

# Alameda CalAIM PATH Collaborative Meeting

December 13, 2024



# Today's Agenda

Time	Agenda Topic
10:00-10:05	Welcome, Agenda, and Housekeeping
10:05-10:15	Resources, Follow-ups, and Timely Updates
10:15-10:25	2025 CalAIM Policy Updates Overview
10:25-11:15	MCP Updates: Alameda Alliance & Kaiser Permanente
11:15-11:25	2024 Year in Review
11:25-11:30	2025 Meeting Schedule
11:30-12:00	Office Hours

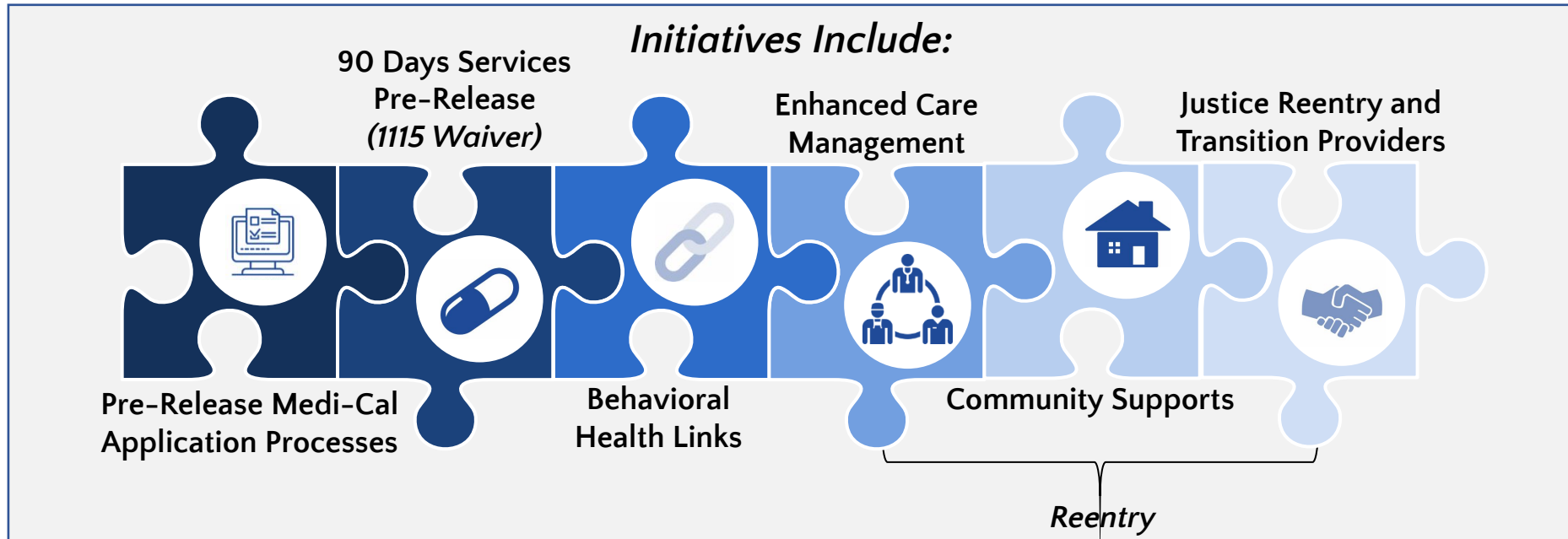
# Housekeeping

# Follow-Ups & Resources



# The CalAIM Justice-Involved Initiative is Comprised of Pre-Release and Reentry Components

CalAIM justice-involved initiative support justice-involved individuals by providing key services pre-release, enrolling them in Medi-Cal coverage, and connecting them with behavioral health, social services, and other providers that can support their reentry.



## Case and Disease Management (CMDM) – Program Referral Form

The Alameda Alliance for Health (Alliance) Case and Disease Management (CMDM) Program Referral Form is confidential. Filling out this form will help us better serve our members.

### INSTRUCTIONS

1. Please print clearly, or type in all of the fields below.
2. Please mail, send by a secure email\*, or fax the completed form to:

Alameda Alliance for Health  
ATTN: Case and Disease Management Department (CMDM)  
1240 South Loop Road, Alameda, CA 94502  
Secure Email\*: [deptcmdm@alamedaalliance.org](mailto:deptcmdm@alamedaalliance.org)  
Fax: 1.510.747.4130

\*If you have questions about how to send a secure email, please visit [www.alamedaalliance.org](http://www.alamedaalliance.org).

For questions, please contact the Alliance CMDM Department via email or call toll-free at 1.877.251.9612.

PLEASE NOTE: The Alliance will directly notify the member which CMDM program can provide them with services.

Request Date (MM/DD/YYYY):

### SECTION 1: REFERRING PROVIDER INFORMATION

Last Name: First Name:  
Facility/Clinic/Organization Name:  
Phone Number: Fax Number:  
Referral Source (please select only one (1)): ☐ Community Partner ☐ Hospital ☐ PCP ☐ Specialty Provider  
☐ Other (specify):

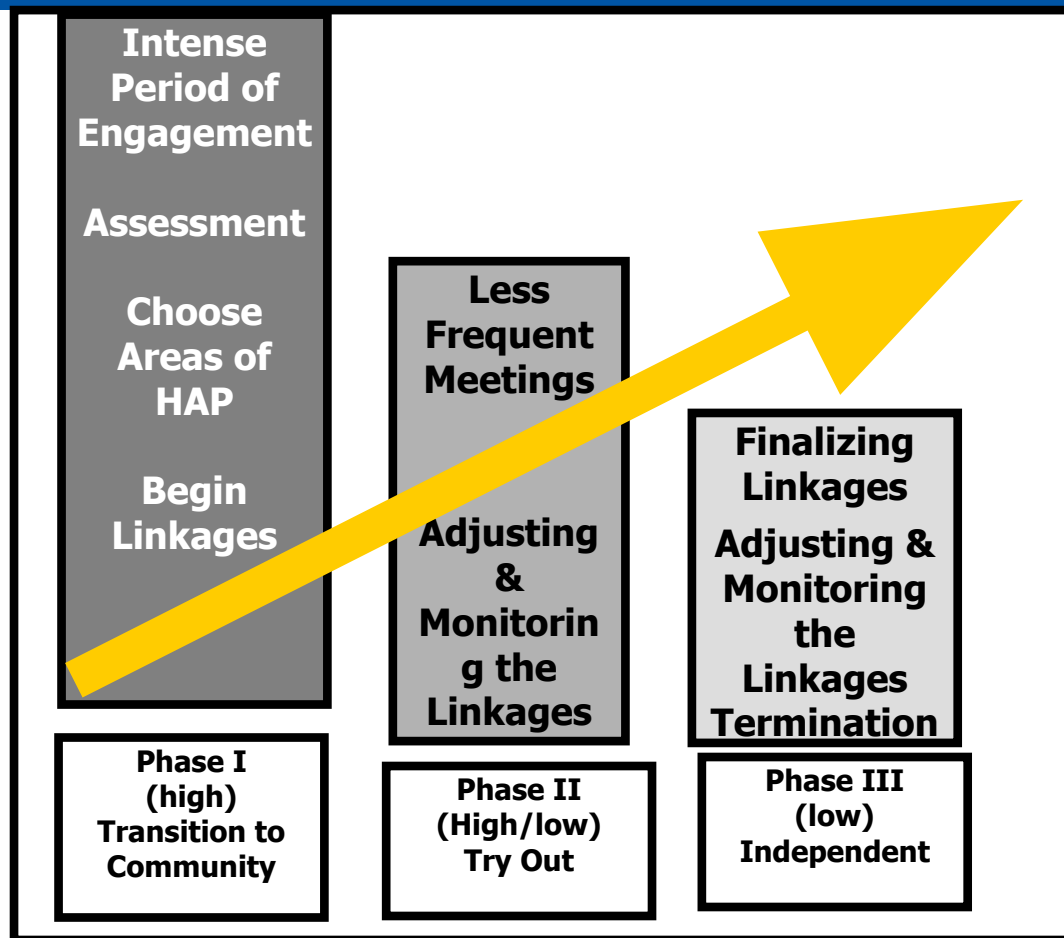
### SECTION 2: MEMBER INFORMATION

Last Name: First Name:  
Alliance Member ID #: Date of Birth (MM/DD/YYYY):  
Phone Number: Sex: ☐ Female ☐ Male  
Address (or location, i.e., under 5<sup>th</sup> St. bridge):  
City: State: Zip:  
Is the member aware of this referral? ☐ Yes ☐ No  
Did the member consent to this referral? ☐ Yes ☐ No

### SECTION 3: PROGRAM REFERRAL

Program per referral form (please select only one (1)):

- ☐ Asthma Disease Management
- ☐ Behavioral Health (BH) (including coordination with mental health and Applied Behavioral Analysis (ABA) services)
- ☐ Cardiovascular Disease Management
- ☐ Case Management (including Complex Case Management (CCM), Care Coordination, and Transitional Care Services (TCS))
- ☐ Depression Disease Management
- ☐ Diabetes Disease Management
- ☐ Enhanced Care Management (ECM)
- ☐ Other (please provide details in Section 4)



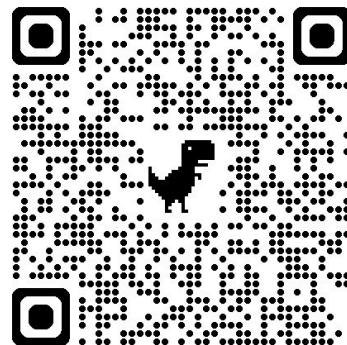
# Children & Youth Workgroup

Kickoff meeting last week  
identified multiple priority areas  
and opportunities for collaboration.  
Areas of focus will include:

- Care coordination for foster youth;
- Community Supports for children and youth; and
- CalAIM education & awareness

**Next meeting:**

**Tuesday, Jan. 21**  
**11am-12pm**



# Care Workforce Summit

Tuesday December 17 from 11:30am – 1:30pm

California Endowment Oakland Regional Office

## Agenda:

- Ice breaker and Introductions
- Care Workforce Opportunities Panel
- Training and Eligibility Information
- Lunch, resource fair and training registration

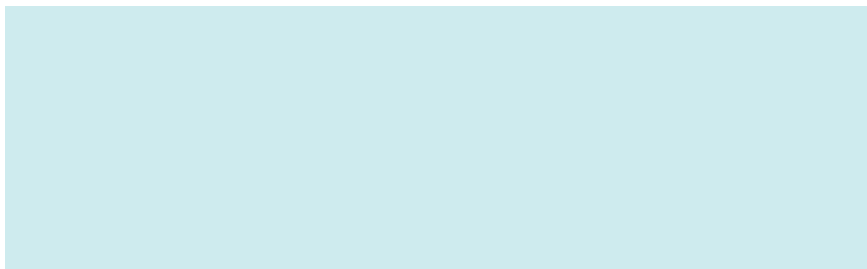
## Who should join?

- Individuals seeking flexible employment
- Unpaid caregivers of family and friends
- Community health and service providers

Free lunch  
for all who  
pre-register!



# Training Opportunity:



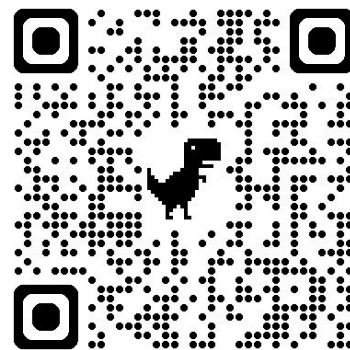
# Funding Opportunity: CITED Round 4

- Applications will be open from **January 6 to March 7**
- State priorities for funding include:
  - County-Specific ECM and Community Supports gaps
  - Statewide ECM and Community Supports gaps
    - Birth Equity, Justice-Involved, and Transitional Rent
  - Tribal Entities or other entities serving tribal members
  - Entities serving individuals whose primary language is not English
  - Local CBOs
- Learn more about CITED [here](#)

**Information  
Session:**

**Tuesday, Jan. 7**

**11:30am-12:30pm**



# 2025 Statewide CalAIM Policy Updates



# What's new in 2025?

## Launching January 1st:

- ECM Referral Standards
- ECM Presumptive Authorization Policy

## Coming later in 2025:

- Closed-Loop Referrals Implementation Policy
- Updated Community Supports Definitions

# ECM Referral Standards and Form Templates

- » The **ECM Referral Standards** create a unified set of information that all MCPs collect as part of any referral for ECM. **MCPs must adopt these standards by January 1, 2025.**
- » The standards include technical information that MCPs can use to build electronic ECM referrals via provider portals, EMRs, HIE, etc.
- » The **ECM Referral Form Templates** are an application of the ECM Referral Standards for use when the referring entity cannot use an electronic format. **DHCS always encourages and prefers electronic referrals over PDFs/hard copy forms but understands that not all community entities can refer Members this way.** There are two form templates – Adult and Child/Youth.

# Key Information Collected in ECM Referrals

Starting January 1, 2025, all Managed Care Plans must use the ECM Referral Standards for their ECM Referral Forms, so that entities referring to ECM fill out the same information across MCPs.

» The ECM Referral Standards and Forms Templates define the following areas:

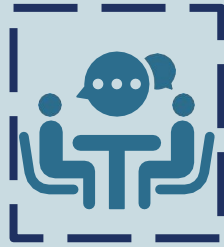
- **Medi-Cal Member Information**
- **Referral Source Information**
- **Eligibility Criteria for Adults and Children/Youth**
- **Enrollment In Other Programs**
- **Referral Transmission Methods** *Including guidance encouraging batch referrals*

*The ECM Referral Standards will not change the existing processes for the MIF and RTF.*

# ECM Presumptive Authorization

Starting on Jan. 1st 2025, MCPs are required to allow select ECM Providers to quickly initiate ECM services prior to submitting an ECM referral to an MCP and reimburse Providers for services during a 30-day timeframe.

New Presumptive  
Authorization Process  
(For Select ECM  
Providers & POFs)



Services



Referral



MCP  
Authorization

Under the ECM presumptive authorization process, select ECM Providers can start services **before** a referral is submitted to an MCP to authorize ECM services.

# Proposed Community Supports Revisions

**In September, DHCS released proposed definition changes to 7 Community Supports Services:**

1. Housing Transition Navigation Services
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Nursing Facility Transition/Diversion to Assisted Living Services
5. Community Transition Services/Nursing Facility Transition to a Home
6. Medically Tailored Meals/Medically Supportive Food
7. Asthma Remediation

**Final Community Supports definitions are being finalized by DHCS. The updated definitions will likely go live in Summer 2025.**

# Closed Loop Referral Implementation Guidance

- **Go-Live Date is now July 2025**
  - DHCS anticipates releasing final Closed-Loop Referral Implementation Guidance in late 2024 and will schedule an all comer webinar after release to support implementation and technical assistance.

# Managed Care Plan Updates



**Kaiser Permanente**

**Alameda PATH CPI Meeting**

December 2024



# What is the Community Health Care Program?

Kaiser Permanente's Community Health Care Program is for Californians who can't get any other health coverage. As of June 2024, 324 Northern Californians are enrolled.



Great coverage is now within your reach

## Now Serving Adults

On November 1, 2023, Kaiser Permanente (KP) relaunched its Charitable Health Coverage (CHC) program, replacing the Child Health Plan as a single statewide program serving eligible adults.

*CHCP is unique to KP*



## Eligibility

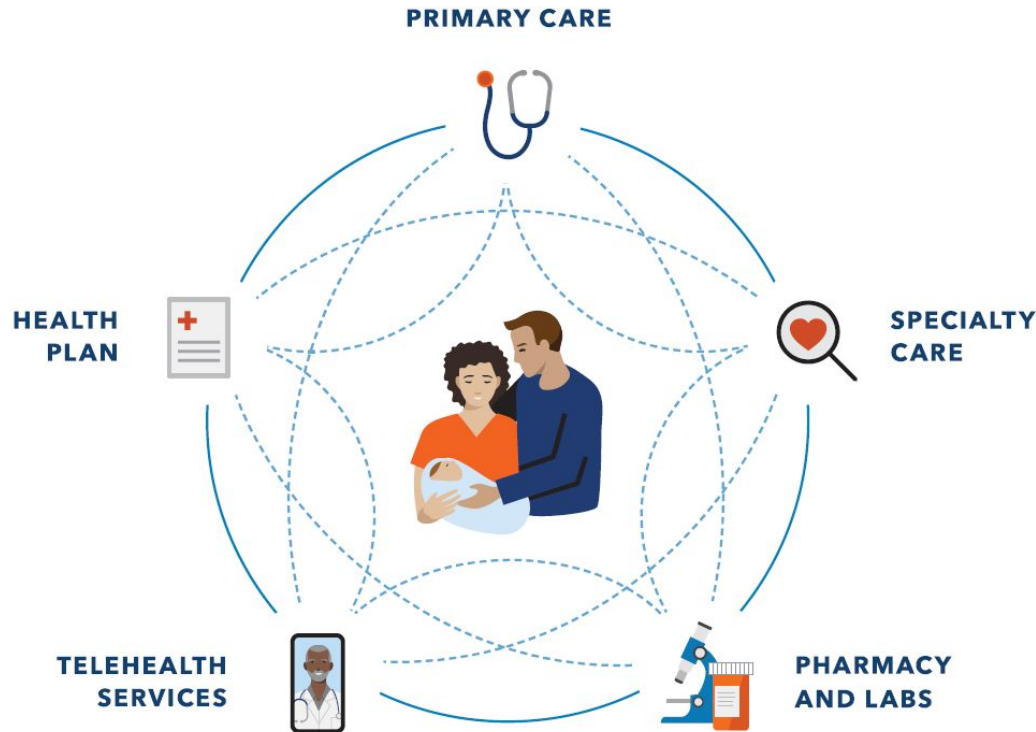
- Do not qualify for other health coverage (e.g., Medi-Cal, Medicare, a job-based health plan, or Covered California)
- Reside in KP service area
- Income between 139-300% FPL (up to roughly \$45K for single person or \$93K for family of 4)



## CHCP Enrollees are KP Members

CHCP recipients are enrolled in the Individuals and Families Kaiser Permanente Platinum 90 HMO plan. Monthly premiums are paid for by a KP subsidy, as are most out of pocket costs for covered services at KP facilities. CHCP is not a public benefit program.

# What's covered under the KP Platinum 90 HMO Plan?



Some of the health plan benefits covered

## **\$0 Out-Of-Pocket Costs**

for KP Platinum 90 HMO members for covered services at KP facilities:

- Chat, Email, Phone and Video Visits
- Preventive Care, Screening, Immunizations
- Primary Care Office Visit
- Specialty Care Office Visit
- Most X-rays & Lab Tests
- Prescription Drugs (up to a 30-day supply at KP plan pharmacy or through mail order)
- Mental Health Services
- Emergency and Urgent Care
- Inpatient Hospital Stay

# CHCP Open Enrollment 2024-25



## Aug – Sept 2024

- Community Informational Session Kick Off (9/23)
- Outreach & Social Media Planning
- Collateral Development
- Re-Enrollment Notification



## Oct-Nov 2024

- Trainings for Enrollers/Partners
- Social Media + Media Outreach
- Open Enrollment Starts 11/1



## Jan 2025

Open Enrollment Ends 1/31



## Ongoing 2025

Outside of Open Enrollment, people who experience a Qualifying Life Event can apply during the Special Enrollment Period

# Who's eligible?



Not eligible for other health coverage (e.g., Medi-Cal, Medicare, a job-based health plan, or Covered California)



Income between 139% - 300% FPL (up to \$45,180 for single person or \$93,600 for family of 4)



Reside in KP service area




US Citizenship/legal status is not a requirement

## Kaiser Permanente Cares About Privacy

Kaiser Permanente keeps all applicant information private, as required by law, and uses the information to determine eligibility for other programs. CHCP is not a public benefit program. It is a KP-sponsored program to address community needs.

# Comparing Medi-Cal and CHCP

	Medi-Cal	 Community Health Care Program
Geography	All California residents	Californians who live in KP service areas
Age	No age restriction	No age restriction
Income	<138% FPL	Up to 300% FPL
Immigration Status	No restriction	No restriction
Enrollment Period	Enrolls all year	Enrolls Nov 1–Jan 31 except for Qualifying Life Events
Re-Applying	Annual redetermination required	Annual subsidy reapplication required

*Note: this is not an exhaustive list, and other rules may apply*

# How to apply for CHCP



CHCP Open Enrollment starts November 1, 2024, and ends January 31, 2025. Applications will be available on 11/1 at [kp.org/chcp](https://kp.org/chcp).



Two applications are needed:

- 1) The Kaiser Permanente Individuals and Families (KPIF application)
- 2) Subsidy application to determine eligibility

## Required Documentation

Household Income: Such as pay stubs, W2 forms, profit and loss forms, or signed attestations.

Cash Income: Applicants with cash income can submit a signed attestation.

## Submitting Applications

Email is recommended but fax and snail mail are okay.

Processing applications can take up to 6 weeks.

## Coverage Start Date

Application received	Coverage starts
Dec 31, 2024	Jan 1, 2025
Jan 31, 2025	Feb 1, 2025

# Find enrollment assistance organizations

Applicants are encouraged to apply through one of our Enrollment Partners.

kp.org/chcp/gethelp

## Get Help with Community Health Care Program

If you have questions about the Kaiser Permanente Community Health Care Program, please call Member Services at 1-800-464-4000 (TTY 711), 24 hours a day, 7 days a week (closed major holidays).

### Enrollment Assistance Organizations

For help signing up for the Kaiser Permanente Community Health Care Program or renewing your membership, call or visit one of the locations below. An enrollment assister will be happy to help you.

+ Alameda County

+ Contra Costa County

+ El Dorado County

### — Alameda County

#### Alameda County Health Care Services Agency

1000 San Leandro Blvd., Ste. 300  
San Leandro, CA 94577  
1-800-422-9495 (toll free)

[Visit site](#)

#### East Bay Agency for Children

2828 Ford Street  
Oakland, CA 94601  
510-639-3386

[Visit site](#)

#### The Davis Street Community Center Incorporated

3081 Teagarden St.  
San Leandro, CA 94577  
510-347-4620

[Visit site](#)

#### Tiburcio Vasquez Health Center, Inc.

22331 Mission Boulevard  
Hayward, CA 94541  
510-288-3505

[Visit site](#)

Call or text (510) 288-3505 or e-mail  
eligibility@tvhc.org.

# Questions?



“We never thought we’d have any insurance before we found this.”

- New CHCP enrollees, Eduardo and Erandy, who went without health insurance or health care for two years before enrolling in the program.





# ECM Updates

# Agenda

- Referral Standards and Template
- Presumptive Authorization
- Auth Status – First Come, First Serve
- What Remains the Same

# Referral Standards and Template

- DHCS mandating Referral Standards and Templates
  - Specific fields Alameda Alliance is required to ask
  - Specific fields the ECM Provider required to complete
  - Changes for Alameda Alliance ECM network:
    - No longer required to complete additional referral form/questions for PoF 3 (SMI/SUD)

# Changes to Referral Form

- Type of Referral
  - Routine
  - Expedited

Date of Referral\*:  Type of Referral\*:

**SECTION 1: REFERRING PROVIDER INFORMATION**

Last Name\*:  First Name\*:

Title:  NPI Number:

Organization Name\*:

Phone Number\*:  Fax Number:

Email\*:

Relationship to Member\*:

- Benefit start date

**SECTION 1: REFERRING PROVIDER INFORMATION (cont.)**

If the referring organization is an ECM provider that is eligible for presumptive authorization, does the member have an ECM benefit start date? ☐ Yes ☐ No

*If yes, please provide the start date:*

If the referring organization is a community partner, does the member have a preferred ECM provider? ☐ Yes ☐ No

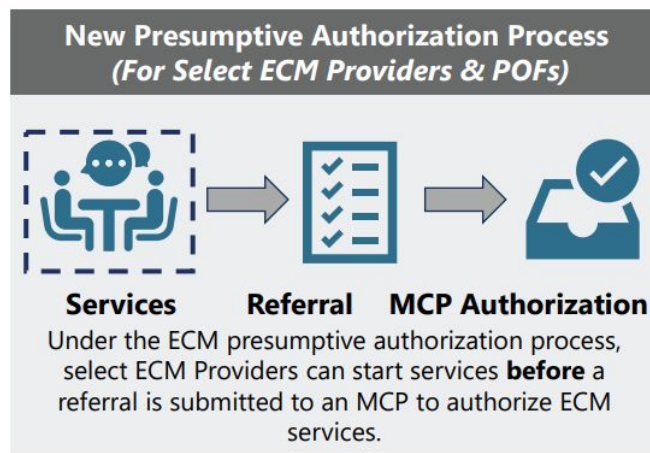
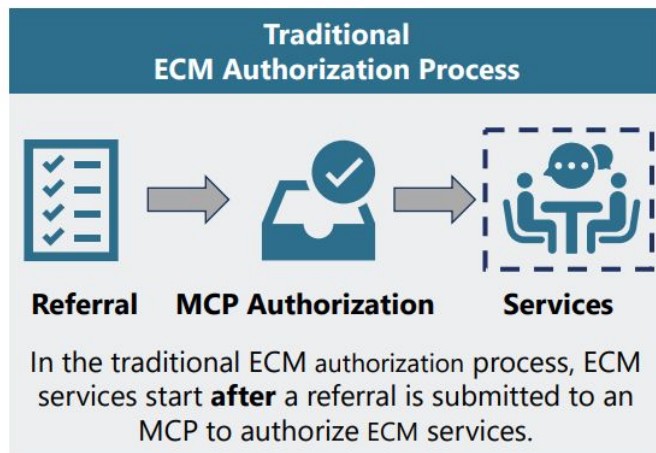
*If yes, please provide the ECM provider's full name:*

If the referring organization is an ECM provider, does the referring organization recommend that the member be assigned to it as their ECM provider? ☐ Yes ☐ No

# Presumptive Authorization

## Overview: ECM Presumptive Authorization

Starting on Jan. 1st 2025, MCPs are required to allow select ECM Providers to quickly initiate ECM services prior to submitting an ECM referral to an MCP and reimburse Providers for services during a 30-day timeframe.



# Presumptive Authorization

- DHCS Requirements for Presumptive Authorization for specific providers for specific Populations of Focus
- Alameda Alliance is expanding this and will be creating a one-month authorization to allow providers to gather all necessary information to support justification of member's eligibility (for members who are not on the MIF)
- Changes for Alameda Alliance ECM Network:
  - The ECM Provider has 30 days to gather eligibility information under the presumptive authorization (if not already done)
  - Alameda Alliance's ECM team will no longer be researching justification if not provided as supporting documentation. If not present at submission, the authorization will be delayed or denied.

# Authorization Status

- Please submit enrollment information to Alameda Alliance as soon as it is known
- The reimbursement for services rendered will go to the authorization on file
- There will no longer be duplicative ECM providers
  - Default will go to the ECM provider with the authorization on file (first)

# What Remains the Same

- Outreach efforts
  - Continue to submit outreach efforts on the RTF and Encounter files per usual
- To seek reimbursement for services after they start:
  - Alameda Alliance still requires an authorization
    - This type of authorization is called a retro request (aka reverse referral)
    - Retro Requests are allowed up to 90 days from the first date of engagement
  - Alameda Alliance still requires a Return Transmission File (RTF) and Encounter File by the 10<sup>th</sup> of every month
    - Both files must be submitted together





# Community Supports Updates

# Services AAH Offers-11 Programs

- Housing Navigation
- Housing Deposits
- Housing Tenancy and Sustaining Services
- Asthma Remediation
- Medically Tailored Meals
- Recuperative Care (Medical Respite)
- Community Transition Services/Nursing Facility Transition to a Home
- Personal Care & Homemaker Services
- Nursing Facility Transition/Diversion to ALF
- Respite Services
- Environmental Accessibility Adaptations

# Referral vs Authorization Request

## ▷ Referral

- A notification from a non-Community Supports provider, identifying a member who may benefit from a Community Support.

## ▷ Authorization Request

- A request from the provider to the health plan to review and determine the appropriateness of a Community Support (submitted by a Community Support provider, or a provider that has already collaborated with that Community Support provider and received the member's consent)



# Support For Providers

- ▶ Questions related to eligibility requirements
- ▶ Questions related to authorization processes
- ▶ **Department Contact Info:**
  - Email: [CSDEPT@alamedaalliance.org](mailto:CSDEPT@alamedaalliance.org)
  - Phone: 1.510.747.4545
- ▶ **Individual Provider Meetings**

# Thanks!

If you have any questions  
please contact us.



CSDEPT@alamedaalliance.org

# 2024 Year in Review

# 2024 Collaborative Aims & Objectives



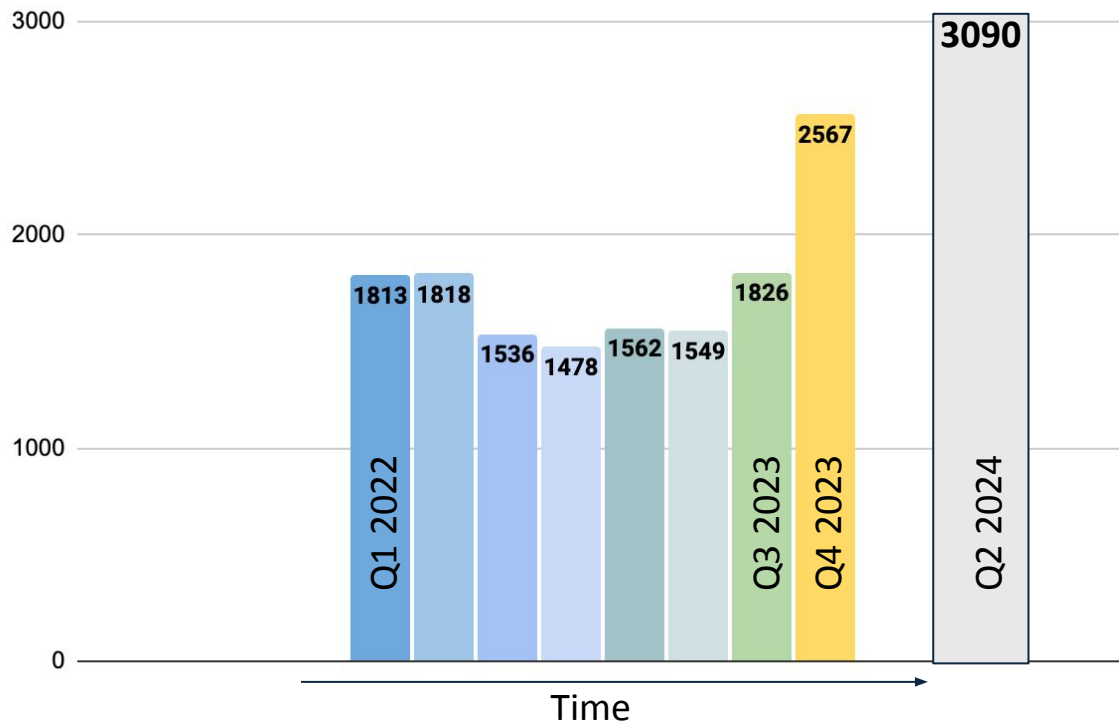
**By December 2024,  
increase eligible members  
authorized for ECM by 15%  
& Community Supports by  
15%**

**1 Build resources  
and relationships  
to drive  
community  
referrals**

**2 Strengthen ECM  
and Community  
Supports provider  
capacity**

**3 Facilitate  
relationship  
building between  
providers, plans, &  
referral partners**

# Alameda County, ECM Enrollment by Quarter



Source:

<https://storymaps.arcgis.com/collections/a07f998dfe497fbd7613981e4f6117>



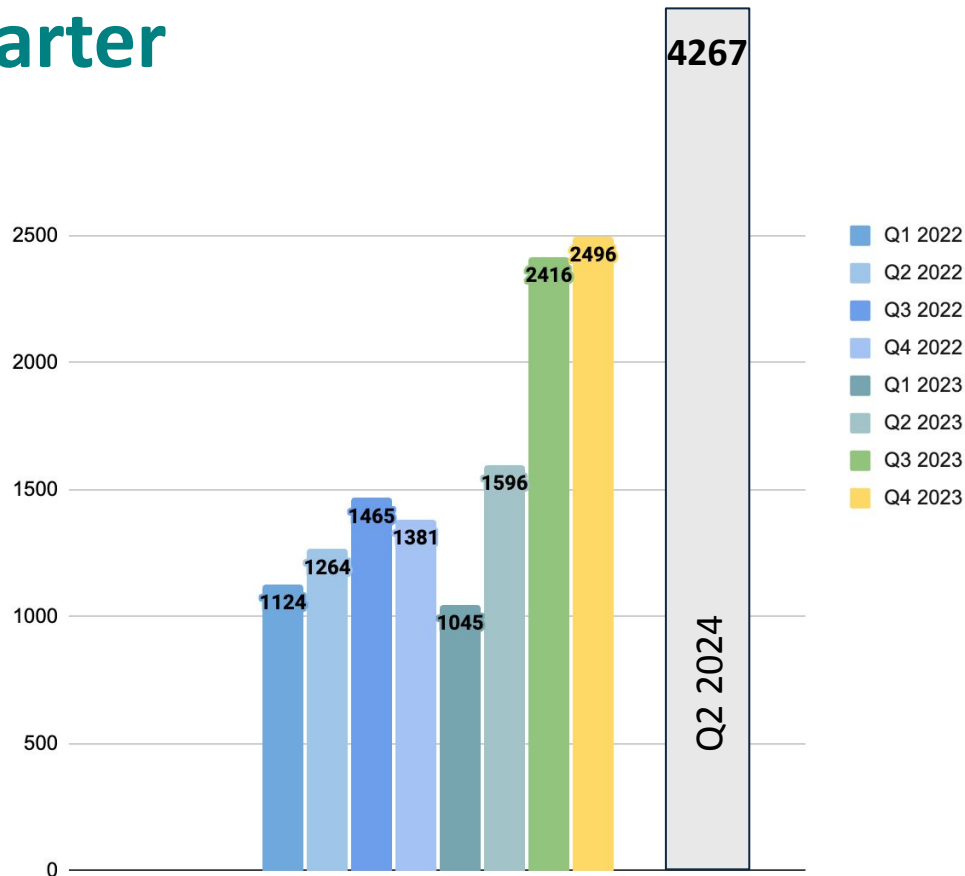
# Alameda County, Community Supports Utilization by Quarter

**71% increase  
so far in  
2024!**



Source:

<https://storymaps.arcgis.com/collections/a07f998dfefa497fbd7613981e4f6117>



# Combined ECM enrollment for both AAH and KP (Q2 2024)

ECM Populations of Focus		Adults	Children & Youth
1a	Individuals Experiencing Homelessness: Adults without Dependent Children/Youth Living with Them Experience Homelessness	429	N/A
1b	Individuals Experience Homelessness: Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness	N/A	322
2	Individuals At Risk for Avoidable Hospital or ED Utilization (Formerly "High Utilizers")	738	216
3	Individuals with Serious Mental Health and/or SUD Needs	328	198
4	Individuals Transitioning from Incarceration	180	1
5	Adults Living in the Community and At Risk for LTC Institutionalization	376	N/A
6	Adult Nursing Facility Residents Transitioning to the Community	4	N/A
7	Children and Youth Enrolled in California Children's Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition	N/A	68
8	Children and Youth Involved in Child Welfare	N/A	91
9	Birth Equity Population of Focus	134	5
	Total	2,189	901

# Collaborative meetings

- **12** collaborative meetings, including **4** in-person meetings
- Over **130** participating organizations
- Over **500** participating individuals
- Average meeting attendance of over **80** participants



# Peer Learning

2024 Meeting Topics included:

- Care coordination for foster youth
- Street Medicine and Housing Supports
- Birth Equity
- Adults at risk for long-term care institutionalization
- ECM and Community Supports Referral Strategies
- Alameda County Community Health Needs Assessment
- Medically Supportive Food
- Justice Involved Initiative
- Statewide CalAIM Policy Updates
- MCP updates



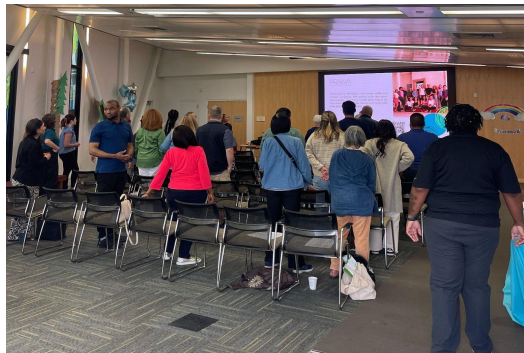
Until everyone's fed



COMMUNITY HEALTH  
CENTER NETWORK



# Senior Wellness Fairs



Two Senior Wellness Fairs drew over 100 participants to promote access to CalAIM services and build community.






# ECM and Community Supports Provider List



CalAIM PATH Care Coordination Provider List  
ECM and Community Supports Providers  
March 2024

## Community Supports Providers: Quick Reference

	Alameda Alliance	Kaiser
<b>Asthma Remediation</b>		
• Alameda County Public Health ASTHMA START.....	X	
• Breathe California.....		X
• Evolve Emod.....		X
• Roots Community Health Center.....	X	
<b>Community Transition Services/Facility Transition to Home</b>		
• East Bay Innovations.....	X	
• Independent Living Systems.....		X
• Omatochi.....	X	
• Serene Health.....		X
• Star Nursing.....		X
<b>Day Habilitation Programs</b>		
• Serene Health.....		X
<b>Environmental Accessibility Adaptations (Home Modifications)</b>		
• Assured Independence.....		X
• Connect America West.....		X
• Lifeline Systems Company.....		X
• LifewiseCHM.....		X
• East Bay Innovations.....	X	

		<b>EAST BAY INNOVATIONS</b>
About	East Bay Innovations (EBI) is a private non-profit organization providing services to people throughout Alameda County. EBI offers a variety of services supporting more than 500 individuals with disabilities to live as independently as possible in their own homes, to be successfully employed, and to feel a sense of membership in their community.	
Location	2450 Washington Avenue, Suite 240 San Leandro, CA 94577	
Website	<a href="https://www.eastbayinnovations.org/">https://www.eastbayinnovations.org/</a>	
Main Line	510.618.1580	
Provider Type	Enhanced Care Management	
Population of Focus	Adults At Risk for Hospital or ED Utilization   Adults/Families experiencing Homelessness   Adults At Risk for LTC Institutionalization   Adult SNF Residents Transitioning to the Community	

# Sortable Provider List Spreadsheet

Provider	MCP CONTRACT		ECM		Does this provider offer CS?
	Is this provider contracted with Alameda Alliance for Health (AAH)?	Is this provider contracted with Kaiser Permanente (KP)?	Does this provider offer ECM for Children/Youth?	Does this provider offer ECM for Adults?	
<i>(See the Provider List on our website for detailed information)</i>					
<a href="#">24 Hour Home Care</a>	x				x
AAT Home Placement Agency		x			
<a href="#">A Better Way, Inc.</a>		x	x		
<a href="#">Accentcare of California</a>		x			x
<a href="#">Agape Village</a>		x	x		
<a href="#">Alameda County Behavioral Health Care Services</a>	x			x	
<a href="#">Alameda County Behavioral Health, Eastmont Health Center</a>	x			x	
<a href="#">Alameda County Community Food Bank</a>	x				x
<a href="#">Alameda County Health Care Services</a>	x				x
<a href="#">Alameda County Public Health (Asthma Start)</a>	x		x		x
<a href="#">Alameda County Public Health, California Children's Services (CCS)</a>	x		x		
<a href="#">Alameda County Recipe4Health</a>	x				x
<a href="#">Alameda Family Services</a>	x	x	x		
<a href="#">Alameda Health System</a>	x			x	
Alameda Health System, Eastmont Wellness	x			x	
Alameda Health System, Hayward Wellness	x			x	
Alameda Health System, Highland Wellness	x			x	
<a href="#">Alegrecare</a>		x			x
<a href="#">Alternative Family Services</a>	x		x		
<a href="#">Amity Foundation</a>		x		x	

## Apoyo comunitario (CaAIM) y Gestión Mejorada de la Atención (ECM)

### Tipos de apoyo comunitario disponibles en el Condado de Alameda:

#### Búsqueda de vivienda



Asistencia para encontrar, postular y asegurarse una vivienda en forma permanente.

#### Depósitos para la vivienda



Asistencia con gastos de vivienda, incluyendo depósitos de seguridad, configuración y gestión de servicios, como gas y electricidad.

#### Alquiler de vivienda y sostenibilidad



Apoyo para conservar la vivienda, como problemas con el propietario(a), certificaciones anuales y apoyo con recursos locales para prevenir desalojos.

#### Cuidados personales y servicios domésticos



Asistencia en actividades diarias, como bañarse, alimentarse, preparar comidas, comprar comestibles y asistir a citas médicas.

#### Programas de habilitación para actividades diarias



Guía para desarrollar competencias, tales como usar el transporte público, cocinar, limpiar y ocuparse de su gestión financiera personal.

*\*Para personas en situación de calle o sin hogar  
\*Sólo para miembros permanentes de Kaiser*

#### Cuidados de recuperación (Relevo médico)



Cuidados residenciales de corta duración si le dan de alta en el hospital sin vivienda estable.

#### Servicios de cuidadores (Servicios de relevo)



Servicios de relevo de corta duración para asistentes, en el domicilio o en instituciones aprobadas.

#### Dietas de apoyo médico/Comidas adaptadas individualmente



Entrega de alimentos nutritivos o de comidas preparadas, con vales para alimentos saludables y/o educación alimentaria.

#### Centros de desintoxicación



Ayuda a corto plazo para la desintoxicación en un ambiente seguro, con acceso a cuidados de alojamiento temporal, alimentación, asesoramiento y servicios adicionales.

*\*Disponible después del alta*

#### Alojamiento después de hospitalización o duración



Alojamiento temporal para pacientes en cuarentena, incluyendo tratamientos para adicciones, servicios de salud mental y otros.

*\*Sólo para miembros permanentes de Kaiser*

# ECM and CS Provider Job Aid: Available in English and Spanish!

#### Modificaciones en el domicilio



Actualizaciones y mejoramientos de domicilio que contribuyen a la buena salud, seguridad e independencia, tales como rampas, barras de apoyo, entradas más amplias y elevadores.

#### De hogares de ancianos a asistencia en la vida diaria



Apoyo para hacer la transición a una vida asistida y recibir servicios diarios de asistencia, vigilancia médica y presencia de personal durante las 24 horas, en lugar de residir en un hogar de ancianos.

#### Remediación del asma



Actualizaciones en el domicilio para prevenir episodios asmáticos agudos, gracias a filtros al vacío, deshumidificadores, filtros de aire y ventilación mejorada.

#### Transición de hogar de ancianos a la casa



Asistencia para retornar a casa desde un hogar de ancianos, tales como financiamiento de depósitos de seguridad, gastos en infraestructura de salud, como camas de hospital.

### Explicando los servicios de Administración de la Atención Mejorada (ECM) a los miembros:

Su gerente de atención principal especializado coordinará los servicios de salud y atención médica, por teléfono, presencialmente o donde usted vive.

#### Su gerente de atención principal puede:

- Encontrar el médico y hacer una cita
- Gestionar el transporte gratuitamente hacia y desde las citas
- Verificar las prescripciones y ayudar a renovarlas
- Conectarlo con recursos locales y ayuda alimentaria en la comunidad, alojamiento y otros servicios sociales

#### Los servicios de ECM no reemplazan:

- Sus beneficios:** Es un beneficio adicional para miembros de Medi-Cal.
- Sus médicos:** Mantiene sus actuales médicos y otros proveedores.
- Sus opciones:** Usted puede cancelar ECM en cualquier momento.

**ECM es gratis! Sin costos adicionales para usted.**

*\*Ver reverso para detalles sobre los criterios de elegibilidad*



# Referral Form Hub

All referral forms are now posted on the collaborative resource center!

## Library of CalAIM Informational Materials

- + Introduction to Medi-Cal and CalAIM
- + Enhanced Care Management Resources: Policy and Tools
- + Community Supports Resources: Policy and Toolkits
- + DHCS Policy and Program Guidance for CalAIM: Data, Billing, and Provider Terms
- + Recent DHCS Policy Updates
- + Alameda County's Community Health Record and Social Health Information Exchange
- + Data Exchange Framework and Other Data Sharing Resources
- + Medi- Cal Managed Care Plan 2024 Transition Policy: Alameda County
- + Referral Forms for Alameda Alliance Members to ECM and Community Supports
- + Referral Information for Kaiser Permanente members to ECM and Community Supports

# NOW LIVE: “PATHways to Success”

Learn about the difference PATH is making for organizations and the Medi-Cal members they serve across California.



## PATH is Growing Local Partnerships and Strengthening Services for Members

June 14, 2024

For more than 20 years, Lifespring Home Nutrition has provided Southern Californians with special dietary needs access to nutritious, medically tailored meals (MTM) to heal their bodies and manage their...

[Read More](#)



[View All Success Stories](#)



# DHCS is featuring PATH success stories from organizations across California

As community-based organizations, Medi-Cal providers, tribes, local government agencies, and others continue to participate in the PATH initiative, DHCS will share their firsthand accounts of providing Enhanced Care Management (ECM) and Community Supports for the members they serve.

“PATHways to Success” showcases how PATH is helping organizations build relationships and make the investments needed to transform Medi-Cal and better serve California’s highest need members.

Visit [ca-path.com](https://www.ca-path.com) and scroll to “Pathway to Success” to view success stories from organizations participating across PATH.

[www.ca-path.com](https://www.ca-path.com)



## Pathway to Success

The PATHways to Success web portal features on-the-ground testimonials from organizations across California participating in the PATH initiative. Here we showcase firsthand accounts from community-based organizations, Medi-Cal providers, tribes, local government agencies, and others as they continue to provide successful Enhanced Care Management and Community Supports for the Medi-Cal members they serve.

[View Success Stories](#) ↗



**Does your organization  
have a PATH success story to  
share?**

**Please send an email to  
[communications@ca-path.com](mailto:communications@ca-path.com)  
to get started.**

# 2025 Meeting Calendar

# 2025 Scheduling

*Join us on Fridays in 2025!*



Register today to  
add the meetings  
to your calendar!

[Add to Calendar\(.ics\)](#) | [Add to Google Calendar](#) | [Add to Yahoo Calendar](#)

To edit or cancel your registration details, [click here](#).

Please submit any questions to: [info@connectingforbetterhealth.com](mailto:info@connectingforbetterhealth.com).

## WAYS TO JOIN ZOOM

Join from PC, Mac, iPad, or Android

Join Meeting



## Meeting Calendar

January 31 (Fifth Friday for In-Person Networking Lunch)

February 28

March 28

April 25 (In-person)

May 23

June 27

July 25 (In-person)

August 22

September 26

October 24 (In-person)

November 21 (Third Friday)

December 12 (Second Friday)

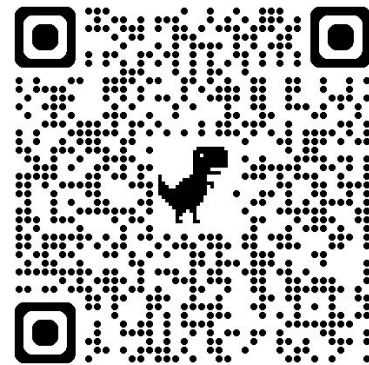
# January 31: Provider Networking Lunch

January 31, 2024 | 11:00am - 12:30pm  
Alameda Alliance for Health Building  
1240 S Loop Rd, Alameda  
Lunch provided!

## Objectives:

- Build relationships between CalAIM providers
- Facilitate peer learning and problem-solving
- Enable peer support

**Register now:**



# January Office Hours: Data Exchange Framework Listening Session with State Leadership

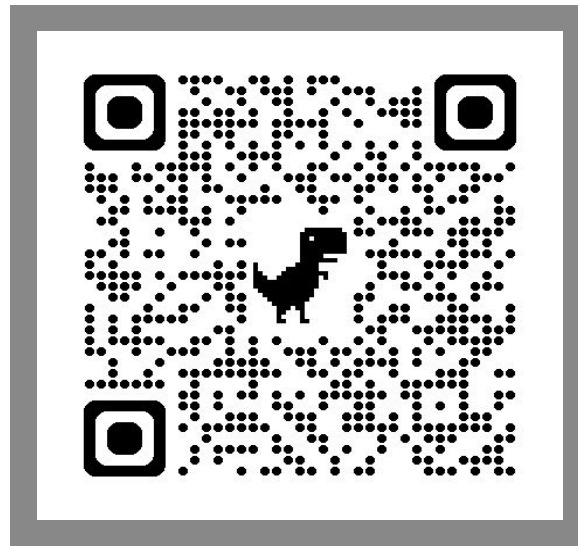
Join us for an opportunity to meet with leaders from the Center for Data Insights and Innovation (CDII) to learn more about the California Data Exchange Framework, share your perspective on data sharing challenges and successes, and think together about the next steps for data sharing in Alameda County.

**Tentative:  
January 31**

# Share your feedback!

We value your input!

Please take a few minute to complete the Collaborative Planning and Implementation Initiative biannual Participant Survey!

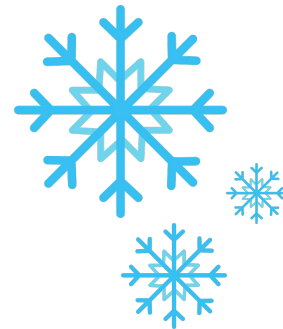
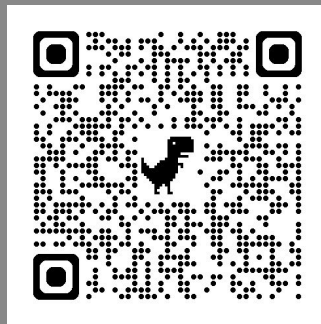




# See you in the New Year!

Friday, January 31 | 11am - 12:30pm  
In-Person  
Provider Networking Lunch

Register here:



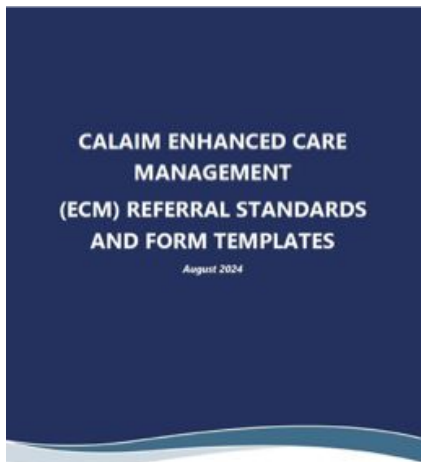
*Thank you for attending!*

# Appendix

- Add slides about aims and objectives for 2025 if we need additional content

# ECM Referral Standards and Form

DHCS developed new ECM Referral Standards and Form Template to streamline and standardize ECM Referrals made to Managed Care Plans (MCPs) from providers, community-based organizations, and other entities.



The new ECM Referral Standards define the information that MCPs are expected to collect for Medi-Cal members being referred to an MCP for ECM.

The new ECM Referral Form Templates are forms for use by MCPs and referring organizations that prefer a PDF or hard copy form to make a referral.

# ECM Referral Standards and Form

The ECM Referral Standards and Form Templates define the following:

- Medi-Cal Member Information
- Referral Source Information
- Eligibility Criteria for Adults and Children/Youth
- Enrollment In Other Programs
- Referral Transmission Methods – including guidance encouraging batch referrals

**\*Note: The ECM Referral Standards will not change the existing processes for the MIF and RTF.**

# ECM Referral Standards and Form

## » Effective January 1, 2025:

- All ECM Referrals **must** follow the guidelines established in the ECM Referral Standards *regardless* of referral modality (electronic, EMR, hard copy, etc.).
- MCPs choose **which** referral modalities (electronic, EMR, hard copy, etc.) they want to deploy in the community. Electronic referrals are encouraged.
- MCPs **may not** require additional documentation (e.g., ICD-10 codes, supplemental checklists, Treatment Authorization Request (TAR) forms) from referring partners or ECM Providers beyond the information in the ECM referral.
- DHCS expects that many MCPs will embed the referral standards into their existing provider portals but may also offer other electronic referral pathways.

# Presumptive Authorization: POFs and Providers

Column 1: ECM Population of Focus	Column 2: ECM Providers That Can Serve Members Through Presumptive Authorization
1) Adults & Children Experiencing Homelessness	<ul style="list-style-type: none"> <li>• Street Medicine Providers</li> <li>• Community Supports Providers of the Housing Trio Services: Housing Transition Navigation Services, Housing Deposits, and Housing Tenancy and Sustaining Services</li> <li>• County-contracted and County-operated Specialty Behavioral Health Providers</li> </ul>
2) Adults & Children At Risk for Avoidable Hospital or ED Utilization	<ul style="list-style-type: none"> <li>• Primary Care Provider practices (including Federally Qualified Health Centers (FQHCs), County-operated primary care, and other primary care)</li> </ul>
3) Adults & Children with SMI/SUD Needs	<ul style="list-style-type: none"> <li>• County-contracted and County-operated Specialty Behavioral Health Providers</li> </ul>
4) Adults & Children Transitioning from Incarceration	<ul style="list-style-type: none"> <li>• Existing DHCS guidance governs authorizations and warm handoffs to support Members receiving pre-release services in the JI POF. See Section 13.3.d of the <a href="#">Policy and Operational Guide for Planning and Implementing the CalAIM Justice-Involved Initiative</a> for details.</li> </ul>
5) Adults Living in the Community and At Risk for LTC Institutionalization	<ul style="list-style-type: none"> <li>• California Community Transitions (CCT) Lead Organizations</li> <li>• Community Supports Providers of the Nursing Facility Transition/Diversion to Assisted Living Facilities and Community Transition Services</li> </ul>
6) Adult SNF Residents Transitioning to the Community	<ul style="list-style-type: none"> <li>• California Community Transitions (CCT) Lead Organizations</li> <li>• Community Supports Providers of Nursing Facility Transition/Diversion to Assisted Living Facilities and Community Transition Services</li> </ul>
7) Children & Youth Enrolled in CCS/CCS WCM	<ul style="list-style-type: none"> <li>• CCS Paneled Providers and Local Health Department CCS Programs</li> </ul>
8) Children & Youth Involved in Child Welfare	<ul style="list-style-type: none"> <li>• County-contracted and County-operated Specialty Behavioral Health Providers</li> <li>• High Fidelity Wraparound Providers</li> <li>• Health Care Program for Children in Foster Care Providers</li> <li>• Department of Social Services (DSS) Offices</li> <li>• Foster Family Agencies</li> <li>• Transitional Housing Programs Current and Former Foster Youth</li> <li>• Children's Crisis Residential Programs</li> </ul>
9) Birth Equity Population of Focus	<ul style="list-style-type: none"> <li>• OB/GYN Practices</li> <li>• Midwifery Practices</li> <li>• Entities that deliver the following services: Entities that deliver the following services: Black Infant Health (BIH) Program, Perinatal Equity Initiative (PEI), Indian Health Program, American Indian Maternal Support Services (AIMSS)</li> </ul>

# ECM Presumptive Authorization

Starting on Jan. 1<sup>st</sup> 2025, select ECM Providers will be able to quickly initiate ECM services *prior to submitting an ECM referral to an MCP* and be reimbursed for services during a 30-day timeframe.

## » What ECM Presumptive Authorization IS:

- Select ECM Providers will be able to directly authorize ECM for Medi-Cal Members in select POFs they serve and be paid for ECM services for a 30-day timeframe until the MCP communicates the authorization or denial of ECM based on a complete assessment of Member eligibility for ECM.
- ECM Providers under presumptive authorization will still check for Member eligibility and submit an ECM referral to the MCP within the 30-day timeframe to receive the full, 12-month ECM authorization.

## » What presumptive authorization is NOT:

- ECM presumptive authorization is different from “*presumptive eligibility*” policies for Medi-Cal coverage that allow special populations to more rapidly access Medi-Cal insurance (children, pregnant individuals, individuals experiencing homelessness).
- ECM presumptive authorization is different from “*retrospective authorization*” in which MCPs pay for ECM services provided in the past, but only if a Member is ultimately authorized for ECM.

[The ECM Presumptive Authorization Policy](#) is included beginning on page 107 in the August 2024 version of the ECM Policy Guide.



# ECM Presumptive Authorization

## ECM Presumptive Authorization Reimbursement

**Start of Payment:** MCPs must allow network ECM Providers under presumptive authorization to start billing and be reimbursed for ECM services from the date the Member first receives ECM services.

**Timeframe for MCP Payment:** 30 days or up to the date the MCP communicates the authorization decision to the ECM Provider, whichever is sooner.

**Does payment occur if a MCP does not authorize ECM for a Member after the presumptive authorization timeframe because the Member is enrolled in an overlapping program or plan (1915c waiver, D-SNP, etc.)?**

*Answer:* The MCP must still reimburse for services delivered during the presumptive authorization timeframe for Members who are later denied for the full, 12-month ECM authorization due to enrollment in programs that may overlap with ECM.

# ECM Presumptive Authorization

## Exceptions to MCP Payment In the Presumptive Authorization Timeframe


- If the Member has an **existing, open ECM authorization** with another ECM Provider, the MCP is not required to reimburse for services delivered in the presumptive authorization period. DHCS allows for this exception in MCP payment to limit instances of payment for duplicative services.
- If the individual is **not an active Member** of the MCP during the dates of ECM service delivery.

### MCP Provider Portal Active ECM Authorizations

*Required by January 1, 2025:*

To reduce the risk that ECM Providers are not reimbursed for services due to an existing ECM authorization, MCPs must make Members' ECM authorization statuses accessible to ECM Providers via their Plan Portal or similar online system by January 1, 2025.

# CHCP eligibility compared to other programs

		Medi-Cal		 Community Health Care Program		Covered California
Income		Adults up to 138% FPL	Kids up to 266% FPL	Adults: >138% - 300% FPL	Kids: >266% - 300% FPL	>138% - 400% FPL qualifies for subsidy
Household Size	1	\$20,783	\$40,060	\$20,784 - \$45,180	\$40,061 - \$45,180	\$20,784 - \$60,240
	2	\$28,208	\$54,371	\$28,209 - \$61,320	\$54,372 - \$61,320	\$28,209 - \$81,760
	3	\$35,632	\$68,682	\$35,633 - \$77,460	\$68,683 - \$77,460	\$35,633 - \$103,280
	4	\$43,056	\$82,992	\$43,057 - \$93,600	\$82,993 - \$93,600	\$43,057 - \$124,800
	5	\$50,481	\$97,303	\$50,482 - \$109,740	\$97,304 - \$109,740	\$50,482 - \$146,320
US Citizenship Status		Not required		Not required		Must be lawfully present in the U.S. to qualify

*Note: Eligibility for other health coverage is most common reason for CHC*

# Complex care certificate | A free training resource from Kaiser Permanente

The complex care certificate will provide essential knowledge, skills, and attitudes required to provide complex care. This training program is rooted in Camden Coalition's core competencies for frontline complex care providers.

## What is complex care?

- Complex care improves health and social well-being of individuals with complex needs.
- Complex care addresses the multiple drivers of health and social needs through collaboration in communities and across sectors.

## What is the complex care certificate?

- Nine self-paced online courses (13 CEUs) that teach frontline complex care staff how to engage with complex health and social needs.
- Learners will be equipped with tools to build relationships and address gaps in care delivery that apply to all target populations, from pediatrics to older adults.

**The complex care certificate program provides care teams with shared language and frameworks necessary for collaborative care delivery**

- ❖ KP's California-based community partners
- ❖ Frontline complex care practitioners
- ❖ Interdisciplinary care teams including community health workers, nurses, doctors, peers, social workers, care managers
- ❖ Healthcare and social care workers who want to strengthen their practice of whole person care and team collaboration

**The training curriculum is:**



**Self-paced**



**Person-centered**



**Collaborative**



**Accredited**

**Registration code: kp2024 |**

<https://courses.camdenhealth.org/redeem>

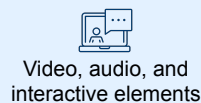
# Complex care certificate | Courses included in the program

Each self-paced online course includes a set of activities for a team to complete together to apply what they have learned to their work.

## Complex care certificate courses:

<b><i>Introduction to complex health and social needs</i></b> Interplay and compounding effects of multiple health, behavioral health, and social needs	<b><i>Motivational interviewing in complex care</i></b> Principles and practices of motivational interviewing in complex care settings
<b><i>Relationship-building in complex care</i></b> Building authentic healing relationships, setting boundaries, and establishing self-care practices	<b><i>Care planning in complex care</i></b> Generating, implementing, and maintaining strengths-based and person-centered care plans
<b><i>Power and oppression in complex care</i></b> Power dynamics in complex care, self-reflection on privilege and bias, and responsible use of power	<b><i>Complex care delivery</i></b> Person-centered language, implementing care plans, and navigating complex systems
<b><i>Trauma-informed complex care</i></b> Principles and practices of trauma-informed care in complex care settings	<b><i>Collaboration and communication in complex care teams</i></b> Building authentic healing relationships, role clarity, collaborative decision-making, and conflict transformation in teams
<b><i>Harm reduction in complex care</i></b> Principles and practices of harm reduction in complex care settings	<b><i>A systems change project (optional for certificate designation)</i></b> Identifying systems issues, collecting data, storytelling, and implementation within your system/community

## Courses contain a diverse array of education methods:



## ABOUT THE CAMDEN COALITION

The Camden Coalition is a multidisciplinary nonprofit working to improve care for people with complex health and social needs in Camden, NJ, and across the country. The Camden Coalition works to advance the field of complex care by implementing person-centered programs and piloting new models that address chronic illness and social barriers to health and well-being.



# Submitting ECM & CS Referrals

KP has a no-wrong-door approach for referrals

- Referrals are accepted from any source (members, providers, family, community organizations, etc.)
- Referrals may be placed via email or via phone or KP Health Connect
- **NEW: For providers/organizations submitting referrals to your own ECM/CS/CHW organization, please send the referral form directly to your contracted Network Lead Entity**



Area

All Northern California Counties

All Southern California Counties



Phone  
(Member)

1-833-721-6012 (TTY 711)  
Monday-Friday (closed major holidays)  
8:30 a.m. to 5:00 p.m.

1-866-551-9619 (TTY 711)  
Monday-Friday (closed major holidays)  
8:30 a.m. to 5:00 p.m.



Email  
(Counties/CBOs)

Send completed [referral form](#) to  
REGMCDURNs-KPNC@kp.org with the  
subject line "ECM Referral" or "CS Referral" or  
"CHW services request"

Send completed [referral form](#) to  
RegCareCoordCaseMgmt@kp.org with the  
subject line "ECM Referral" or "CS Referral" or  
"CHW services request"



Email  
(NEW: NLE Contracted  
providers submitting  
referrals to their own  
organization)

Send completed self [referral form](#) to contracted  
Network Lead Entity

Send completed self [referral form](#) to contracted  
Network Lead Entity

## Process for Community Providers to Refer to Own Organization (NEW)

If you are a **contracted** community provider and want to refer a KP member **directly** to your **ECM/CS/CHW** organization, please send the referral directly to your **contracted Network Lead Entity** rather than KP.



Email ECM/CS/CHW referral directly to contracted NLE:

- Full Circle Health Network: [referral@fullcirclehn.org](mailto:referral@fullcirclehn.org)
- ILS: [kpreferrals@ilshealth.com](mailto:kpreferrals@ilshealth.com)
- Partners in Care Foundation:
  - ECM: [ECM@picf.org](mailto:ECM@picf.org)
  - Personal Care/Non-Medical Respite: [privateduty@picf.org](mailto:privateduty@picf.org)
  - Housing Trio: [HousingCS@picf.org](mailto:HousingCS@picf.org)

Send any questions regarding self-referrals to your contracted NLE

For issue resolution, email Network Lead Entity and cc [medi-cal-externalengagement@kp.org](mailto:medi-cal-externalengagement@kp.org)

# ECM Referral Process

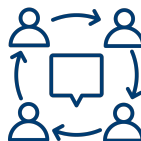
1



2



3



4



5



## INITIAL REFERRAL

- No wrong door referrals from:
- Providers (KP / External)
  - Community-based entities referrals
  - KP Call Center Referrals
  - Member / family member self-referral via phone /email

## MEMBER ELIGIBILITY

- KP California Medi-Cal Teams evaluate member eligibility for ECM.
- KP sends member authorization letter
- Daily Authorization File is sent from KP to NLE.

## NLE OUTREACH

NLE initiates outreach to member to enroll them via multiple modalities.

## ECM ENGAGEMENT

If the member consents, the ECM Lead Care Manager reaches out to begin engagement.

Bi-weekly enrollment and declination data are sent from NLEs to KP.

## MEMBER OUTCOME MEASUREMENT

Continuous monitoring, analysis, and intervention to meet Key Performance Indicators and regulatory requirements.



Day 1

Day 5-6

Day 7-11 +  
Minimum 2 attempts per month for 2 months

Ongoing, until goals are met or for up to one year  
(member will need a new referral after one year)

Note: days are business

days Confidential & Proprietary. For internal Kaiser Permanente distribution only.



# How a Community-Based Organization Can Serve KP Members

KP is working with three Network Lead Entities (NLEs) to develop a network of community-based ECM, CS, and CHW providers.

If your organization wishes to become part of an NLE's network, you may send an email message to:



[network@fullcirclehn.org](mailto:network@fullcirclehn.org)  
Phone number: 888-749-8877

Full Circle Health Network meets with prospective providers each week on Thursdays from 12-1pm PST  
<https://us06web.zoom.us/j/86507421534>



[providerRelations@ilshealth.com](mailto:providerRelations@ilshealth.com)  
Number: 305-262-1292



[hubinfo@picf.org](mailto:hubinfo@picf.org)  
Phone number: 818-837-3775

*In your email, please specify the services your organization provides, geography serviced, and population expertise.*

\*Partners in Care only serves the Southern California region at this time.

# Q3 Alameda ECM and CS Utilization Data

## Enrollment by Populations of Focus (Total Members: 373)

Adult – Individuals Experiencing Homelessness	Adult – Families Experiencing Homelessness	Adult – Avoidable Hospital or ED Utilization	Adult – SMI or SUD	Adult – Transitioning from Incarceration	Adult – at Risk for LTC Institutionalization	Adult – NF Transitioning to Community	Adult – Birth Equity
<b>65</b>	<b>1</b>	<b>50</b>	<b>123</b>	<b>0</b>	<b>30</b>	<b>3</b>	<b>84</b>
Child – Individuals Experiencing Homelessness	Child – Families Experiencing Homelessness	Child – Avoidable Hospital or ED Utilization	Child – SMI or SUD	Child – CCS/CCS WCM with Additional Needs	Child – Child Welfare	Child – Transitioning from Incarceration	Child – Birth Equity
<b>8</b>	<b>0</b>	<b>5</b>	<b>33</b>	<b>1</b>	<b>21</b>	<b>0</b>	<b>1</b>

## Community Supports Received (Total Members: 349)

Housing Transition/ Navigation Services	Housing Deposits	Housing Tenancy and Sustaining Services	Short-Term Post-Hospitalization Housing	Recuperative Care	Respite Services	Day Habilitation Programs
<b>215</b>	<b>26</b>	<b>37</b>	<b>1</b>	<b>8</b>	<b>34</b>	<b>1</b>
NF Transition to ALF	NF Transition to a Home	Personal Care and Homemaker Services	Environmental Accessibility Adaptations	Medically-Supportive Food	Sobering Centers	Asthma Remediation
<b>3</b>	<b>7</b>	<b>65</b>	<b>15</b>	<b>2</b>	<b>0</b>	<b>5</b>

# Enhanced Care Management (ECM) Providers in Alameda County

Organizations listed have executed contracts with KP as of **November 4th, 2024**.

Other providers are welcomed to apply to join our provider network via the NLEs.



Provider	Services/Populations of Focus	Phone Number
<b>A Better Way Inc</b>	Children & Youth - Individuals with SMI/SUD Children & Youth - Involved in Child Welfare	510-433-8600
<b>AAT Home Placement Agency</b>	Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community	209-594-5980
<b>Agape Village</b>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	510-835-2641
<b>Alameda Family Services</b>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	925-474-2154 (Pleasanton)
<b>Alternative Family Services</b>	Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	530-283-3330
<b>CityServ</b>	TBD	(559) 802-3667
<b>EA Family Services</b>	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals transitioning from incarceration (Adult) Adults - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	(510) 268-3770
<b>East Bay Agency of Children</b>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration	510-547-7322

# Enhanced Care Management (ECM) Providers in Alameda County

Organizations listed have executed contracts with KP as of **November 4th, 2024**.

Other providers are welcomed to apply to join our provider network via the NLEs.



Provider	Services/Populations of Focus	Phone Number
<b>Family Resource Navigators</b>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	858-444-8827
<b>Fred Finch Youth &amp; Family Services.</b>	Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	530-283-3330
<b>Independent Living Systems</b>	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals with SMI/SUD Adults - Individuals transitioning from incarceration (Adult) Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community Adults - Individuals with Intellectual or Developmental Disabilities Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	844-320-5182
<b>J&amp;M Homecare Services, LLC</b>	Adults - Individuals at-risk for IP and ED Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community	925-552-6500
<b>Koinonia Foster Homes, Inc.</b>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	209-577-3737

# Enhanced Care Management (ECM) Providers in Alameda County

Organizations listed have executed contracts with KP as of **November 4th, 2024**.

Other providers are welcomed to apply to join our provider network via the NLEs.



Provider	Services/Populations of Focus	Phone Number
<b>Lincoln Families</b>	Children & Youth - Involved in Child Welfare	510-273-4700
<b>New Dimensions Foster Family Agency</b>	TBA	209-526-1837
<b>Resolution Care (dba Vynca Care)</b> <i>[Birth Equity Specialty Provider Type]</i>	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals with SMI/SUD Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community Adults - Individuals with Intellectual or Developmental Disabilities Adults -Pregnant and Postpartum Individuals at-risk for Adverse Perinatal Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	888-227-8884
<b>Seneca Family of Agencies</b> <i>[Birth Equity Specialty Provider Type]</i>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	510-654-4004

# Enhanced Care Management (ECM) Providers in Alameda County

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Provider	Services/Populations of Focus	Phone Number
<b>Serene Health IPA</b>	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals with SMI/SUD Adults - Individuals transitioning from incarceration (Adult) Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community Adults -Pregnant and Postpartum Individuals at-risk for Adverse Perinatal Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD) Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	844-737-3638
<b>Side by Side</b>	Children & Youth - Individuals with SMI/SUD Children & Youth - Involved in Child Welfare	510-727-9401
<b>Star Nursing Inc</b>	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals with SMI/SUD Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD	877-687-7399

# Enhanced Care Management (ECM) Providers in Alameda County

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Provider	Services/Populations of Focus	Phone Number
<b>Stars Behavioral Health Group</b>	Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	510-352-9200
<b>Sterling Hospitalist Medical Group, Inc</b>	Adults - Individuals Experiencing Homelessness Adults - Individuals at-risk for IP and ED Adults - Individuals with SMI/SUD Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community Adults - Individuals with Intellectual or Developmental Disabilities Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals with Intellectual or Developmental Disabilities (I/DD)	714-897-1071
<b>Unity Care Group, Inc.</b>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Involved in Child Welfare	(408) 971-9822
<b>WestCoast Children's Clinic</b>	Children & Youth - Individuals Experiencing Homelessness Children & Youth - Individuals at-risk for IP and ED Children & Youth - Individuals with SMI/SUD Children & Youth - Individuals transitioning from incarceration Children & Youth - Enrolled in California Children's Services (CCS) or WCM w/needs Children & Youth - Involved in Child Welfare Children & Youth - Pregnant and Postpartum Individuals at-risk for Adverse Perinatal	510-269-9030
<b>Your Home Assistant LLC</b>	Adults - living in the community at-risk for LTC Adults - NF residents transitioning to the community	916-970-9001

# Community Supports (CS) Providers in Alameda County

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Provider	Services/Populations of Focus	Phone Number
<b>AAT Home Placement Agency</b>	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services Nursing Facility Transition/Diversion to Assisted Living Facilities Community Transition Services/Nursing Facility Transition to a Home	209-594-5980
<b>AccentCare of California</b>	Respite Services Personal Care and Homemaker Services	818-837-3775
<b>Aging Assistant LLC</b>	Respite Services Personal Care and Homemaker Services	916-753-7622
<b>Alegrecare, Inc</b>	Personal Care and Homemaker Services	800-598-4777
<b>ASSURED INDEPENDENCE</b>	Home Modifications	425-516-7400
<b>Breathe California of the Bay Area, Golden Gate and Central Coast</b>	Asthma Remediation	408-998-5865
<b>CityServ</b>	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services Short-Term Post-Hospital Housing Recuperative Care Sobering Centers Day Habilitation	(559) 802-3667
<b>Connect America West</b>	Home Modifications	707-200-2138
<b>EA Family Services</b>	TBA	530-283-3330
<b>Eddie's Place "Cardea Health"</b>	Recuperative Care	615-226-2292
<b>Evolve Emod, LLC</b>	Home Modifications Asthma Remediation	844-438-7577
<b>Home Safety Services, Inc</b>	Home Modifications	888-388-3811
<b>Independent Living Systems</b>	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services Nursing Facility Transition/Diversion to Assisted Living Facilities Community Transition Services/Nursing Facility Transition to a Home Environmental Accessibility Adaptations (Home Modifications) Asthma Remediation Personal Care (beyond In Home Services and Supports) and Homemaker Services	844-320-5182



# Community Supports (CS) Providers in Alameda County

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Provider	Services/Populations of Focus	Phone Number
<b>J&amp;M Homecare Services, LLC</b>	Respite Services Personal Care and Homemaker Services	925-552-6500
<b>Lifeline Systems Company</b>	Home Modifications	800-451-0525
<b>Maxim Healthcare</b>	Respite Services Personal Care and Homemaker Services	(510) 982-3773
<b>Mom's Meals</b>	Meals/Medically Tailored Meals	877-508-6667
<b>Pear Suite, Inc</b>	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services Asthma Remediation	628-204-4124
<b>Serene Health IPA</b>	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services Short-Term Post-Hospital Housing Community Transition Services/Nursing Facility Transition to a Home Day Habilitation	844-737-3638
<b>Star Nursing Inc</b>	Housing Transition/Navigation Services Nursing Facility Transition/Diversion to Assisted Living Facilities Community Transition Services/Nursing Facility Transition to a Home Respite Services Personal Care and Homemaker Services	877-687-7399
<b>Sterling Hospitalist Medical Group, Inc</b>	Housing Transition/Navigation Services Housing Deposits Housing Tenancy & Sustaining Services	714-897-1071
<b>Uncuffed Project Inc</b>	Recuperative Care	415-320-8798
<b>WINETEER INC DBA LIFEWISECHM</b>	Home Modifications	913-653-0766
<b>24 Hour Home Care</b>	Personal Care and Homemaker Services	866-311-6265

## Helpful Links and Contacts

<b>KP Medi-Cal Resource Center:</b>	<b><u>Resource Center Link</u></b>
<b>KP 2024 Medi-Cal Direct Contract:</b>	<a href="https://kp.org/Medi-Cal2024">KP.org/Medi-Cal2024</a>
<b>KP Designated Medi-Cal Call Center:</b>	<b>1-855-839-7613</b> Call to speak to a live Medi-Cal trained agent
<b>KP Medi-Cal Programs (ECM, CS, CHW):</b>	For current information, go to our website: <a href="#">Link</a>
<b>KP Medi-Cal Continuity of Care:</b>	For current information, go to our website: <a href="#">Link</a>
<b>KP Self-Service Community Resource Directory:</b>	<a href="https://kp.org/communityresources">KP.org/communityresources</a> <b>1-800-443-6328</b> Toll-free number to speak with a resource specialist (M-F, 8a-5p local time)
<b>KP Community Health Care Program:</b>	Available to California residents without access to other health coverage. For current information, go to our website: <a href="#">Link</a>
<b>Medi-Cal Redeterminations Toolkit:</b>	For current information, go to DHCS website: <a href="#">Link</a>
<b>Medi-Cal Rx:</b>	<b>1-800-977-2273</b>
<b>Medi-Cal Dental:</b>	<b>1-800-322-6384</b>
<b>Medi-Cal External Engagement</b>	For general Cal AIM and CS/ECM inquiries, <a href="mailto:medi-cal-externalengagement@kp.org">medi-cal-externalengagement@kp.org</a>