

March 3, 2025

## New Process for Requesting Enhanced Care Management (ECM) Services

**Starting March 1, 2025, there will be a new process for requesting Enhanced Care Management (ECM) services.**

**Old Process:**

Previously, providers submit a Prior Authorization Request (PAR) form for ECM services to our Utilization Management Department for review.

**New Process:**

Providers will submit a referral form for ECM services using the ECM referral form, depending on the member's age. Please use the "Enhanced Care Management Adult Referral Form" or the "Enhanced Care Management Child/Youth Referral Form," available here:

[https://www.hpsm.org/provider/calaim-at-hpsm/enhanced-care-management-\(ecm\)](https://www.hpsm.org/provider/calaim-at-hpsm/enhanced-care-management-(ecm))

Submission of these forms is strongly encouraged via secure email to

[CareCoordinationRequests@hpsm.org](mailto:CareCoordinationRequests@hpsm.org). Please also preserve the fillable PDF format of this form by typing directly into the form and avoid faxing or handwriting to speed up the processing time.

**What are Enhanced Care Management (ECM) services?** ECM is a Medi-Cal only comprehensive care management service for our highest-needs members. Members can choose whether they want these services, which help address complex care needs through person-centered and community-based support. Learn more about these services here: [https://www.hpsm.org/provider/calaim-at-hpsm/enhanced-care-management-\(ecm\)](https://www.hpsm.org/provider/calaim-at-hpsm/enhanced-care-management-(ecm))

If you have any questions about this change, please contact [ProgramsandPartnerships@hpsm.org](mailto:ProgramsandPartnerships@hpsm.org). All other inquiries can be directed to HPSM's Provider Services Department at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you,  
The Health Plan of San Mateo