



CalAIM General FAQ

1. How do members start receiving Enhanced Care Management (ECM) and/or Community Supports services?

Members can be referred through many avenues, including self-referral, referral by a health care provider or referral by a Community Supports provider. Referral forms can be found on CalOptima Health's [CalAIM Referral Forms website](#). Providers who have direct access to CalOptima Health Connect can submit a referral via the portal. No matter the entry point, all referrals are processed through CalOptima Health Connect.

2. Do CalOptima Health members have the right to appeal?

Per guidance from the Department of Health Care Services (DHCS) and CalOptima Health policy, members have a right to appeal for ECM and Community Supports. For members who were not authorized to receive ECM, CalOptima Health must follow its standard Grievances and Appeals process outlined in Exhibit A, Attachment 14, Member Grievance and Appeal System and [All-Plan Letter \(APL\) 21-011: Grievance and Appeal Requirements and "Your Rights" Templates](#). Members always retain the right to file appeals and/or grievances if they request one or more Community Supports offered by CalOptima Health but are not authorized to receive the requested Community Supports because of a determination that it was not medically appropriate or cost-effective.

Members can submit a Grievance and Appeal with CalOptima Health at the following link: <https://www.caloptima.org/en/ForMembers/Medi-Cal/YourRights/HowtoFileGrievance>.

3. Can ECM Providers request to add and remove Population of Focus (POF)?

ECM providers can request to add or remove POFs by demonstrating their expertise and experience in serving the population to CalOptima Health.

4. How can I receive assistance with CalOptima Connect?

CalOptima Connect users can send an email to the CalOptima Connect support team at calopsupport@safetynetconnect.com. Users can also request system accounts and training.

5. Can CalOptima Health PACE members receive ECM or Community Support services?

Although PACE members may be eligible for Community Supports services, they are not eligible for ECM as it is duplicative.



6. Can CalOptima Health OneCare members receive ECM or Community Support services?

As of 2024, OneCare members can no longer receive ECM services. However, OneCare members are eligible to receive Community Support services.

7. Which claims clearinghouse does CalOptima Health contract with?

CalOptima Health contracts with Office Ally. All contracted providers can use Office Ally at no cost. Providers contracted with other clearinghouses should verify if that clearinghouse can work with Office Ally to ensure efficient claims processing.

8. What case management system is recommended for providers?

Providers are highly encouraged to purchase and adopt an Electronic Health Record (EHR) system to manage and maintain member's health history.