ECM
a Program of Council on Aging

Enhanced Care Management (ECM)

Services Overview

Council on Aging - Southern California

Helping Seniors Remain Healthy, Connected & Protected

www.coasc.org

COASC Services

Advocacy & Protection

- **HICAP**
  a Program of Council on Aging
- **Senior Protection & FAST**
  a Program of Council on Aging
- **Ombudsman**
  a Program of Council on Aging

Prevention & Wellness

- **ECM**
  a Program of Council on Aging
- **Friendly Visitor**
  a Program of Council on Aging
- **Medi-Cal Enrollment**
  a Program of Council on Aging
- **ReConnect**
  a Program of Council on Aging

Education & Outreach

- **SmileMakers**
  a Program of Council on Aging
- **Answers**
  a Program of Council on Aging

ECM
a Program of Council on Aging

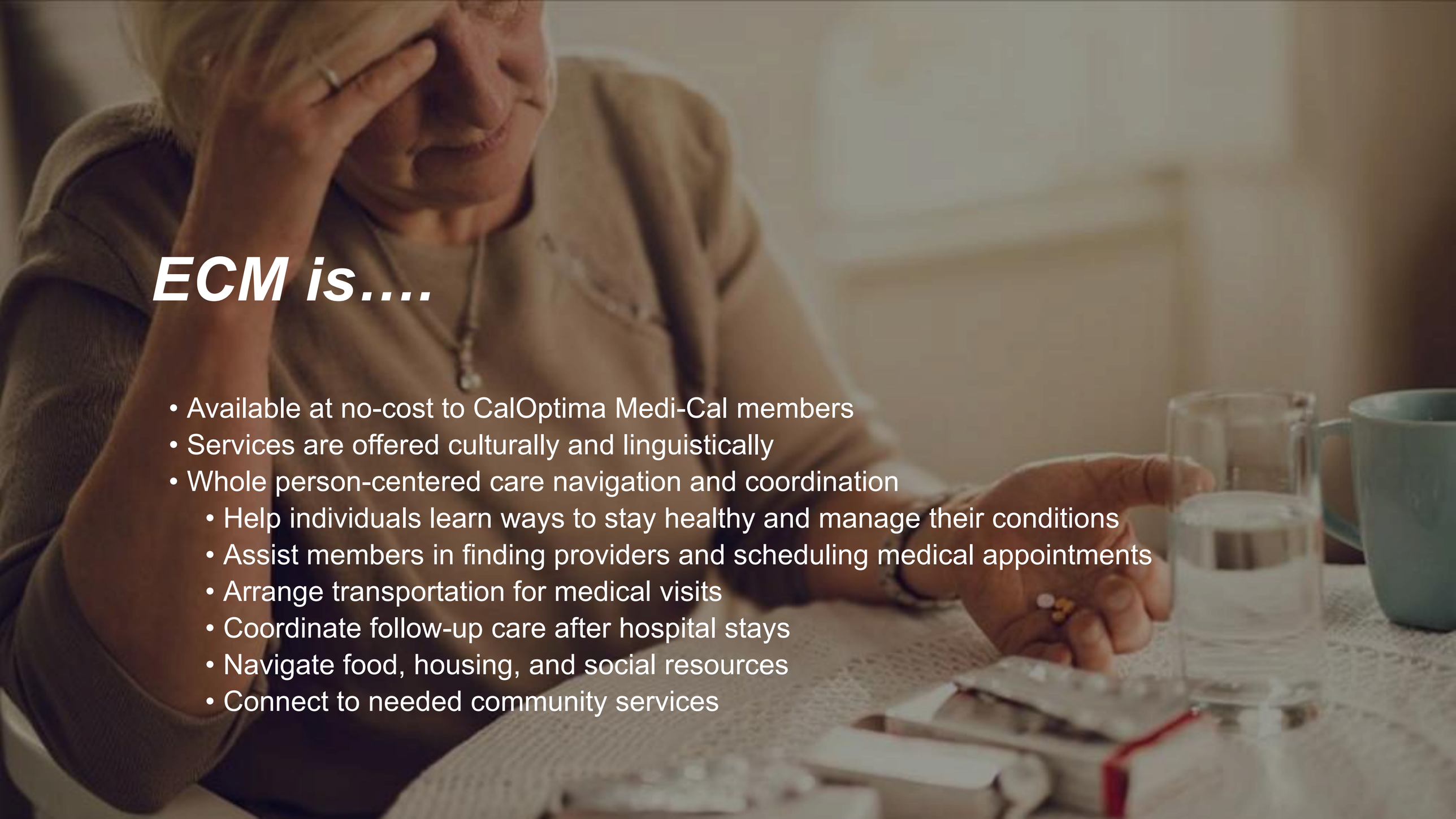
What is ECM?

The Enhanced Care Management Care (ECM) program provides support to CalOptima Medi-Cal members with complex medical or social needs.

Profile of a Participant

- Aged 50 years and older and is a CalOptima Medi-Cal member
- Residing in Orange County
- Individuals experiencing:
    - Risk of transitioning into a facility
    - Risk of homelessness or current housing instability
    - Frequent hospital or emergency department visits
    - Behavioral health conditions or substance use disorders
- Willingness to participate in the program





ECM is….

- Available at no-cost to CalOptima Medi-Cal members
- Services are offered culturally and linguistically
- Whole person-centered care navigation and coordination
  - Help individuals learn ways to stay healthy and manage their conditions
  - Assist members in finding providers and scheduling medical appointments
  - Arrange transportation for medical visits
  - Coordinate follow-up care after hospital stays
  - Navigate food, housing, and social resources
  - Connect to needed community services

The Way it Works

ECM
a Program of Council on Aging

- Individuals are referred to the program
- Members complete a simple intake and enrollment process
- Assignment of a dedicated Lead Care Manager (LCM)
- The member and LCM work together to create a personalized care plan
- Services are delivered in person or via telehealth, based on the member’s needs







ECM
a Program of Council on Aging

Referrals & Communications

714-352-8820

www.coasc.org/ecm

ECM@coasc.org

Presenter’s Information

ECM
a Program of Council on Aging

[Person’s Name]
[Title of Person]
Council on Aging – Southern California

[Email]

[Telephone Number]



Questions?

