Enhanced Care Management

Provider Manual

Part 5

(CCA Users)

Molina Healthcare of California

(Molina Healthcare or Molina)

2025

Capitalized words or phrases used in this ECM Provider Manual shall has the meaning set forth in your Agreement with Molina Healthcare. "Molina Healthcare" or "Molina" has the same meaning as "Health Plan" in your Agreement. The ECM Provider Manual is customarily updated annually but may be updated more frequently as needed. Providers can access the most current ECM Provider Manual at MolinaHealthcare.com.

Last Updated: 09/2025

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ECM Provider Resource Guides

All Regions

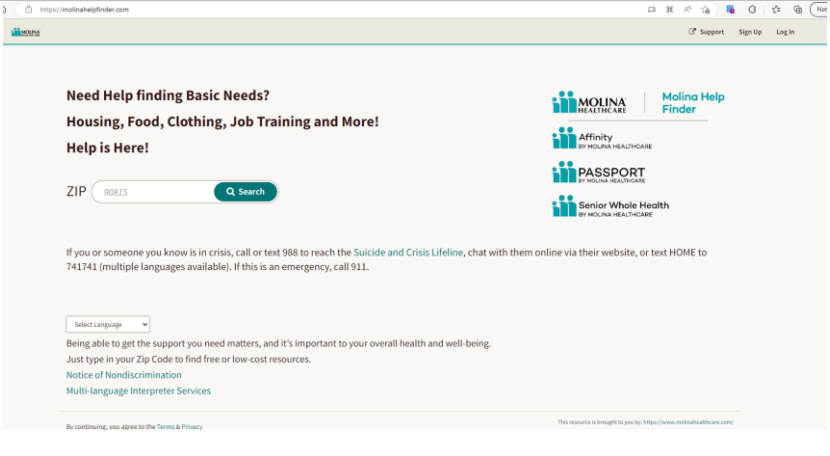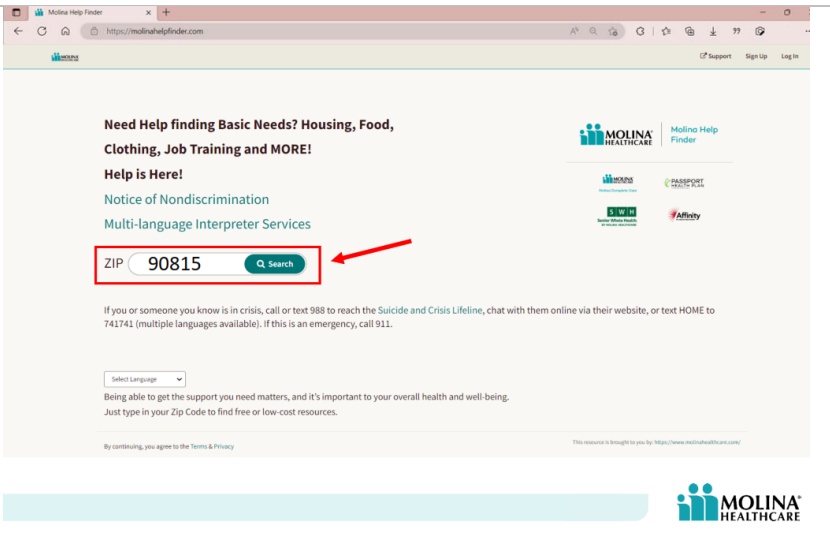| Department	Telephone Number	Email/Web Link	Hours of Operation
Member Services	1-888-665-4621 (TTY 711)		Available Monday-Friday, 7:00 am - 7:00 pm
Transportation Vendor: American Logistics **Q:** What if a member is unable to be transported to a medical appointment by ordinary means of public or private conveyance (such as but not limited to taxi or car) due to their medical/physical condition? **A:** Call American Logistics to arrange transportation and, if needed, provide the MD with the Physician Certification Statement Form (PSF) to complete and submit. The form is not a Prior Auth request form and is not needed to arrange transportation.	1-855-944-1370 PCS Form: molinahealthcare.com/providers/ca/medicaid/forms/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medical/Physician-Certification-Statement.pdf	**Urgent same-day request:** Molina_support@americanlogistics.com In an individual email with "Urgent – Same Day Request" in the subject line so that it can be entered immediately.	Available Monday-Friday, 7:00 am - 7:00 pm Urgent Appointments only: Available 24 hours a day, 7 days a week. *A minimum of three (3) business day notice is required. Urgent/same-day requests are not guaranteed.

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All Regions

Department	Telephone Number	Email/Web Link	Hours of Operation
Interpreter Services *(processed through Member Services)*	1-888-665-4621 (TTY 711)		Available Monday-Friday 7:00 am - 7:00 pm Can be accessed via the Nurse Advice Line after hours.
Nurse Advise Line	1-888-275-8750 (English) 1-866-648-3537 (Spanish)		Registered nurses are available 24 hours a day, 7 days a week.
Molina Help Finder		molinahelpfinder.com	Molina Help Finder is an online community resource directory for community-based organizations and government resources. Access, search, seek, assess, and refer to thousands of programs, community-based resources, and services in every zip code in the United States Available 24 hours a day, 7 days a week.
Molina Healthcare Provider Directory	1-888-665-4621 (TTY 711)	MolinaHealthcare.com	The Provider Directory has names, provider addresses, phone numbers, business hours, and languages spoken. It tells if the provider is taking new patients. It gives the level of physical accessibility for the building.
Denti-Cal (for dental services)	1-800-322-6384	dental.dhcs.ca.gov/	Available Monday-Friday from 8:00 am-5:00 pm

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All Regions

Department	Telephone Number	Email/Web Link	Hours of Operation
Pharmacy As of January 1, 2022, Medi-Cal Rx will be responsible to review and authorize Medications Medi-Cal Rx Website: Medi-CalRx.dhcs.ca.gov MRx Pharmacy Locator: medi-calrx.dhcs.ca.gov/home/find-a-pharmacy Meds: medi-calrx.dhcs.ca.gov/home/cdl	Outpatient Prescription Medications have been carved out to the State and are no longer managed by the Health Plans	**How to access the Rx Portal and obtain access:** Visit medi-calrx.dhcs.ca.gov/home/education For Provider Portal registration assistance and training email: MediCalRxEducationOutreach@magellanhealth.com	Medi-Cal Rx Customer Service Center line 1-800-977-2273, 24 hours a day, 7 days a week, 711 for TTY, Monday to Friday, 8:00 am to 5:00 pm

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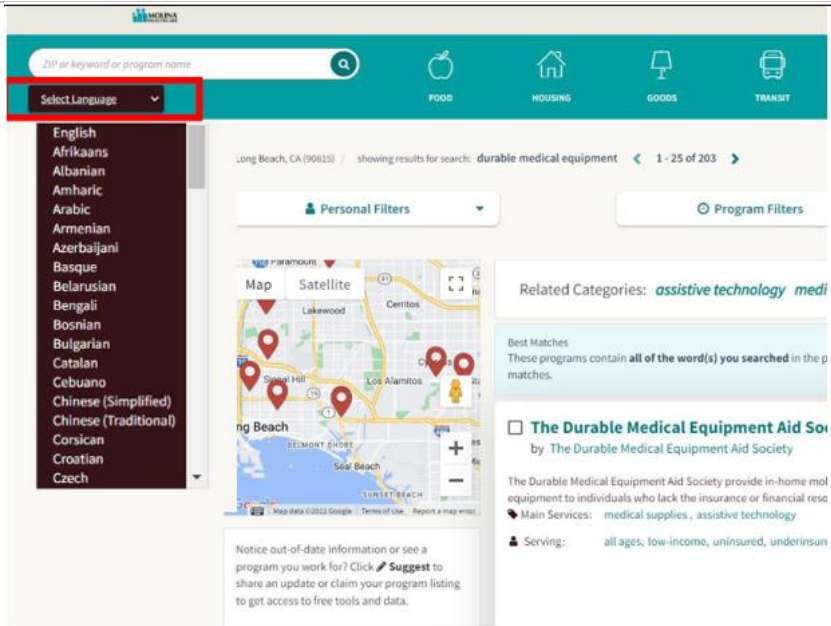
Molina Help Finder

The Molina Help Finder is a one-stop social services platform, free (available 24/7), powered by Findhelp (formerly Aunt Bertha) – that assists Molina members in finding the resources and services they need when they need them right in their communities. It's an online community resource directory for community-based organizations and government resources available to all Molina Providers and Members. ECM Providers can search thousands of programs, community-based resources, and services in every zip code in the United States. The Molina Help Finder is a resource for all counties. The Molina Help Finder's database spans all domains of need, including food pantries, childcare, education, housing, employment, financial assistance, legal representation, and more.

Instructions	Screenshot
Step 1: Access the Molina Help Finder by clicking the link: molinahelpfinder.com/	
Step 2: Enter the zip code under **ZIP**	

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Step 3: Conduct a **Search**	
Step 4: You can also select a different **language**	
Step 5: Content will change to **the selected language**	
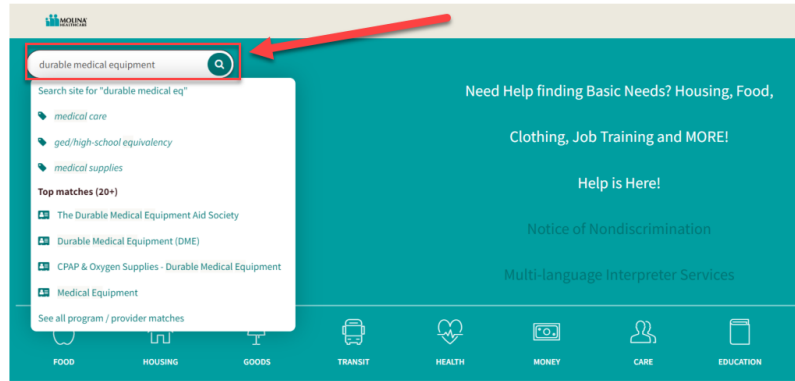
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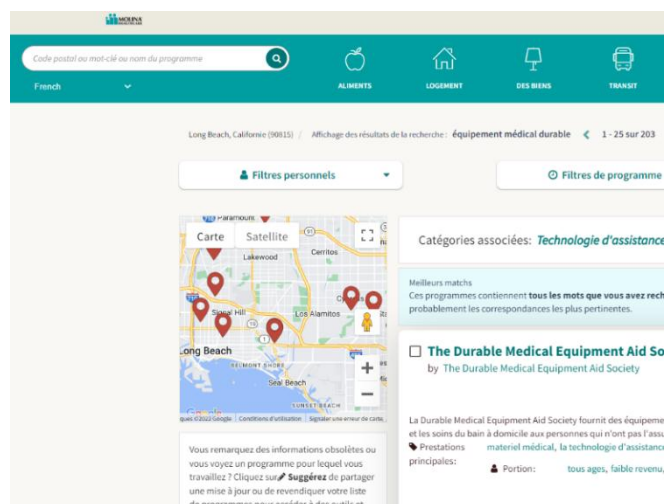
Point Click Care

In Support of CalAIM and the Enhanced Care Management (ECM) benefit, Molina would like to ensure ECM providers have the tools needed to provide comprehensive transitional care to our members. Molina is collaborating with PointClickCare and sponsoring the portal free-of-cost to our ECM providers. The PointClickCare portal has the ability to provide real-time notifications of your members for hospital admissions, discharges, and transfers (ADT) and emergency department visits. The platform also helps to improve care coordination by supporting communication with hospital providers in relation to transition of care management and patient care needs.

Portal features include:

- Real Time Notifications-created from Cohort criteria to inform users of encounter activity for specified members
- Patient Overview Page-details of demographics and encounters, care insights created by users, attachments
- Care Insights- created by platform users to share care guidelines, recommendations, safety and security concerns
- Groups/Tags-ability to label patients to use in cohorts, reporting, and worklists
- Reporting-customizable with data related to patient population, cohorts; scheduled on preferred cadence

For more information, please reach out to the ECM team and email our general inbox at MHC_ECM@molinahealthcare.com and we will connect you to the Point Click Care so they can provide a demo of the portal as well as provide additional information.

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Molina's Provider Bulletin on ECM

Molina communicated the following Provider Bulletin to their entire network of providers to educate them on CalAIM's Enhanced Care Management Program for eligible Medi-Cal beneficiaries with complex medical and social needs. This also informed our network that our ECM Providers are an extension of Molina. If ECM Providers experience challenges when contacting providers to request member information, such as treatment plans and medication information, to support care coordination needs, and comply with our ECM requirements, ECM Providers can reference this communication for additional support.

Provider Bulletin

Molina Healthcare of California
molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

June 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:

Per the Department of Health Care Services (DHCS) guidance, beginning January 1, 2024, MHC will add two additional populations of focus to the Enhanced Care Management (ECM) benefit; Birth Equity and Individuals Transitioning from Incarceration.

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

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.

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

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The following ECM Populations of Focus were implemented 1/1/2022:

- **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 POFs 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 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

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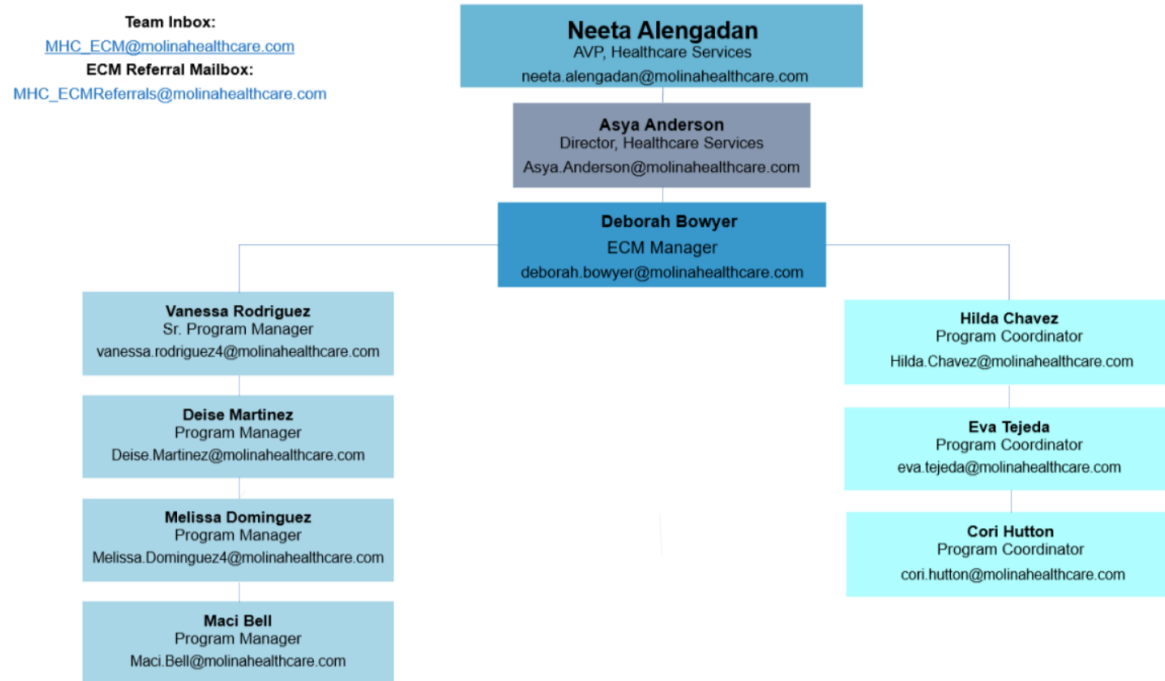## Molina's Medi-Cal Member Handbook

The 2025 Member Handbook (also known as the Evidence of Coverage, EOC) is located on Molina's public website (see link below):

molinahealthcare.com/members/ca/en-us/mem/medicaid/medical/memguide.aspx

ECM Providers are required to review the latest Member Handbook for more information on member benefits and additional resources.

Molina's ECM Team

For questions regarding Molina's ECM Program, please contact Molina's ECM Team Inbox: MHC_ECM@molinahealthcare.com. If you don't receive a response within 24-48 hours, please escalate to Molina's ECM Team (listed below):

Team Inbox:
MHC_ECM@molinahealthcare.com
ECM Referral Mailbox:
MHC_ECMReferrals@molinahealthcare.com

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Attachments

Review the attachments below:

Comprehensive Assessments

CA Comprehensive Assessment Templates are available on the Molina Provider website under Frequently Used Forms: molinahealthcare.com/providers/ca/medicaid/forms/fuf.aspx

- Adult ECM Comprehensive Assessment
- Child/Youth ECM Comprehensive Assessment

Copies of the assessments in threshold languages are available upon request. Please email MHC_ECM@molinahealthcare.com to request copies.

ECM Letter Templates

- Generic UTC Letter:
  molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/ECM-Provider-Manual/ECM%20Generic%20UTC%20Letter

- Welcome Letter:
  molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/ECM-Provider-Manual/ECM%20Welcome%20Letter

- Care Plan Letter:
  molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/ECM-Provider-Manual/ECM%20Care%20Plan%20Letter

- PCP Care Plan Letter:
  molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/ECM-Provider-Manual/ECM%20PCP%20Care%20Plan%20Letter

- Post Opt-In UTC:
  molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/ECM-Provider-Manual/ECM%20Post%20Opt%20In%20UTC

- Post Opt-In UTC Letter (Spanish):
  molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/ECM-Provider-Manual/ECM%20Post%20Opt%20In%20UTC%20Letter%20SP

- Post Opt-In Decline Letter:
  molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/ECM-Provider-Manual/ECM%20Post%20Opt%20In%20Decline%20Letter

- PCP Notification Letter:
  molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/ECM-Provider-Manual/ECM%20PCP%20Notification%20Letter

- Non-Discrimination Notice: molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/ECM-Provider-Manual/Non-Discrimination%20Notice

- Notice of Availability of Language Assistance Services: molinahealthcare.com/~/media/Molina/PublicWebsite/PDF/Providers/ca/Medicaid/Taglines

In-Home Supportive Services (IHSS)

- IHSS Referral form SOC 873: cdss.ca.gov/cdssweb/entres/forms/English/SOC873.pdf

- IHSS Referral form - San Bernardino: hss.sbcounty.gov/PA_Update/Forms/english

Glossary

Term	Definition
Availity	Portal used to confirm member eligibility. ECM Provider assignment and submit claims submissions.
Clinical Care Advance (CCA)	Molina's Care Management portal
Closed Loop Referrals (CLR)	DHCS defines a Closed-Loop Referral (CLR) as a referral initiated on behalf of a Medi-Cal Managed Care Member that is tracked, supported, monitored and results in a Known Closure. A Known Closure occurs when a Member's initial referral loop is completed with a Known Closure reason such as the Member receiving services.
Community Health Worker (CHW)	Trains individuals to bridge the gap between communities and essential health and social services. CHWs act as trusted community members, providing outreach, health education, counseling, and case management.
ECM LCM	Enhanced Care Management Lead Care Manager
Member Information File (MIF)	Previously known as the Targeted Engagement List (TEL), is a file that identifies all ECM eligible members assigned to ECM Providers for outreach and enrollment. This file also contains all ECM members opted in with the ECM Provider and can also be used for monitoring and oversight, as well as for tracking closed-loop referral activities.
Member Activity Report (MAR)	Post opt-in ECM activity by the member. Includes most recent contact date; assessment completion date; ICP due date; assigned ECM Lead CM. Refer to the report for all fields. ECM Providers must review this report as part of their oversight and monitoring activities and reconcile against capitation reports
Progress Note/Contact Form	Documentation of Outreach attempts and other coordination services in CCA.
Health Risk Assessment (HIF)	Document used by Molina's internal team to collect and document a patient's medical history, current health

	status, and other relevant details needed to effectively manage their case, including information about their social and psychological needs
File Exchange Services (FES)	Provides capitation payment reports with member-level details available through the FES portal. Reports are available within one day of the capitation payment being generated
Program Completion Questionnaire (PCQ)	Tool used to assess a member's readiness for transitioning out of the ECM program or to a lower level of care management
Provider Service Representative (PSR)	Primary point of contact between Molina Healthcare and its contracted providers. They are responsible for provider training, network management, and ensuring compliance with Molina Healthcare's policies and procedures while providing excellent customer service.
Secure File Transfer Protocol (sFTP)	A secure file transfer protocol that uses secure shell encryption to provide a high level of security for sending and receiving file transfers
Interdisciplinary Care Team (ICT)	Healthcare professionals from diverse fields who collaborate to manage a patient's physical, psychological, and spiritual needs, aiming for comprehensive and coordinated care
Individualized Care Plan (ICP)	ICP IS tailored to the member's specific needs, goals, and preferences. It's a collaborative effort between the CM, the patient, and potentially their family or caregivers, ensuring a patient-centered approach.
Transition of Care (TOC)	The process of a patient's healthcare being transferred from one setting or level of care to another, such as from a hospital to home or from one specialist to another. It involves ensuring continuity of care, coordination of services, and support for the patient as they move through different phases of their illness or treatment.

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