

FUTURES Without Violence
Aces Aware

STORYBOARD

Understanding Medi-Cal Policy Changes Under CalAIM

Learning Objective

Title Learning Objective	On-screen	Descriptions	Notes
Text/Paragraph	By the end of this course, physicians will understand how to apply Enhanced Care Management (ECM) and In Lieu of Services (ILOS) policies under Medi-Cal through CalAIM to enhance integrated patient care for individuals with complex needs. Physicians will optimize care coordination between medical, social, and community services and apply these policies to real clinical cases.		

Introduction to Medi-Cal Policy Changes (ECM and ILOS)

Title	On-screen Text	Descriptions	Notes
Interactive/Tabs	Under CalAIM, Medi-Cal has introduced policies that expand managed care benefits. Two key changes are Enhanced Care Management (ECM), which offers a team-based approach for patients with complex needs, and In Lieu of Services (ILOS), a cost-effective alternative to prevent hospitalizations and more expensive treatments.	Tab 1: Enhanced Care Management (ECM) ECM is a Medi-Cal benefit that provides comprehensive, team-based care management for patients with complex medical, mental, and social needs. A care manager coordinates the patient's care across various disciplines, including healthcare providers, mental health professionals, and social services. Key Features: ● Interdisciplinary care team. ● Focus on high-need patients. ● Tailored care plans.	

Tab 2: In Lieu of Services (ILOS)

ILOS offers cost-effective services as alternatives to traditional medical care, such as hospitalizations. These services aim to prevent costly interventions by addressing social determinants of health. Examples include housing navigation, home asthma remediation, and tenancy support services.

Key Examples:

- Housing navigation.
- Home asthma remediation.
- Tenancy support.

Tab 3: ECM vs. ILOS

While ECM is designed for patients who require intensive, team-based care management, ILOS offers preventative services that address social needs, often reducing the need for medical interventions. ECM manages ongoing care, while ILOS prevents the escalation of medical conditions by addressing social factors.

What is Enhanced Care Management (ECM)?

Title	On-screen Text	Descriptions	Notes
Interactive/Flashcard	Each flashcard will explain a key element of ECM when it flipped.	Flashcard 1: Front: What is ECM? Back: ECM is a team-based care management model for patients with complex medical, mental health, and social needs. The care manager coordinates all services.	

		Flashcard 2: Front: Key roles in ECM? Back: The care manager ensures coordination between medical providers, mental health professionals, and social services to develop a holistic care plan. Flashcard 3: Front: Benefits of ECM? Back: ECM helps improve patient outcomes, reduces the burden on physicians, and ensures patients receive comprehensive care that includes addressing social determinants of health.	

In Lieu of Services (ILOS)

Title	On-screen Text	Description	Notes
Interactive/Accordion	The accordion interaction will allow users to click and expand each section to learn about the different services under ILOS.	Section 1: Housing Navigation Text: Helps patients find stable housing, reducing the risk of health complications caused by homelessness or unsafe living conditions. Section 2: Home Asthma Remediation Text: Provides home improvements or repairs to address environmental factors that may trigger asthma, preventing hospitalizations. Section 3: Tenancy Support Services Text: Offers case management and support to help patients maintain housing, reducing the risk of eviction and associated health risks.	

Case Study: Applying ECM and ILOS

Title	On-screen Text	Description	Notes
Interactive/Scenario	In this scenario, users will make decisions for a patient with complex needs. Depending on their choices, they will apply ECM or ILOS and receive feedback based on their decisions.	You are managing a 55-year-old patient with uncontrolled diabetes and unstable housing. The patient has frequent ER visits due to lack of care coordination and environmental asthma triggers at home. You need to decide which services to apply. Decision 1: Should you apply ECM to coordinate medical and social care? Option A: Yes, apply ECM to manage the patient's overall care. Option B: No, apply ILOS instead. Feedback for A: Great choice! ECM will ensure that a care manager coordinates all necessary services, including medical follow-ups and addressing the patient's housing issues. Feedback for B: ILOS could help, but this patient needs more comprehensive care coordination that ECM offers. Decision 2: The patient’s home environment is worsening their asthma. Should you also apply an ILOS service like home asthma remediation? Option A: Yes, apply ILOS for home asthma remediation. Option B: No, focus only on medical care. Feedback for A: Correct! Home asthma remediation under ILOS will address the environmental triggers that worsen the patient’s asthma. Feedback for B:	

		Focusing only on medical care might not address the root cause of the patient's asthma flare-ups. Applying ILOS would provide a more comprehensive solution.	

Compensation and Reimbursement for ECM

Title	On-screen Text	Description	Notes
Multiple choise	We'll use a simple quiz to reinforce knowledge about ECM compensation.	Question: What is the average monthly payment per patient for ECM? a) $100 b) $250 c) $400 Correct answer: c) $400	

ECM and ILOS Decision-Making Flowchart

Title	On-screen Text	Description	Notes
Proccess	When managing care for vulnerable patients, it's crucial to determine whether to apply Enhanced Care Management (ECM) or use In Lieu of Services (ILOS). Both policies, part of CalAIM, are designed to improve medical and social care, but their application depends on the specific needs of each patient. ECM focuses on patients with complex needs, coordinating their care through an interdisciplinary team led by a care manager. ILOS, on the other hand, aims to prevent hospitalizations and other costly medical treatments	Step 1: Evaluate patient's complex needs. If the patient has complex medical, mental, and social needs, consider ECM for comprehensive care. Step 2: Assess risk of hospitalization. If hospitalization can be prevented with community services, consider ILOS. Step 3: Community resources availability. If community resources (housing, social support) are available, ILOS can address the patient's needs.	

	by offering community-based services, such as housing navigation or home asthma remediation. The key is to accurately assess the patient's condition and available alternatives. Below, we present a step-by-step process to help you make informed decisions on when to apply ECM or ILOS based on the patient's clinical profile. Follow the steps in the interactive process to identify the best option for your patient.	Step 4: Apply ECM or ILOS accordingly.	

Call to Action (WOW Moment)

Title	On-screen Text	Description	Notes
Text	Within the next week, select a patient case where Medi-Cal policies (ECM or ILOS) can be applied. Develop a brief care plan that integrates these policies and present it at your next team meeting. Reflect on how this approach could improve patient outcomes. Follow the steps in the interactive process to identify the best option for your patient.		