



Enhanced Care Management (ECM)

Fred Finch CARES ECM is a care-coordination service offered to children, youth and their families insured through Managed Medi-Cal. Our care management services, available in both northern and southern California, are designed to align and coordinate services across multiple systems of health and behavioral healthcare while addressing social determinants by fostering a community-based continuum of care that meets the unique needs of families.

How does it work?

- Families with children or individuals up to the age of 21-year-old (or up to 26 years old with a history of foster care) under a Managed Care Medi-Cal plan are eligible to participate in ECM at no cost.
- Once in the program, a Fred Finch Care Manager will meet with you in the office or in the community.

How to access ECM?

- Referrals are primarily made through Medi-Cal managed care plans. All approvals for services must come through these plans.
- Step 1: Contact your Medi-Cal managed care provider to inquire about ECM services

We also welcome referrals from community partners, CBOs, and other service providers.

- If your agency is interested in making referrals, please contact us at:
 - [✉ ecminquiries@fredfinch.org](mailto:ecminquiries@fredfinch.org)

Who is eligible?

- Families with children, teens, or young adults through 21 years old.
- Youth up to 26 years old if involved in the Foster Care System.
- Families with children, teens, or young adults enrolled in CCS/CCS Whole Child Model.
- Children and Families at risk of/or experiencing homelessness.
- Families with children who have mental health or substance use conditions
- Caregivers of the children and youth in these categories are also eligible to receive support.

Support for Complex Needs

Are you or your child facing complex life challenges? We're here to help.

Our **Enhanced Care Management** program offers free, personalized support to help you navigate life's difficulties, whether in person or via telehealth.

- What We Provide:
 - One-on-One Guidance: A dedicated care coordinator to help you communicate with and track all your healthcare providers.
 - Access to Services: Assistance in finding doctors, dentists, therapists, and scheduling appointments.
 - Community Connections: Support in connecting to local programs and resources.
 - Advocacy and Assistance: Help with food, transportation, housing, or other basic needs

Contact

For more information about ECM, please contact **Cristobal Hernandez, Psy.D. Senior Director, ECM** at CARESECM@FredFinch.org

FredFinch

Youth & Family Services

