



Enhanced Care Management Program: Healthcare Resources Direct to You

Do you or someone you know need extra help with health care?

ECM is a Medi-Cal benefit that provides intensive, on-the-ground services to members with chronic health and/or behavioral health conditions.

Who Can Join?

Medi-Cal Members who experience any of the following conditions:

- Visit the emergency room or hospital often
- Have a chronic condition and might require long-term care
- Are pregnant or have recently had a baby (up to 12 months)
- Experiencing Serious Mental illness (SMI)/ Substance use
- Have an intellectual or developmental disability
- Transitioning from a nursing home, facility, or incarceration
- Experiencing homelessness

ECM Offers Members:

- **Assessment & Care Management Plan**
Support in developing a care plan that fits your needs
- **Care Coordination**
Coordinates care among your doctors, specialists, social workers, and other providers
- **Health Promotion**
Provides tips to stay healthy and live better
- **Transitional Care**
Facilitates care transitions between hospitals, nursing homes, or other places
- **Referral to Community & Social Support**
Connects you to community services like housing, food, and transportation

Why Join ECM?

- **It's free with Medi-Cal**
Joining ECM will not take away or change any of your Medi-Cal benefits
- You keep your current doctors and receive extra support at no cost.
- You get a personal Lead Care Manager to help you get the healthcare and social services you need.
- Joining is voluntary, and you can stop anytime.

Considering on Enrolling?

1. **Scan the QR code and fill out our referral form**
Scan the QR code for our referral. Once you submit the form we'll contact you to review your eligibility, explain the program, and, if eligible, complete your enrollment.
2. **Contact us directly for more information**
Email info@copehealthsolutions.com or call 213-542-2266 to contact our Patient Care Navigators for more information.

We're here to help you get the care and support you need!