


What to convey to an ECM Member

You will have a dedicated Lead Care Manager who will coordinate care for health and health-related services. Your Lead Care Manager will provide care to you by phone, in-person or where you live. They can also:

 Find doctors and assist you in scheduling your appointments

 Coordinate transportation to and from appointments


 Support medication needs including refills, pick-ups, and follow-up appointments


 Coordinate with local resources, called Community Supports, as needed for:
Food Housing Other social services


There is no added cost for ECM. ECM does not replace:


- **Benefits.** ECM is an additional benefit.
- **Doctors.** Keep your doctors and other providers
- **Options.** Join if eligible, or cancel at anytime


Community Supports help meet members' health & wellness needs


 **Housing Navigation**
If you are experiencing homelessness or at risk of experiencing homelessness, you may receive help to find, apply for and secure permanent housing.


 **Recuperative Care (Medical Respite)**
After hospitalization, if you are without stable housing and still need to heal from an injury or illness, you may receive short-term residential care also called recuperative care.


 **Housing Deposit**
You may also receive assistance with housing fees, such as security deposits and setting up utilities, like gas and electricity.

 **Medically Supportive Food/ Medically Tailored Meals**
You may receive deliveries of nutritious, prepared meals and healthy groceries to support your health needs. You may also receive vouchers for healthy food and/or nutrition education.


 **Housing Tenancy & Sustainability**
Once housing is secured, you may receive support to maintain your tenancy, such as coordination with landlords to address issues, assistance with annual housing recertification process, and connecting to local resources to prevent eviction.


 **Sobering Center**
If found publicly intoxicated, you will be provided a short-term, safe, supportive environment to become sober with services such as medical triage, a temporary bed, meals, counseling, and linkage to other health care services.

 **Personal Care and Homemaker Services**
Beginning 01/01/2024
You may receive in home support such as bathing or feeding, meal preparation, grocery shopping, and someone to go with you to medical appointments if you require assistance with Activities of Daily Living Instrumental Activities of Daily Living.

 **Day Habilitation Programs**
Beginning 01/01/2024
If you are, were, or are at risk for homelessness, you can receive assistance to learn skills, such as:

- Using public transportation
- Cooking and cleaning
- Managing personal finances

 **Caregiver Services (Respite Services)**
Beginning 01/01/2024
Short-term relief for your caregivers. You may receive caregiver services in your home or in an approved facility on an hourly, daily, or nightly basis as needed.

 **Short-Term Post Hospitalization Housing**
Beginning 01/01/2024
You can receive temporary housing if you have been discharged from an inpatient clinical setting, residential SUD treatment or recovery facility, residential mental health treatment facility, correctional facility, nursing facility, or recuperative care.