

New Benefit for Members: Enhanced Care Management

Enhanced Care Management (ECM) connects you to lead care managers who can help you get health care and services.

To get ECM, you must be a Partnership member. You also must have one or more of the following be true:

- At risk for hospital or emergency stay that could be avoided
- Do not have a home
- Have severe mental illness and/or want to stop using drugs or alcohol
- In the justice system (prison, jail, juvenile hall) who are moving back into everyday life in the community
- At risk for going to a long-term care place
- Moving from a nursing home to the community
- Signed up for California Children's Services or Whole Child Model
- In Child Welfare
- Have special needs
- African American, Native American, and/or Pacific Islander AND are pregnant or have a new baby

How do I sign up?

- Call Care Coordination at **(800) 809-1350** or Member Services at **(800) 863-4155**. TTY users can call **(800) 735-2929** or **711**.
- Ask your doctor about ECM.

Visit the Partnership website at www.partnershiphp.org for more information.



Your ECM lead care manager can:

- Help you get health care and social services
- Find and schedule your health visits
- Help you get rides to and from health visits
- Connect you to local programs and services
- Help you learn about medicines that your doctor gave you and how to use them
- Help with mental health
- Help with moving back home from a nursing home
- Help dealing with drug and alcohol misuse
- Help find housing for adults and children