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ECM Provider Roundtable Collaboration Meeting

Thursday, June 23, 2022
1:00 p.m. – 2:00 p.m.

**Upon meeting room entry, please 'Rename' your name
with your First/Last Name, and add your organization
(Example: Elizabeth Ginder, CenCal Health)**



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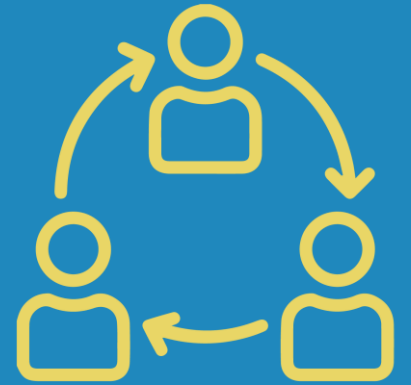
ECM- Comprehensive Assessment and Care Management Plan

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Health Plan Nurse Coordinator III
June 23th 2022

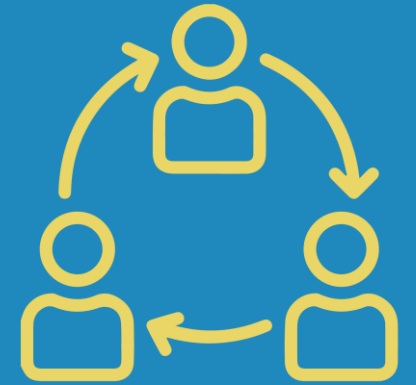
Objectives of this session

1. Review DHCS ECM Comprehensive Assessment and Care Planning requirements.
2. Orient to the Comprehensive Assessment and Care Management Plan templates.
3. Share techniques to engage members during the assessment and care planning process.



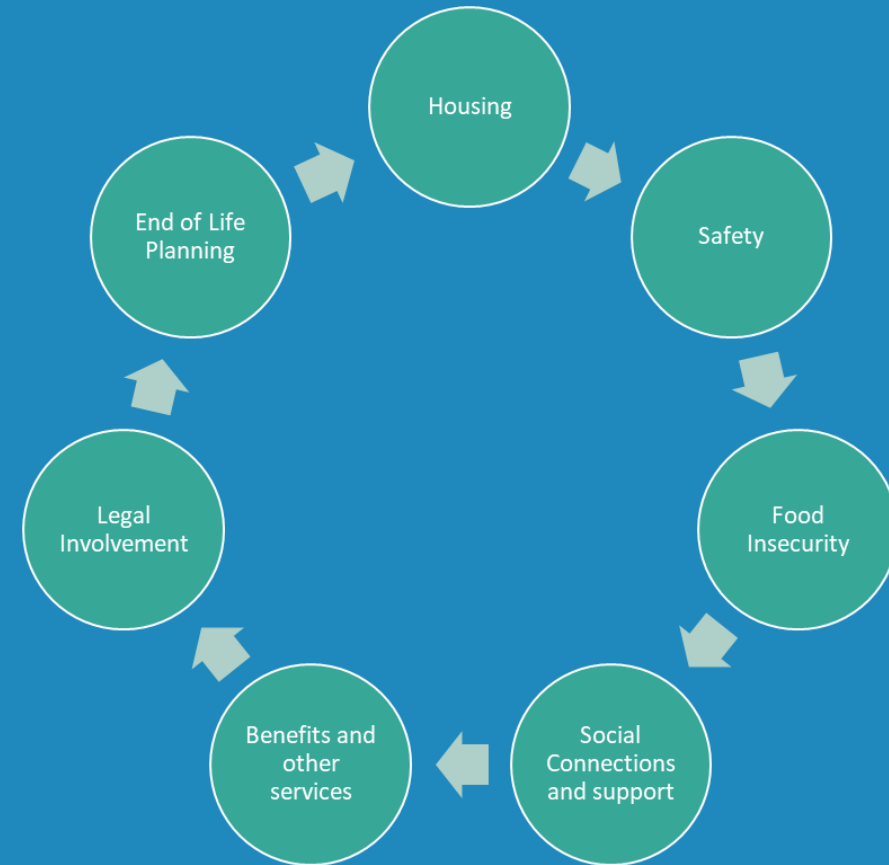
The Goal of Enhanced Care Management

- Enhanced care management is a collaborative and interdisciplinary approach to providing intensive and **comprehensive care management** services that addresses the **clinical and non-clinical circumstance** of our members with the highest needs.
- The overall goal of the ECM benefit is to provide comprehensive care and achieve better health outcomes for our Members.



Comprehensive Assessment a CORE component of ECM

- After the initial step of successful engagement with an ECM Member, a comprehensive assessment must be conducted.
- The ECM Comprehensive Assessment must assess the Member's physical health, mental health, Substance Use, Community- Based Long Term Services and Supports, oral health, palliative care, social supports and social determinants of Health (SDOH)



Comprehensive Assessment a CORE component of ECM

- Comprehensive Assessment must include DHCS standardized Long Term Services and Supports (LTSS) questions to identify and refer Members who may have LTSS needs.
- The LTSS is a set of ten (10) questions developed by DHCS are to assess risk factors involving ADL's/IADL's, housing environment, low health literacy, caregiver stress, abuse and neglect, cognitive impairment, fall risk, financial insecurity/poverty and isolation.
- The Comprehensive Assessment provides an opportunity to appropriately assess and identify the Member's health status, immediate risks, gaps in care and serves as a tool to formulate an Individualized Care Management Plan.

ECM Comprehensive Assessment

- The ECM team has developed a Comprehensive Assessment Template that is **strongly recommended** for ECM providers to use. (DHCS policy, Sister plans-WPC, PICF, CMO etc.)
- Ensures all domains of the member's life are address as required and outline by DHCS.
- Assist with the Utilization Management process by preventing delays in authorization determinations due to missing required information.
- Reduces gaps in care for members transitioning from ECM to lower level of care or from one ECM provider to another.
- ECM providers can use additional assessments such as PHQ-9 or MMSE to conduct further assessment of a particular need.

Comprehensive Assessment Template

Care Management Plan

- After the completion of the Comprehensive Assessment a comprehensive, individualized, person-centered care plan must be developed.
- The Care Management Plan should be developed with input from the Member and/or their family member(s), guardian, AR, caregiver and/or other authorized support person(s) as appropriate to assess strengths, risks, needs, goals and preferences and make recommendations for service needs.
- Incorporating identified needs from the assessment and strategies to address those needs.
- Ensuring the Care Management Plan is reviewed, maintained, and updated under appropriate clinical oversight.