A background image showing children playing in a garden. In the foreground, a young boy in a red and grey shirt is digging with a yellow shovel. To his right, another boy in a blue plaid shirt is also digging with a yellow bucket. In the background, a girl in a pink shirt is holding a blue ball, and another boy in a blue shirt is holding a white ball. The scene is outdoors with green foliage and a brick building in the distance.

**UNDERSTANDING THE NEW  
ENHANCED CARE MANAGEMENT  
(ECM) BENEFIT  
for  
CHILDREN and YOUTH:  
Part 2**

**June 28, 2023**





# Welcome and introductions



**Dorothy Seleski, Health Net**

**Senior Vice President, Plan Product**

# Today's Presenters

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**Liz Arjun, MPH, MSW**  
**Associate Principal**  
**Health Management Associates**



**Serene Olin, PhD**  
**Principal**  
**Health Management Associates**



# Objectives

1. **Provide a forum** for providers to understand the Enhanced Care Management (ECM) benefit, ECM implementation and connections to related systems of care for Children and Youth.
2. **Provide an opportunity** to hear your feedback and questions related to the ECM roll-out for Children and Youth to inform their planning.
3. **Document** questions and issues related to system coordination, eligibility, and network development and how the Plan can support you becoming an ECM provider for Children and Youth.

# **Getting to Know Provider Attendees**

## *Zoom Polls*

# ECM's Seven Core Services



## Outreach & Engagement

ID, Locate, Contact and Engage → Prioritize those most in need → Various Strategies/Modes → Multiple Attempts → Culturally & Linguistically Appropriate



## Comprehensive Assessment and Care Plan

Engage Primarily In-Person & use Innovative Alternatives → Develop a Comprehensive, Individualized, Person-Centered Assessment & Care Plan → Timely Reassessment & Updates to Plan

# ECM's Seven Core Services



## Enhanced Coordination of Care

Organize & implement activities in the Care Plan → Promote Integration of all Care → Engage in Care & Reduce Barriers → Communicate with the Team



## Comprehensive Transitional Care

Provide Support During Transitions of Care (TOC) → Coordinate with Providers → Educate the Member → Review Medications → Overall Goal to Reduce Avoidable Readmissions

# ECM's Seven Core Services



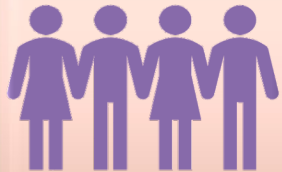
## Health Promotion

Identify Member's Strengths, Resiliencies & Supports → Coaching to healthy lifestyle choices → Promote Skill-building and Self-Management



## Individual & Family/Social Supports

Identify, Document & Educate Chosen Caregiver/Support → Integrate Supports in Member's Care → Connect with Additional Resources



## Coordination of & Referral to Community & Social Support Services

Identify Needed Resources → Coordinate and Refer → Follow up (Close the Loop)



# Assessment & Care Planning with the New PoF



## Working with C/Y and their Families

- ~Take the navigational burden off of children and their families
- ~Family-centered plan of care
- ~Connecting the family to resource and knowledge needs to adequately care for the member
- ~STRENGTH-BASED APPROACHES
- ~C/Y POSITIVE C/Y DEVELOPMENTAL STAGES




## Working Across Teams

- ~Harmonizing among providers
- ~Acting as “air traffic control”
- ~Collaboratively coordinating and communicating across delivery systems

*Health Plans are working to create a common C/Y Assessment for ECM Providers*

*For members involved in other Programs, available assessments and care plans should be leveraged, where applicable and possible*

A stylized sun graphic on the left side of the slide. It features a solid yellow circle at the bottom left, with several yellow curved lines of varying lengths extending upwards and to the right, suggesting rays of light. The background is a gradient from orange at the top to white at the bottom, with a large white curved shape on the right side.

# **Diving Deeper: Children Eligible for ECM (POF)**

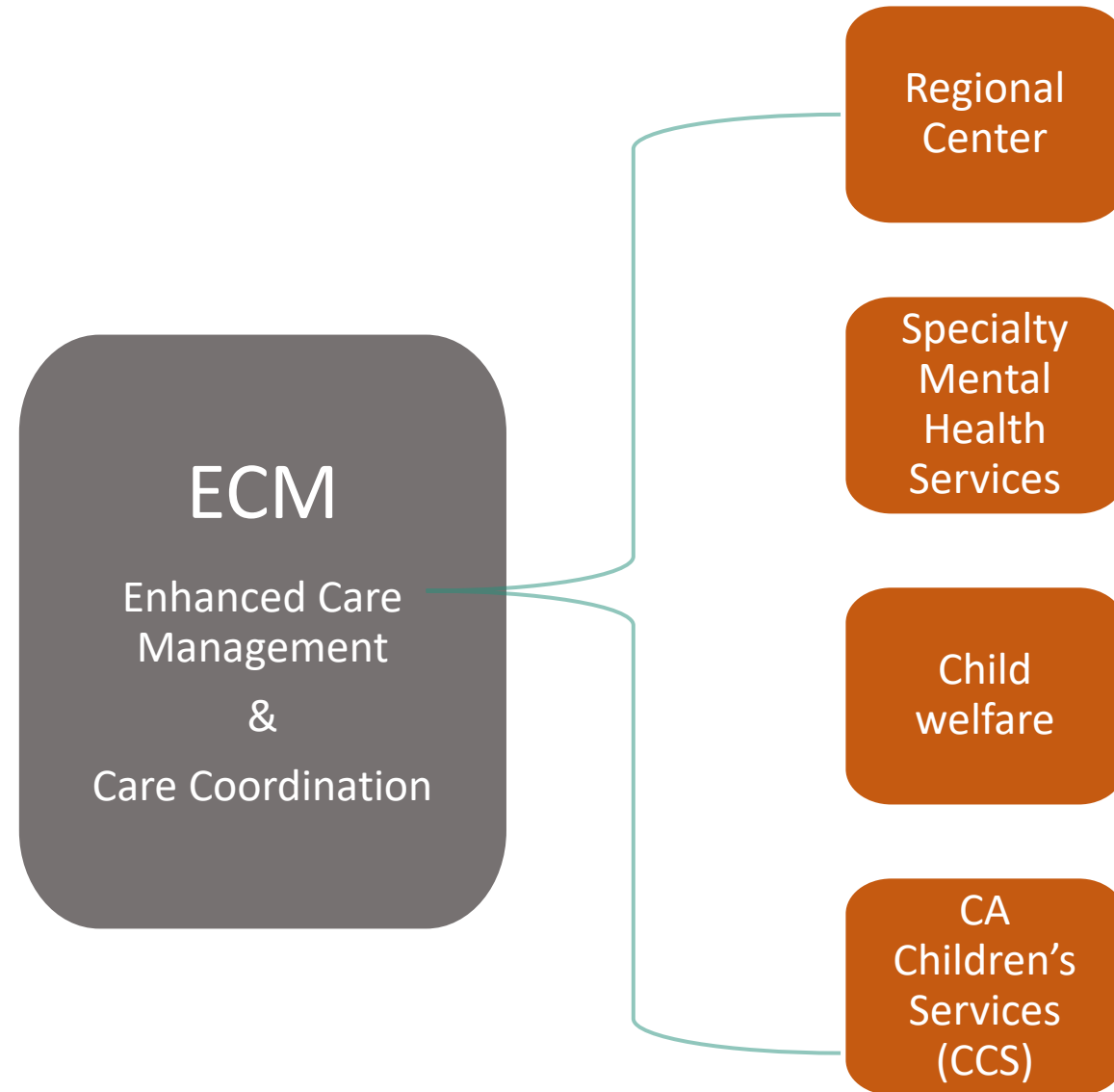
# Children eligible July 1, 2023

ECM Populations of Focus (POFs)	Adults	Children
Individuals Experiencing Homelessness	●	●
Individuals At Risk for Avoidable Hospitalization or ED Utilization ( <i>formerly called "high utilizers"</i> )	●	●
Individuals with Serious Mental Health and/or SUD Needs	●	●
Individuals Transitioning from Incarceration	●	●
Adults Living in the Community and At Risk for LTC Institutionalization	●	
Adult Nursing Facility Residents Transitioning to the Community	●	
<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>		●
<b>Children and Youth Involved in Child Welfare</b>		●
<b>Individuals with Intellectual or Developmental Disabilities (I/DD)</b>	●	●
Pregnant and Postpartum Individuals At Risk for Adverse Perinatal Outcomes (effective January 2024)	●	●

# Medi-Cal – One System Among Many Serving Children at Highest Risk for Poor Outcomes

Highest Risk children are often served by multiple systems.

ECM can support the required care management and care coordination



Source: CHCF <https://www.chcf.org/publication/2019-medi-cal-facts-figures-crucial-coverage/#related-links-and-downloads>

\*\*Medi-Cal Children's Health Advisory Panel (MCHAP) Meeting, March 17, 2022

# ECM Populations of Focus Going Live 7/1/23

## Children & Youth Experiencing Homelessness

### **Homeless Families or Unaccompanied Children & Youth Experiencing Homelessness**

#### **who:**

- (1) Are experiencing homelessness, as defined above in under the modified HHS 42 CFR Section 11302 “Homeless” definition; **or**
- (2) Are sharing the housing of other persons (i.e., couch surfing) due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative adequate accommodations; are living in emergency or transitional shelters; or are abandoned in hospitals (in hospital without a safe place to be discharged to)

Children, youth, and families do not need to meet the additional “complex physical, behavioral, or developmental need” criteria noted for adults



# ECM Populations of Focus Going Live 7/1/23

## Children & Youth At Risk for Avoidable Hospital or ED Utilization

### **Children & Youth who meet one or more of the following conditions:**

- (1) Three or more emergency room visits in a 12-month period that could have been avoided with appropriate outpatient care or improved treatment adherence;
- (2) Two or more unplanned hospital and/or short-term skilled nursing facility stays in a 12-month period that could have been avoided with appropriate outpatient care or improved treatment adherence

# ECM Populations of Focus Going Live 7/1/23

## Children & Youth with Serious Mental Health &/or SUD Needs

### Children & Youth who meet one or more of the following conditions:

- Meet the eligibility criteria for participation in or obtaining services through one or more of:
  - Specialty Mental Health Services (SMHS) delivered by Mental Health Plans;
  - The Drug Medi-Cal-Organized Delivery System (DMC-ODS) **or** The Drug Medi-Cal (DMC) program

No further criteria are required to be met for children and youth in these POF.  
Children and youth do **not** need to meet the additional criteria noted for adults

# ECM Populations of Focus

## Children & Youth Transitioning from Incarceration

### Children & Youth who:

(1) Are transitioning from being in custody of a youth correctional facility or transitioned from being in custody of a youth correctional facility within the past 12 months

No further criteria are required to be met for children and youth in these POF. Children and youth do **not** need to meet the additional criteria noted for adults

# ECM Populations of Focus Going Live 7/1/23

## Children & Youth Enrolled in CCS or CCS WCM with Additional Needs Beyond the CCS Condition

### **Children & Youth who meet one or more of the following conditions:**

- (1) Are enrolled in California Children's Services (CCS) or CCS Whole Child Model (WCM); and
- (2) Are experiencing at least one complex social factor influencing their health

Examples include (but are not limited to) lack of access to food; lack of access to stable housing; difficulty accessing transportation; high measure (4+) of ACEs screening; history of recent contacts with law enforcement; or crisis intervention services related to mental health and/or substance use symptoms.

#### *Notes on the Definition:*

- Children in CCS or CCS WCM are eligible to receive ECM if they meet the criteria of any other ECM Population of Focus, even if they do not have a complex social factor (in criteria #2 above) of this Population of Focus.
- For example, many children in CCS have a co-occurring behavioral health need; these children would be eligible for ECM.

# ECM Populations of Focus Going Live 7/1/23

## Children & Youth Involved in Child Welfare

### **Children & Youth who meet one or more of the following conditions:**

- (1) Are under age 21 and are currently receiving foster care in California;
- (2) Are under age 21 and previously received foster care in California or another state within the last 12 months;
- (3) Have aged out of foster care up to age 26 (having been in foster care on their 18th birthday or later) in California or another state;
- (4) Are under age 18 and are eligible for and/or in California's Adoption Assistance Program;
- (5) Are under age 18 and are currently receiving or have received services from California's Family Maintenance program within the last 12 months.

#### *Notes on the Definition:*

- Foster care is defined in California by WIC 11400(f).
- California's Adoption Assistance Program is defined by WIC 16120.
- California's Family Maintenance program is defined by WIC 16506 and designed to support a child or youth remaining in a safe, secure, stable home.



# ECM Populations of Focus Going Live 7/1/23

## Children & Youth with I/DD

### Children & Youth who:

- (1) Have a diagnosed I/DD; **and**
- (2) Qualify for eligibility in any other children & youth ECM Population of Focus

#### *Notes on the Definition:*

- An I/DD who are served by a Regional Center can qualify for ECM if they meet the eligibility criteria for any ECM PoF. Regional Centers may contract with MCPs to serve as ECM Providers.
- Children & youth with an I/DD receiving 1915(c) waiver services & those residing in an ICF are not eligible for ECM.

# ECM Populations of Focus Going Live 7/1/23

## Pregnant & Postpartum Individuals who meet other Qualifying ECM Eligibility

### Adults and Youth who:

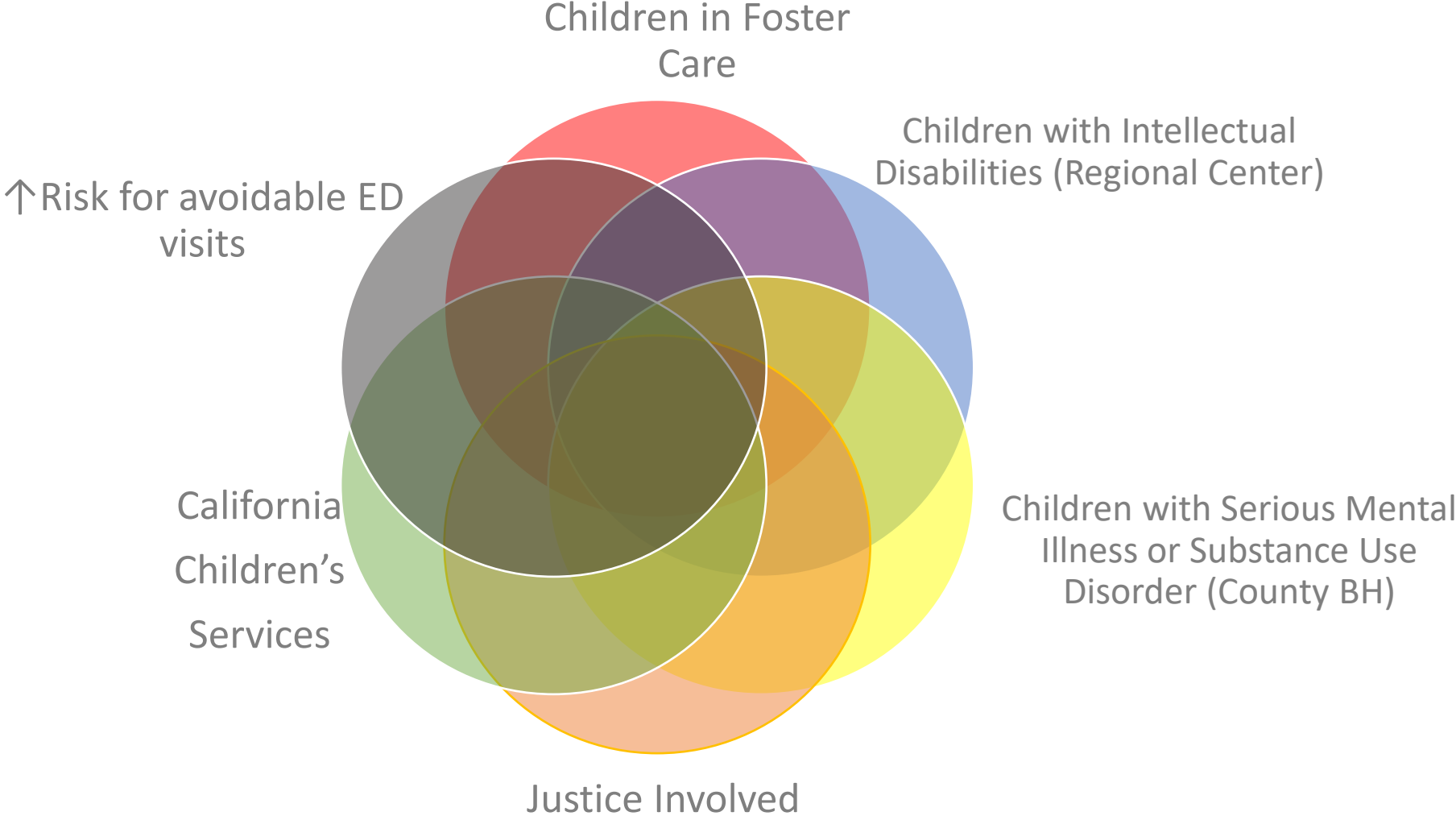
1. Are pregnant or are postpartum (through 12 months period); **and**
2. Qualify for eligibility in any other adult or youth ECM PoF; **or**
3. Are subject to racial and ethnic disparities as defined by California public health data on maternal morbidity and mortality \*

#### *Notes on the Definition:*

- “Postpartum” means having delivered, whether a live birth or stillbirth; or a late term abortion.
- This PoF is already live statewide as of January 1, 2022 for adults and will go live statewide starting July 1, 2023 for children & youth PoF
- *\*Pregnant & Postpartum Individuals who are subject to racial & ethnic disparities as defined by California public health data on maternal morbidity and mortality, will go-live statewide on January 1, 2024*

# Children and youth are often engaged with multiple systems of care

ECM is intended to provide a **single point of accountability** to ensure care management across multiple systems/programs — the “air traffic control” role



# Examples of ECM Providers

**1. Community/Family Health Centers/FQHCs**

**2. Community Based Mental Health Providers**

**3. Child-Serving County Agencies**

**4. Short Term Residential Treatment Centers**



# Examples of Eligible Populations

- A Member who is a former foster youth who has a psychiatric or SUD-related condition and is currently using EDs as the primary source of care.
- A child or youth who screens positive for four or more ACEs in their primary care practice and meets the access criteria for SMHS services, but has not been linked to care and does not have the family or social support needed to further evaluate or address their needs.
- Child enrolled in CCS due to their cerebral palsy and child's family requests assistance to address food insecurity within the child's household.
- Examples of applicable ECM services for the child welfare population:
  - Facilitating enrollment in SNAP.
  - Supporting enrollment in educational opportunities and grants, such as Cal Grant B for Foster Youth and Chafee Foster Youth Grant Program.
  - Assisting the Member with scheduling appointments with their PCP and coordinating referrals to specialists.
  - Ensuring the Member's foster parents have the resources and knowledge to monitor the Member's medication-assisted treatment to address a SUD



# Case Scenario: Felix

## Managing Multiple Chronic Conditions



- *Consider the following:*
- 6-year-old male with asthma and type 1 diabetes
- Recently discharged from the hospital (related to an asthma flare), which is the 3rd time in the past 3 months
- ***What is one thing that comes to mind to support Felix's health maintenance of his chronic conditions? Chat in!***

# Case Scenario: Candice

## Ready to Transition back to Home



- *Consider the following:*
- 10-year-old female
- Recent hospitalization for traumatic brain injury
- Home environment needs modifications for her to safely return home
- ***What is one thing that comes to mind to work on with Candice in support of her transition? Chat in!***

# Case Scenario: John

## Wants to Find a Job and Graduate High School



- *Consider the following:*
- 17-year-old male
- Newly enrolled in Foster Care
- History of Homelessness and Exposure to Domestic Violence
- History of SUD
- Enjoys math and science classes
- His goals are to find a job he likes and to graduate high school
- ***What is one thing that comes to mind to support John with his goals? Chat in!***

# Discussion Prompts

- **What questions do you have about the eligibility requirements?**
- **What are examples of challenges/issues with connecting with this PoF?**
- What are considerations to ensure no duplication of service?
- How can the county and plans share information? How can plans tap into the existing service provider network?

# What's Next

**Service Expectations:** Understanding how ECM connects to existing work to meet the needs of the children and youth ECM PoF

**Regional Partnerships and Collaboration:** Systems of Care for Children are largely implemented the County-level, the Plan will be supporting a regional approach to implementing ECM for Children.

July 26  
10 – 11 AM

# *THANK YOU!!!! Before You Go...*

Please Complete the Evaluation of Today's Session

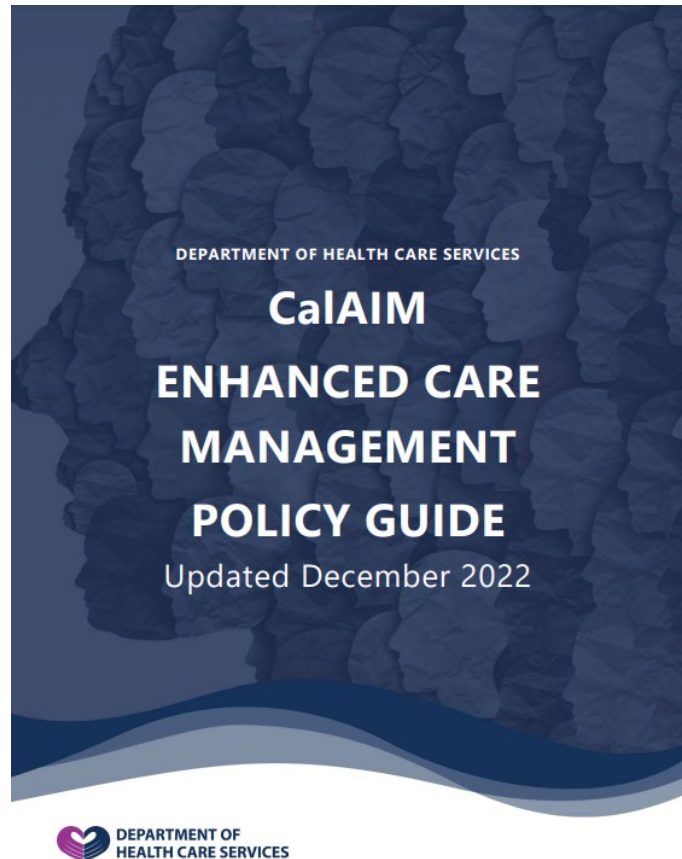
**Complete the pop-up questions on  
your screen!**



# Additional Resources



# Resources: DHCS ECM Policy Guide



<https://www.dhcs.ca.gov/Documents/MCQMD/ECM-Policy-Guide.pdf>



# Community Supports

**Housing Transition  
Navigation Services**

**Housing Deposits**

**Housing Tenancy and  
Sustaining Services**

**Short-Term Post-  
Hospitalization  
Housing**

**Recuperative Care  
(Medical Respite)**

**Day Habilitation  
Programs**

**Caregiver Respite  
Services**

**Nursing Facility  
Transition/Diversion to**

**Assisted Living  
Facilities**

**Community Transition  
Services/Nursing**

**Facility Transition to a  
Home**

**Personal Care and  
Homemaker Services**

**Environmental  
Accessibility  
Adaptations**

**(Home Modifications)**

**Medically Supportive  
Food/Meals/Medically**

**Tailored Meals**

**Sobering Centers**

**Asthma Remediation**

*Not all community  
supports available in  
each county/plan*