

Enhanced Care Management (ECM) Referral Avenues



ECM is a Medi-Cal benefit that provides comprehensive care management services to Partnership HealthPlan of California members with complex health and/or social needs. Members enrolled in ECM will primarily receive in-person care management services that will be provided by a contracted ECM Provider who serve the member's specific population of focus.

ECM referrals can come from a number of different sources and the Department of Health Care Services (DHCS) has outlined that there is a "no wrong door" approach. Below are some options that ECM providers can obtain referrals from.

Community Referrals

Individual, family, friend,
authorized representative,
county, etc.



Provider Referrals

Facility staff identify members
within their organization who
would be a good fit



Partnership Data Mining

Utilize DHCS ECM
population of focus
criteria



Partnership Internal Referrals

Partnership staff identify
members during
interactions with members



ECM providers are encouraged to identify members they may encounter during their daily work. Once identified as meeting the criteria for ECM, the provider may start the process for ECM enrollment.

[Partnership's ECM Referral Form](#)

Questions? Please email us at ECM@partnershiphp.org