



# MEDI-CAL TRANSFORMATION: ENHANCED CARE MANAGEMENT

## The Issue



Medi-Cal members typically have **several complex health conditions** involving physical, behavioral, and social needs.



Members with complex needs must often engage **several delivery systems to access care**, including primary and specialty care, dental, mental health, substance use disorder treatment, and long-term services and supports.



More than half of Medi-Cal spending is attributed to the **5 percent of members with the highest-cost needs**.

**Enhanced Care Management** is a statewide Medi-Cal benefit available to select members with complex needs. Enrolled members receive comprehensive care management from a single lead care manager who coordinates all their health and health-related care, including physical, mental, and dental care, and social services. Enhanced Care Management makes it easier for members to get the right care at the right time in the right setting, and receive comprehensive care that goes beyond the doctor's office or hospital.

## Enhanced Care Management Highlights

Enhanced Care Management is a statewide Medi-Cal benefit that addresses the clinical and non-clinical needs of the highest-need Medi-Cal members by building trusting relationships with members and providing intensive coordination of health and health-related services. Lead care managers meet members where they are—on the street, in a shelter, in their doctor's office, or at home—to meet their needs. Through Enhanced Care Management, members can also be connected to [Community Supports](#) services to help address their health-related social needs, such as access to healthy foods or safe housing to help with recovery from an illness. Enhanced Care Management is available to specific groups (called "Populations of Focus"), including:

- » Adults, unaccompanied youth and children, and families experiencing homelessness.
- » Adults, youth, and children who are at risk for avoidable hospital or emergency department care.



- » Adults, youth, and children with serious mental health and/or substance use disorder needs.
- » Adults living in the community and at risk for long-term care institutionalization.
- » Adult nursing facility residents transitioning to the community.
- » Children and youth enrolled in California Children’s Services (CCS) or CCS Whole Child Model with additional needs beyond their CCS condition(s).
- » Children and youth involved in child welfare (foster care).
- » Adults and youth who are transitioning from incarceration.
- » Pregnant and postpartum individuals; birth equity population of focus (starting in 2024).

California is increasing access to Enhanced Care Management for eligible members through the [Providing Access and Transforming Health \(PATH\)](#) initiative, which provides funding and technical assistance to on-the-ground partners, such as community-based organizations, public hospitals, county agencies, tribes, and other entities, to build their capacity to deliver services to members.

## Faces of Medi-Cal’s Transformation: Meet Frank

Frank has struggled with opioid addiction while living on the streets of San Francisco for the past four years. Frank visited the emergency department seven times in the last two years because of overdoses, and he returns to the streets after brief stays in shelters. In 2020, Frank contracted COVID-19 and continues to experience long-term symptoms. In the emergency department, Frank was referred to Enhanced Care Management due to his substance use disorder. Frank was put in contact with an Enhanced Care Management lead care manager to better convey his needs. They regularly met at a nearby food bank and together came up with a plan for him to see his mental health provider, get his medication adjusted, and follow up with his primary care doctor. The lead care manager also connected Frank with a local Community Supports provider to help him secure safe, supportive housing.

## The Positive Impact of Medi-Cal’s Enhanced Care Management

Enhanced Care Management is a key part of [Medi-Cal’s transformation](#) to ensure that Californians get the care they need to live healthier lives. It breaks down the traditional walls of health care to extend care into members’ communities, introduces a better way to coordinate care and improve Medi-Cal for members with complex needs, and makes it easier for high-need members to access in-person care where they live. These changes will create a more coordinated, person-centered, and equitable health system for members.

