

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.



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.

How to refer members to ECM providers

- 1 Scan the QR code or go to bit.ly/CVH_ECMReferral.



- 2 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)

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 - CalViva Health- Enhanced Care Management Referral**
by CalViva Health
Reviewed on: 05/27/2023

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 CalViva Health 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, families

Next Steps:

Call 888-893-1569.

Serves your local area

Open Now : 8:00 AM - 5:00 PM

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

Referr 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.