

Frequently Asked Questions About Enhanced Care Management



Together with your managed care plan, you can get Enhanced Care Management services. This is a new Medi-Cal benefit that will help coordinate all your care in and out of the hospital. A Community Health Worker (CHW) will help coordinate you/your child's services with your care team, both at the hospital and in the community.

Who can get Enhanced Care Management?

- Patients who have Medi-Cal managed care.
- Patients within the California Children's Services (CCS) program who have a social need. This could be housing, food, transportation, mental health, behavioral health, or financial.
- Patients who need help coordinating care between behavioral and mental health, child welfare, and/or birthing teams.

What are the benefits of Enhanced Care Management?

- CHWs can come to you! They can meet families in the community where they live.
- CHWs can go to appointments and make calls with you.
- CHWs can help you apply for government benefits. This can be for things like medically tailored meals, housing, help with utilities and the CalFresh Food program.
- CHWs can help you access transportation for your appointment at CHLA.
- You will have easy access to your CHW.
- Your CHW will help you with services for your specific needs.
- Support for families with understanding their care plan and appointments at CHLA.

Who are Community Health Workers (CHWs)?

- CHWs are non-licensed professionals who work with families by going to appointments and helping to connect to resources.
- CHWs know a lot about the community they serve . CHWs connect health care, social services and the community.
- CHWs can give support at the hospital, on the phone, by email, or in-person in the community. CHWs are individuals who know a lot about different cultural aspects. This makes it easier for families to trust them.

What will this cost?

- Nothing! This is a free service.

What do I need to do?

- Keep in touch with your assigned CHW. You and your CHW will decide how often to meet. This can be in person, by email and over the phone. You can meet at doctor visits, in the hospital, or in the community at coffee shops, community centers, parks, or wherever you prefer.

If you would like to get this benefit, call (855)909-CHLA (855-909-2452) to enroll. Find out more info at [CHLA.org/ECM](https://www.chla.org/ECM).

Pediatrics/CalAIM Program