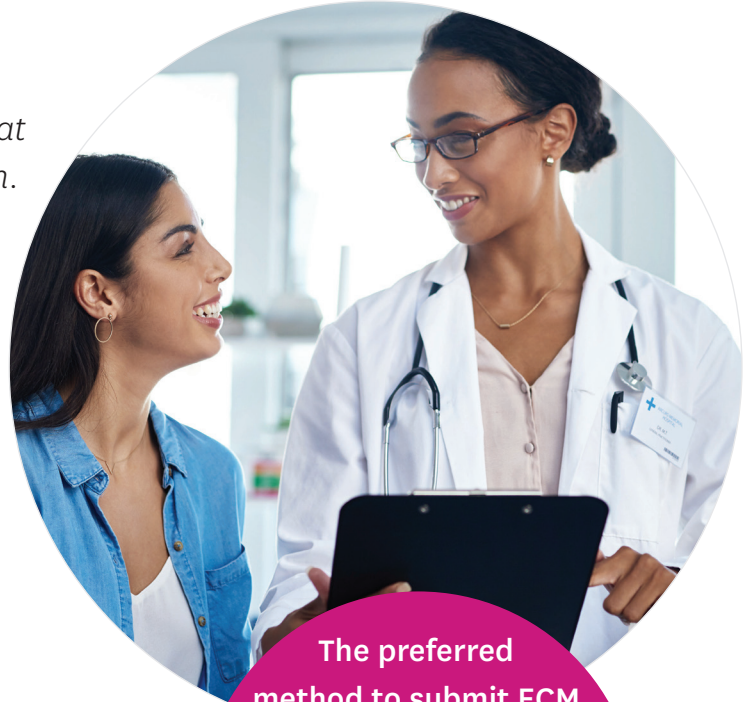# Use findhelp to Submit ECM Referrals

REFER PATIENTS THROUGH THE PROVIDER PORTAL OR DIRECTLY THROUGH FINDHELP

Enhanced Care Management (ECM) is a benefit that offers a whole-person approach to care coordination. ECM addresses the clinical and non-clinical conditions of high-need Medi-Cal members for better health outcomes.

Community Health Plan of Imperial Valley expanded its partnership with findhelp, formerly known as Aunt Bertha, to support Enhanced Care Management (ECM) referrals under the CalAIM program. In the United States, findhelp is the largest online search and referral platform to help link people to ECM and/or to no-cost or low-cost services to promote good health.

How to refer members to ECM providers

1 Scan the QR code or go to **bit.ly/HN-CHPIV_ECMReferral**

2 Click on *ECM Referrals* for Community Health Plan of Imperial Valley to start the process.

Community Health Plan OF IMPERIAL VALLEY

ECM Referrals

Enhanced Care Management (ECM) is a Medi-Cal benefit that provides comprehensive care management services to Community Health Plan of Imperial Valley Medi-Cal members with complex health and/or social needs. To learn more or make a referral, click on the logo above.

Important Note: Providers with access to the provider portal, please submit ECM referrals through the portal as the preferred method.
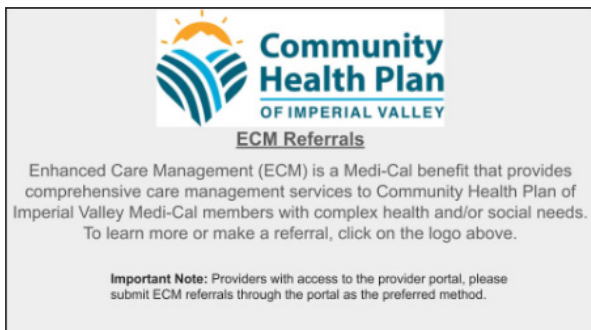
The preferred method to submit ECM referrals is through the provider portal. If you do not have access to the provider portal, follow the steps to the left.

(continued)

Use the Apply Here button

Make a referral by clicking *Apply Here*. Referrals must be made for members. The member must also be eligible for one or more of the ECM Populations of Focus.

CalAIM Community Health Plan of Imperial Valley ECM Referral

☐
CalAIM - Community Health Plan of Imperial Valley - Enhanced Care Management Referral
by Community Health Plan of Imperial Valley
✔ Reviewed on: 07/11/2024

📍 CalAIM Community Supports Provider ⓘ

Enhanced Care Management (ECM) is a Medi-Cal benefit that provides comprehensive care management services to Medi-Cal members with complex health and/or social needs. Members...

⊘ Eligibility:
- Must be a Community Health Plan of Imperial Valley Member
- To be eligible for ECM, members must qualify for one or more of the identified ECM Populations of Focus and are not enrolled in duplicative services (as defined in the Exclusionary Screening Checklist). Complete the referral and assessment to determine eligibility.

🏷 Main Services: navigating the system

👤 Serving: all ages, individuals, benefit recipients

Next Steps:

Call 877-658-0305.

Serves your local area

⊘ Open Now : 8:00 AM - 5:00 PM PDT ⌄

MORE INFO ⌄ | ★ SAVE | ✈ SHARE | ☰ NOTES | ✎ SUGGEST | 📄 APPLY HERE

Complete two screening checklists and a findhelp application

There are three required steps before completing the referral form and the screening application for the Enhanced Care Management Referral Program.

Step 1: Complete the *Population of Focus Screening Checklist* to confirm member eligibility in one or more Populations of Focus.

Step 2: Complete the *Exclusionary Screening Checklist* to verify member eligibility.

Step 3: If the member is eligible for the ECM benefit based on both screening checklists, complete and submit the findhelp screening application shown below.

Referral Source Information

Internal Referring Department (i.e. CM, UM, BH, MLTSS, etc.)*
_____

External Referral By (i.e.Hospital, PPG, PCP, Clinic, etc.)*
_____

Date of Referral*
mm/dd/yyyy
_____

Referring Organization Name*
_____

Referring Individual Name & Title*
_____

Referrer Phone Number*
(555) 555-5555
_____

Referrr Email Address*
_____

Has the member or parent/guardian (as applicable) expressed interest in opting into ECM?
☐ Yes, and I have discussed the program with the member and parent/guardian (as applicable).
  Member and/or parent/guardian's preference of ECM Provider, if known, indicate in the additional comment section.