

Seven Core Services of Enhanced Care Management



Outreach and Engagement

ECM Providers connect with assigned clients through various methods, including face-to-face meetings, phone calls, mail, and community-based or street outreach, to build trust and initiate care.



Comprehensive Assessment and Care Management Plan

Clients receive a thorough evaluation of their medical, social, and behavioral needs, with a tailored care plan that adapts to their progress and evolving circumstances.



Enhanced Care Coordination

Providers maintain close contact, often in person, with the client and their support network, such as family, guardians, caregivers, or authorized representatives, to ensure seamless care integration.



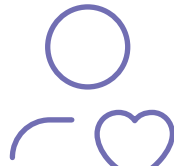
Health Promotion

Clients are guided to adopt healthier habits and self-care practices, empowering them to take charge of their health and maintain long-term wellness.



Comprehensive Transitional Care

Support is provided during critical transitions, such as moving from a hospital or other care setting, to help clients and their support systems manage continuity of care and reduce gaps.



Client and Family Supports

Educational and support activities are offered to clients and their families to enhance their understanding of health conditions, improve adherence to treatment plans, and manage medications effectively.



Coordination of and referral to Community and Social Support Services

Providers identify and arrange connections to essential services addressing social determinants of health, such as housing, food access, or other community-based programs, to meet the client's broader needs.