

ECM Promise in Action

Your quarterly update on Enhanced Care Management (ECM) and best practices from Blue Shield of California Promise Health Plan

Save the Dates: Upcoming ECM Provider Trainings

QUARTER IV 2026

CLINICAL CONSULTATION IN ECM

Join us on **December 4, 2026, at 10:00 a.m.** for an upcoming **Clinical Consultation in ECM Training**. This session will review best practices for clinical consultation, documentation expectations, and strategies for demonstrating meaningful member outcomes through effective care planning, coordination, and clinical oversight.

Stay tuned
for the
invite!

QUARTER I 2027

MEMBER ENGAGEMENT

Join us on **March 5, 2027, at 10:00 a.m.** for our upcoming **Member Engagement Training**, focused on strengthening meaningful connections with members through effective engagement techniques and a person-centered approach. This session will explore strategies for building trust, fostering active participation in care, and supporting positive member outcomes through compassionate, individualized

QUARTER II 2027

COMMUNITY SUPPORTS

Join us on **June 4, 2027, at 10:00 a.m.** for our upcoming **Community Supports Training**. This session will provide an overview of Community Supports services, eligibility requirements, referral pathways, and best practices for connecting members to available resources. Participants will gain practical guidance to support timely access to services and improve coordination of care for members with health-related social needs.



Missed a past training?

Our ECM provider website has all the recordings ready for you to view at your convenience. Just follow the link below to catch up on any trainings you weren't able to attend live.

[Enhanced Care Management | Blue Shield of CA Provider](#)

blueshieldca.com/promise



[REFER HERE](#)

Community Supports Corner

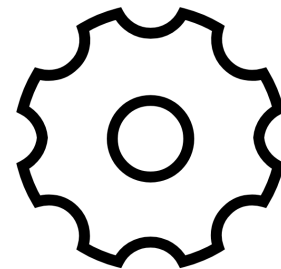
SHORT-TERM POST-HOSPITALIZATION HOUSING

The Short-Term Post-Hospitalization Housing program will be sunsetting effective December 31, 2026.

To support a smooth transition, **no new referrals or authorizations will be accepted after December 1, 2026.** Additional information regarding transition planning and member continuity of care will be shared in the coming months.

ECM chart audits are back!

We're excited to relaunch our quarterly ECM chart audit process as part of our ongoing commitment to quality improvement and service excellence. Each quarter, a randomly selected member record will be reviewed to highlight strengths, identify opportunities for growth, and support continuous enhancement of ECM service delivery. Together, these reviews help ensure high-quality, person-centered care and continued alignment with DHCS requirements and best practices.



Need help with contracting or claims?

CONTRACTING:

Provider Relations is now responsible for all Social Programs contracting and claims.

Please send any questions to
SocialProgramsCertif@blueshieldca.com.

BILLING:

CalAIM Provider Relations can support all billing and claim questions.

Reach out to them at
CalAIMProviderRelations@blueshieldca.com

Meet Your Child & Youth Liaison

Kristin Dillinger serves as the dedicated liaison for child and youth-focused resources, including child welfare services, First 5 programs, and Social Services-related member support. Please direct questions regarding program communications, referrals, or member needs in these areas to
BSCPHMMOUReferrals@blueshieldca.com.

Meet Your Justice-Involved (JI) Liaison

Lucio Carranza serves as the dedicated liaison for members who are justice-involved and transitioning back into the community. For help with care coordination and connecting members to available ECM and Community Supports resources, contact Lucio at
ECM@blueshieldca.com.