

Enhanced Care Management (ECM)

Whole-Person Care for Medi-Cal Members



What is ECM?

The Enhanced Care Management (ECM) program provides support to Medi-Cal members with complex medical or social needs. A dedicated care manager will coordinate your care and connect you with supportive services.

How ECM Helps You

Our qualified Lead Care Manager (LCM) will help you:

- ▶ Learn ways to stay healthy and enhance your health
- ▶ Identify and manage your health conditions
- ▶ Find and schedule appointments with doctors and specialists
- ▶ Arrange transportation to your medical visits
- ▶ Coordinate follow-up care after any hospital stays
- ▶ Navigate food, housing, and social resources
- ▶ Access needed community services

Find out if you qualify today!

ECM is available for select Medi-Cal members
(714) 352-8820 | coasc.org/ecm

How ECM Works

Meet your Lead Care Manager - your main contact for all your care needs.

Create a care plan together - based on your health goals.

Get in person or tele-health support your way - at home, in the community, or virtually.

Who Qualifies?

- ▶ Adults at risk of moving in or out of long-term care, skilled nursing, and rehabilitation facilities
- ▶ People with frequent hospital or emergency room visits
- ▶ Adults with serious behavioral health conditions or substance use disorders
- ▶ Individuals experiencing or at risk of homelessness



ECM

a Program of Council on Aging

Council on Aging Programs

Helping Seniors Remain Healthy, Connected & Protected



- ▶ **Answers Guide** – Available in print and online, Answers has information on healthcare, caregiving, finance/legal, housing and more.
- ▶ **Enhanced Care Management (ECM)** – Provides personalized care coordination for select Medi-Cal members with complex medical or social needs.
- ▶ **Friendly Visitor Program** – Provides companionship and social support to isolated, frail adults in Orange County.
- ▶ **Health Insurance Counseling and Advocacy Program (HICAP)** – Provides free, unbiased, individual Medicare counseling and seminars.
- ▶ **Long-Term Care Ombudsman Program** – Advocates for the rights of older and disabled adults living in skilled nursing and residential care facilities.
- ▶ **PEARLS OC** – Program to Encourage Active, Rewarding Lives for Seniors is a late-life depression care management program for older adults.
- ▶ **ReConnect Program** – Assists Orange County's adults age 60+ to manage and improve their emotional health and overall well-being.
- ▶ **Senior Protection Program & FAST** – Educational seminars to help you avoid financial predators and limited consultation on matters of abuse.
- ▶ **SmileMakers Program** – Provides holiday gifts to over 6,000 residents in long-term care facilities in Orange and Riverside Counties.

88%

**OF EVERY DOLLAR SPENT
DIRECTLY SUPPORTS OUR
PROGRAMS & SERVICES**

We are funded by individuals,
businesses, grants, and
government programs.
**VOLUNTEER AND LEARN MORE AT
WWW.COASC.ORG**



Council on Aging
Southern California

Council on Aging - Southern California is a nonprofit 501(c)(3) organization.
2 Executive Circle, Suite 175, Irvine, CA 92614 | www.coasc.org