

# Dhcs Ecm Policy Guide



## 2025 Investments

DHCS will add HCPCS codes G0019 and G0022 as Medi-Cal benefits effective January 1, 2025. Subject to federal approval, effective January 1, 2025, DHCS will increase reimbursement rates for procedure codes utilized by CHWs to 100 percent of the Medicare rate in effect on January 1, 2024.<sup>4</sup> DHCS will require Medi-Cal managed care plans to reimburse eligible network providers of these procedure codes at least at the Fee-For-Service rate through a minimum fee schedule State Directed Payment.

HCPCS codes G0019 and G0022 will be billable for individual Medi-Cal members and will be used in lieu of CPT code 98960 in certain circumstances in which CHWs need to more acutely address issues related to Social Determinants of Health which include factors such as housing, education, and income that affect a person's health. These new HCPCS codes are envisioned to help Medi-Cal members better navigate the healthcare system and access necessary resources. DHCS will develop and release policy guidance regarding how and when these new HCPCS codes may be billed for CHW services.

Table 1: CHW Procedure Codes & Rates

Procedure Code	Procedure Code Description	Current Medi-Cal Rate	Targeted Medi-Cal Rate
98960	Self-mgmt educ & train 1 pt (30 mins with 1 patient)	\$26.66	\$32.58
98961	Self-mgmt educ/train 2-4 pt (30 mins each for a group of 2-4 patients)	\$12.66	\$15.57
98962	Self-mgmt educ/train 5-8 pt (30 mins each for a group of 5-8 patients)	\$9.46	\$11.64
G0019	Community health integration services performed by certified or trained auxiliary personnel, including a community health worker, under the direction of a physician or other practitioner; 60 minutes per calendar month	-	\$82.80
G0022	Community health integration services, each additional 30 minutes per calendar month	-	\$51.36

<sup>4</sup> Pursuant to WIC 14105.201, DHCS will use the lowest Medicare locality rate in effect in California.

**DHCS ECM Policy Guide** is a crucial document that outlines the essential policies and procedures for the provision of Enhanced Care Management (ECM) services in California. The Department of Health Care Services (DHCS) developed this guide to ensure that individuals with complex health needs receive comprehensive, coordinated, and patient-centered care. As California transitions to a value-based care model, the ECM Policy Guide serves as a roadmap for healthcare providers, payers, and stakeholders involved in delivering ECM services. This article delves into the key components of the DHCS ECM Policy Guide, its significance, and how it can improve health outcomes for vulnerable populations.

## Understanding Enhanced Care Management

Enhanced Care Management (ECM) is a holistic approach designed to address the needs of individuals with significant health challenges. The primary objectives of ECM include:

- IMPROVING HEALTH OUTCOMES
- ENHANCING THE PATIENT EXPERIENCE
- REDUCING HEALTHCARE COSTS
- COORDINATING CARE ACROSS MULTIPLE PROVIDERS AND SETTINGS

ECM SERVICES ARE PARTICULARLY BENEFICIAL FOR POPULATIONS SUCH AS INDIVIDUALS WITH CHRONIC CONDITIONS, MENTAL HEALTH ISSUES, SUBSTANCE USE DISORDERS, AND THOSE EXPERIENCING HOMELESSNESS. THE DHCS ECM POLICY GUIDE PROVIDES A FRAMEWORK FOR DELIVERING THESE ESSENTIAL SERVICES EFFECTIVELY.

## KEY COMPONENTS OF THE DHCS ECM POLICY GUIDE

THE DHCS ECM POLICY GUIDE IS STRUCTURED TO PROVIDE CLARITY AND DIRECTION ON THE IMPLEMENTATION OF ECM SERVICES. HERE ARE THE KEY COMPONENTS OUTLINED IN THE GUIDE:

### 1. ELIGIBILITY CRITERIA

THE POLICY GUIDE SPECIFIES THE CRITERIA FOR DETERMINING WHICH INDIVIDUALS ARE ELIGIBLE FOR ECM SERVICES. KEY FACTORS INCLUDE:

- PRESENCE OF COMPLEX HEALTH NEEDS
- FREQUENT UTILIZATION OF HEALTHCARE SERVICES
- SOCIAL DETERMINANTS OF HEALTH AFFECTING ACCESS TO CARE
- HISTORY OF HIGH-COST CARE EPISODES

### 2. SERVICE DELIVERY MODELS

THE GUIDE IDENTIFIES VARIOUS MODELS FOR DELIVERING ECM SERVICES, INCLUDING:

- TEAM-BASED CARE APPROACHES
- INTEGRATED BEHAVIORAL HEALTH AND PRIMARY CARE
- COMMUNITY-BASED ORGANIZATIONS' INVOLVEMENT
- TELEHEALTH AND DIGITAL HEALTH INTERVENTIONS

EACH MODEL EMPHASIZES COLLABORATION AMONG PROVIDERS AND THE IMPORTANCE OF A PERSON-CENTERED APPROACH TAILORED TO THE INDIVIDUAL'S UNIQUE NEEDS.

### 3. CARE COORDINATION

A CORNERSTONE OF THE ECM APPROACH IS EFFECTIVE CARE COORDINATION. THE POLICY GUIDE EMPHASIZES THE FOLLOWING ASPECTS:

- ASSESSMENT OF INDIVIDUAL NEEDS AND PREFERENCES
- DEVELOPMENT OF PERSONALIZED CARE PLANS
- REGULAR MONITORING AND FOLLOW-UP
- COLLABORATION WITH INTERDISCIPLINARY TEAMS

CARE COORDINATORS PLAY A PIVOTAL ROLE IN ENSURING THAT INDIVIDUALS NAVIGATE THE HEALTHCARE SYSTEM SEAMLESSLY, PROMOTING CONTINUITY OF CARE.

### 4. TRAINING AND WORKFORCE DEVELOPMENT

TO SUCCESSFULLY IMPLEMENT ECM SERVICES, THE DHCS ECM POLICY GUIDE HIGHLIGHTS THE IMPORTANCE OF TRAINING AND WORKFORCE DEVELOPMENT. KEY RECOMMENDATIONS INCLUDE:

- ONGOING EDUCATION FOR CARE COORDINATORS AND PROVIDERS
- WORKSHOPS ON TRAUMA-INFORMED CARE AND CULTURAL COMPETENCY
- UTILIZING EVIDENCE-BASED PRACTICES IN CARE DELIVERY
- ENCOURAGING INTERPROFESSIONAL COLLABORATION

A WELL-TRAINED WORKFORCE IS ESSENTIAL FOR MEETING THE DIVERSE NEEDS OF THE POPULATIONS SERVED.

### 5. PERFORMANCE MEASUREMENT AND QUALITY IMPROVEMENT

THE DHCS ECM POLICY GUIDE EMPHASIZES THE NEED FOR ROBUST PERFORMANCE MEASUREMENT AND QUALITY IMPROVEMENT INITIATIVES. IMPORTANT CONSIDERATIONS INCLUDE:

- ESTABLISHING KEY PERFORMANCE INDICATORS (KPIs)
- REGULAR DATA COLLECTION AND ANALYSIS
- FEEDBACK MECHANISMS FOR CONTINUOUS IMPROVEMENT
- ENGAGEMENT WITH STAKEHOLDERS AND COMMUNITY MEMBERS

BY MONITORING OUTCOMES AND MAKING NECESSARY ADJUSTMENTS, ORGANIZATIONS CAN ENHANCE THE EFFECTIVENESS OF ECM SERVICES.

# THE SIGNIFICANCE OF THE DHCS ECM POLICY GUIDE

THE DHCS ECM POLICY GUIDE PLAYS A VITAL ROLE IN TRANSFORMING THE HEALTHCARE LANDSCAPE IN CALIFORNIA. ITS SIGNIFICANCE CAN BE UNDERSTOOD THROUGH SEVERAL LENSES:

## 1. PROMOTING HEALTH EQUITY

THE GUIDE EMPHASIZES ADDRESSING SOCIAL DETERMINANTS OF HEALTH, ENSURING THAT VULNERABLE POPULATIONS RECEIVE EQUITABLE ACCESS TO CARE. BY FOCUSING ON THE UNIQUE CHALLENGES FACED BY DIFFERENT COMMUNITIES, THE ECM INITIATIVES AIM TO REDUCE DISPARITIES AND IMPROVE HEALTH OUTCOMES ACROSS THE BOARD.

## 2. SUPPORTING INTEGRATED CARE MODELS

AS HEALTHCARE SYSTEMS SHIFT TOWARDS INTEGRATED CARE MODELS, THE DHCS ECM POLICY GUIDE PROVIDES A FRAMEWORK FOR ALIGNING VARIOUS SERVICES. THIS INTEGRATION IS ESSENTIAL FOR DELIVERING COMPREHENSIVE CARE THAT ADDRESSES BOTH PHYSICAL AND MENTAL HEALTH NEEDS.

## 3. ENHANCING PATIENT ENGAGEMENT

THE GUIDE ADVOCATES FOR A PATIENT-CENTERED APPROACH, ENCOURAGING ACTIVE INVOLVEMENT OF INDIVIDUALS IN THEIR CARE PROCESSES. ENGAGING PATIENTS IN THEIR TREATMENT PLANS FOSTERS A SENSE OF OWNERSHIP AND ACCOUNTABILITY, LEADING TO BETTER ADHERENCE TO RECOMMENDATIONS AND IMPROVED HEALTH OUTCOMES.

## IMPLEMENTATION CHALLENGES AND CONSIDERATIONS

WHILE THE DHCS ECM POLICY GUIDE LAYS OUT A COMPREHENSIVE FRAMEWORK FOR ECM SERVICES, SEVERAL CHALLENGES MAY ARISE DURING IMPLEMENTATION:

### 1. RESOURCE LIMITATIONS

MANY HEALTHCARE ORGANIZATIONS MAY FACE CHALLENGES RELATED TO LIMITED RESOURCES, INCLUDING FUNDING AND STAFFING. ADDRESSING THESE LIMITATIONS IS CRITICAL FOR SUCCESSFUL ECM IMPLEMENTATION.

### 2. INTEROPERABILITY ISSUES

THE INTEGRATION OF VARIOUS HEALTHCARE SYSTEMS REQUIRES EFFECTIVE DATA SHARING AND COMMUNICATION AMONG PROVIDERS. ENSURING INTEROPERABILITY CAN BE A SIGNIFICANT HURDLE THAT ORGANIZATIONS NEED TO OVERCOME.

### 3. RESISTANCE TO CHANGE

TRANSITIONING TO A NEW CARE MODEL OFTEN ENCOUNTERS RESISTANCE FROM PROVIDERS ACCUSTOMED TO TRADITIONAL PRACTICES. CHANGE MANAGEMENT STRATEGIES WILL BE ESSENTIAL TO FOSTER ACCEPTANCE AND ADHERENCE TO THE NEW ECM FRAMEWORK.

## CONCLUSION

THE DHCS ECM POLICY GUIDE IS A PIVOTAL RESOURCE FOR GUIDING THE IMPLEMENTATION OF ENHANCED CARE MANAGEMENT SERVICES IN CALIFORNIA. BY FOCUSING ON ELIGIBILITY CRITERIA, SERVICE DELIVERY MODELS, CARE COORDINATION, WORKFORCE TRAINING, AND PERFORMANCE MEASUREMENT, THE GUIDE PROVIDES A COMPREHENSIVE FRAMEWORK FOR IMPROVING HEALTH OUTCOMES FOR VULNERABLE POPULATIONS. AS CALIFORNIA CONTINUES TO NAVIGATE THE COMPLEXITIES OF HEALTHCARE REFORM, THE ECM POLICY GUIDE WILL PLAY AN ESSENTIAL ROLE IN ENSURING THAT INDIVIDUALS WITH COMPLEX HEALTH NEEDS RECEIVE THE COORDINATED, PATIENT-CENTERED CARE THEY DESERVE. BY OVERCOMING IMPLEMENTATION CHALLENGES AND PRIORITIZING HEALTH EQUITY, CALIFORNIA CAN PAVE THE WAY FOR A HEALTHIER FUTURE FOR ALL ITS RESIDENTS.

## FREQUENTLY ASKED QUESTIONS

### WHAT DOES THE DHCS ECM POLICY GUIDE STAND FOR?

THE DHCS ECM POLICY GUIDE STANDS FOR THE DEPARTMENT OF HEALTH CARE SERVICES ENHANCED CARE MANAGEMENT POLICY GUIDE, WHICH OUTLINES THE FRAMEWORK FOR PROVIDING COMPREHENSIVE CARE MANAGEMENT SERVICES TO MEDI-CAL BENEFICIARIES.

### WHO IS ELIGIBLE FOR SERVICES UNDER THE DHCS ECM POLICY GUIDE?

ELIGIBILITY FOR SERVICES UNDER THE DHCS ECM POLICY GUIDE INCLUDES MEDI-CAL BENEFICIARIES WITH COMPLEX HEALTH NEEDS, INCLUDING THOSE WITH CHRONIC CONDITIONS, HIGH HOSPITAL UTILIZATION, AND SOCIAL DETERMINANTS OF HEALTH CHALLENGES.

### WHAT ARE THE MAIN GOALS OF THE DHCS ECM POLICY GUIDE?

THE MAIN GOALS OF THE DHCS ECM POLICY GUIDE ARE TO IMPROVE HEALTH OUTCOMES, ENHANCE CARE COORDINATION, REDUCE HOSPITALIZATIONS, AND ADDRESS SOCIAL DETERMINANTS OF HEALTH FOR MEDI-CAL BENEFICIARIES.

### HOW DOES THE DHCS ECM POLICY GUIDE SUPPORT CARE COORDINATION?

THE DHCS ECM POLICY GUIDE SUPPORTS CARE COORDINATION BY ESTABLISHING A STRUCTURED APPROACH FOR PROVIDERS TO COLLABORATE, SHARE INFORMATION, AND DEVELOP INDIVIDUALIZED CARE PLANS THAT MEET THE SPECIFIC NEEDS OF BENEFICIARIES.

### WHAT ARE SOME KEY COMPONENTS OUTLINED IN THE DHCS ECM POLICY GUIDE?

KEY COMPONENTS OUTLINED IN THE DHCS ECM POLICY GUIDE INCLUDE COMPREHENSIVE ASSESSMENTS, INDIVIDUALIZED CARE PLANS, ONGOING CARE MANAGEMENT, AND INTEGRATION WITH COMMUNITY RESOURCES AND SERVICES.

### HOW DOES THE DHCS ECM POLICY GUIDE ADDRESS SOCIAL DETERMINANTS OF HEALTH?

THE DHCS ECM POLICY GUIDE ADDRESSES SOCIAL DETERMINANTS OF HEALTH BY ENCOURAGING PROVIDERS TO ASSESS AND INCORPORATE FACTORS SUCH AS HOUSING, EMPLOYMENT, AND TRANSPORTATION INTO CARE PLANS TO IMPROVE OVERALL HEALTH OUTCOMES.

### WHAT TYPE OF TRAINING IS RECOMMENDED FOR PROVIDERS IMPLEMENTING THE DHCS ECM POLICY GUIDE?

THE DHCS ECM POLICY GUIDE RECOMMENDS TRAINING FOR PROVIDERS THAT FOCUSES ON CARE MANAGEMENT SKILLS, CULTURAL COMPETENCY, TRAUMA-INFORMED CARE, AND UNDERSTANDING OF SOCIAL DETERMINANTS OF HEALTH.



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