

# Medi-Cal Provider Reference

## Enhanced Care Management, Community Supports & Community Health Workers

Effective January 1, 2024, Kaiser Permanente Medi-Cal members may be eligible for additional benefits and services.

### What services and benefits are available?

Kaiser Permanente Medi-Cal members may be eligible for:

- **Enhanced Care Management (ECM)** is a Medi-Cal benefit targeting a whole-person interdisciplinary approach to care for members with complex social and medical needs. There are specific populations eligible for ECM defined by the Department of Health Care Services (DHCS). Examples of eligible populations include individuals experiencing homelessness, foster youth and individuals with serious mental health and / or substance use disorder needs.
- **Community Supports (CS)** are non-medical services to support health-related social needs. They are provided as a substitute or support to avoid ED visits or avoidable hospital or discharge delays. There are many Community Supports including medically tailored meals, housing navigation, and home modifications. Eligibility depends on the type of Community Support.
- **Community Health Workers (CHW)** Medi-Cal benefit<sup>1</sup> provides short-term, non-clinical peer support to help members reach specific health goals (primarily in-person). If members need non-clinical support to reach a specific health goal, they may qualify. Examples of goals include cooking healthier meals for a medical condition or receiving support to communicate during medical appointments.

### How do I refer Medi-Cal members for these services and benefits?

Kaiser Permanente accepts referrals from any source. Providers can call or email a completed [referral form](#).

Provider website	Email	Phone (M - F from 8:30 a.m. to 5 p.m.)
<a href="#">Northern California</a>	<a href="mailto:REGMCDURNs-KPNC@kp.org">REGMCDURNs-KPNC@kp.org</a>	1-833-721-6012 (TTY 711)
<a href="#">Southern California</a>	<a href="mailto:RegCareCoordCaseMgmt@kp.org">RegCareCoordCaseMgmt@kp.org</a>	1-866-551-9619 (TTY 711)

### What additional resources exist?

- Members can learn more at [kp.org/medi-cal-programs](https://kp.org/medi-cal-programs)
- DHCS has additional resources at [Initiatives | Medi-Cal Transformation](#)
- Request a training via e-mail [medi-cal-externalengagement@kp.org](mailto:medi-cal-externalengagement@kp.org)

<sup>1</sup> Members will not be able to receive CHW services if they are simultaneously enrolled in other Medi-Cal programs offering similar services. Providers must not double bill for CHW services that duplicate those covered by other benefits, such as ECM.