



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.

CalViva Health 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/CVH_ECMReferral.



Click on ECM Referrals for CalViva Health to start the process.



ECM Referrals

Enhanced Care Management (ECM) is a Medi-Cal benefit that provides comprehensive care management services to CalViva 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.

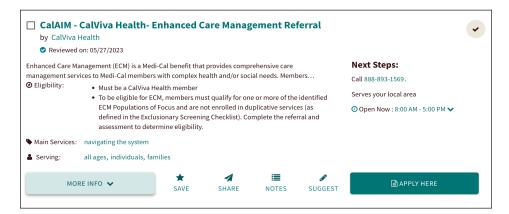
(continued)



the steps to the left.

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.



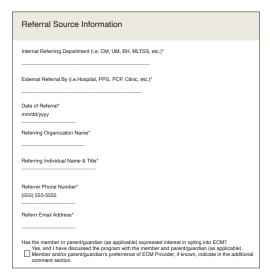
Complete two screening checklists and a findhelp application

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.



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