

Managed Care Plan Enhanced Care Management Referral Pathways

Managed Care Plans (MCPs) are responsible for administering Enhanced Care Management (ECM) in collaboration with their network of community-based providers. Members must be enrolled in a Medi-Cal MCP and meet at least one of the ECM Populations of Focus.

Use the hyperlinks below to see each MCP's ECM and CS webpages.

Health Plan	Member ECM Contact	Provider ECM Contact
Alameda Alliance for Health	510-747-4512 / 1-877-251-9612 / TTY 711 / 1-800-735-2929	Fax: 510-995-3725; ECM@alamedaalliance.org 510-747-4512
Anthem Blue Cross Partnership Plan	1-800-407-4627 / 1-888-285-7801 (TTY 711)	
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Blue Shield of California Promise Plan	1-800-260-2055 (TTY: 711)	ECM@blueshieldca.com (800) 393-1542
CalOptima Health	1-888-587-8088 (TTY 711, 24/7)	CalAIMSupport@ochca.com (714) 834-4011
CalViva Health	1-888-893-1569 (TTY 711, 24/7)	Fax: 800-743-1655
CenCal Health	1-877-814-1861 (TTY/TDD 1-833- 556-2560 or 711)	
Central California Alliance for Health	831-430-5512 listecmteam@ccah-alliance.org	
Community Health Group Partnership Plan	1-800-224-7766 (TTY 711, 24/7)	ecmreferrals@chg.org ; 619-498-6519 Fax: 619-498-6507
Community Health Plan of Imperial Valley	1-833-236-4141	
Contra Costa Health Plan	1-877-661-6230 (Option 2), TTY 711	cchpcalaim@cchealth.org Fax: 925-252-2609
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Gold Coast Health Plan	1.888.301.1228 / TTY 711	
Health Net Community Solutions	1-800-675-6110 (TTY 711, 24/7)	Fax: 800-743-1655; Medi-CalCalaimECM@healthnet.com
Health Plan of San Joaquin	1-800-260-2055 (TTY: 711)	ecm@hpsj.com Fax: 209-762-4718
Health Plan of San Mateo	1-650-616-2133.	
Inland Empire Health Plan	(800)440-4347 (TTY:800-718-4347)	ECMCareExtenders@iehpa.org
Kaiser Health Plan (Northern CA)	1-833-721-6012 (TTY 711)	REGMCDURNS-KPNC@kp.org
Kaiser Health Plan (SoCAL)	1-833-721-6012 (TTY 711)	RegCareCoordCaseMgmt@kp.org (subject: ECM/CS/CHW Referral)
Kern Health System (KFHC)	1-800-391-2000 / 661-632-1590	ECMOutreachSpecialist@khs-net.com
LA Care Health Plan	1-888-839-9909, ECM@lacare.org	Provider Relations—contact L.A. Care directly
Molina HealthCare Plan	1-888-665-4621 (TTY 711, Mon–Fri 8–6)	Medi-CalECM@MolinaHealthcare.com; Fax: 800-811-4804; 1-855-322-4075
Partnership HealthPlan of California	1-800-863-4155 (TTY 800-735-2929/711, Mon–Fri 8–5)	ECMReferrals@partnershiphp.org; Fax: 707-863-4314
San Francisco Health Plan	1-415-547-7800 or TTY 711	1-415-615-4501
Santa Clara Family Health Plan (SCFHP)	1-800-260-2055 (TTY: 711)	ECM@scfhp.com

To find which MCP covers your county, visit [DHCS](#).

Contact DHCS with any questions or comments on ECM at CalAIMECMILOS@dhcs.ca.gov.

Last updated 08/2025. For the most up-to-date information visit [here](#).