)
- **Individuals transitioning from Incarceration** (Riverside, San Bernardino, Sacramento, San Diego, and Los Angeles)
- **Adults Living in the Community and At Risk for LTC Institutionalization** (Riverside, San Bernardino, Sacramento, San Diego, and Los Angeles)
- **Adult Nursing Facility Residents Transitioning to the Community** (Riverside, San Bernardino, Sacramento, San Diego, and Los Angeles)
- **Children and Youth Enrolled in CCS or CCS WCM with Additional Needs Beyond the CCS Condition** (Riverside, San Bernardino, Sacramento, San Diego, and Los Angeles)
- **Children and Youth Involved in Child Welfare** (Riverside, San Bernardino, Sacramento, San Diego, and Los Angeles)
- **Birth Equity Population of Focus** (Riverside, San Bernardino, Sacramento, San Diego, and Los Angeles)

MEMBER IDENTIFICATION AND REFERRAL

Molina identifies members who meet the DHCS criteria for the Populations of Focus specified and an assigned ECM provider will conduct outreach to the member. Members must opt-in to receive the benefit and through this process, they consent to information sharing for the provision of ECM services.

Members may also be referred to ECM using the Molina ECM Referral form, which is available on the Molina provider website: molinahealthcare.com/providers/ca/medicaid/forms/fuf.aspx. We also accept any other referral forms used county-wide.

Please send ECM referral forms to: MHC_ECMReferrals@molinahealthcare.com.

ECM PROVIDERS AND CARE COORDINATION

Members are assigned to an ECM provider and Lead Care Manager, who is responsible for coordinating all aspects of the members medical, behavioral health and social needs. The intensive care coordination services provided by the ECM provider are designed to offer an extra layer of support for members with complex medical and social needs.

Molina has contracted with ECM providers that have a wide variety of expertise, including but not limited to, medical groups, community-based organizations, homeless services agencies, and county behavioral health departments.

ECM providers will encourage members to visit their doctors, be compliant with their treatment plans and help arrange transportation or accompany members to the doctor at a member's request.

Molina's contracted ECM providers are an extension of Molina Healthcare of California – they are your partners in assisting our members with their needs. For members enrolled in ECM, you may be contacted by an ECM provider to coordinate care for the member, and they may request information, such as treatment plans, medication

If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email mhcproviderbulletin@molinahealthcare.com.

Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

information, etc. to support care coordination needs and comply with ECM requirements. ECM providers may also share information with you regarding the member, especially with regards to authorizations or medications.

We are excited to expand the ECM benefit to additional populations of focus and appreciate your partnership and support in providing quality care for our members.

For additional detail on the ECM benefit, please reference the DHCS ECM Policy Guide on the DHCS CalAIM website: dhcs.ca.gov/CalAIM/ECM/Documents/ECM-Policy-Guide.pdf

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
Los Angeles County	Clemente Arias Daniel Amirian Elias Gomez Anita White	562-233-1753 747-331-0150 562-723-9760 310-654-4832	Clemente.Arias@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Elias.Gomez@molinahealthcare.com Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-783-0005	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	916-268-1418	Johonna.Eshalomi@molinahealthcare.com
San Bernardino County	Luana McIver	909-454-4247	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-419-3026	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	951-447-7585	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Lincoln Watkins Tan Do	619-972-9860 858-287-4869	Lincoln.Watkins@molinahealthcare.com Tan.Do@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Facilities Manager, Los Angeles	Laura Gonzalez	562-325-0368	Laura.Gonzalez3@molinahealthcare.com
San Diego, Sacramento & Imperial Facilities	Dolores Garcia	619-980-7984	Dolores.Garcia@molinahealthcare.com
Riverside & San Bernardino Facilities	MiMi Howard	562-455-3754	Smimi.Howard@molinahealthcare.com

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