

Network Provider Update

To: Medi-Cal and Cal MediConnect* network participants

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Subject: **All Plan Letter 21-012, Enhanced Care Management Requirements**

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 21-012](#), "Enhanced Care Management Requirements." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

As part of the CalAIM initiative, APL 21-012 explains how managed care plans (MCPs) such as Blue Shield of California Promise Health Plan should administer the Enhanced Care Management (ECM) benefit to support the needs of high-cost, high-need managed care members.

The APL provides guidance for seven core ECM services:

1. Outreach and engagement
2. Comprehensive assessment and care management plan
3. Enhanced coordination of care
4. Health promotion
5. Comprehensive transitional care
6. Member and family supports
7. Coordination of and referral to community and social support services

Population of focus eligibility criteria is included in [Attachment 1](#).

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 21-012 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-012.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

Please direct questions about serving Blue Shield Promise members to our Provider Services Department at **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.

*Cal MediConnect network participants are responsible for identifying and applying the guidance and requirements that pertain to their patients.