

Alameda CalAIM PATH Collaborative

May 29, 2026



Welcome!

- Host yourself (grab water, coffee, excuse yourself at any time).
- Restrooms are to the left and then another left. Men's restrooms are the first door on your right in the hallway. Women's restrooms are at the end of the hallway.
- We will be taking some photos during the event. If you wish to not be in photos, please let us know at the check-in table.
- We will be running a mic to help ensure that everyone can hear each other!

Alameda 2026 Aim Statement and Drivers

By December 2026, the Collaborative will strengthen provider capacity through sustainable provider partnerships and readiness for future Medi-Cal policy changes.

1

Transform networking into formal and informal partnerships through quarterly in-person meetings

2

Prepare for implementation changes through regular policy updates and summaries

3

Strengthen capacity through trainings and co-development of tools and resources

Today's Agenda

Time	Agenda Item	Presenter
10:00-10:15 am	Welcome and Introductions	BluePath Health
10:15-10:40 am	Local CalAIM Success Stories	Building Futures and Fred Finch Youth & Family Services
10:40-10:55 am	Provider Referral Best Practices	Community Health Center Network
10:55-11:30 am	Provider Networking	
11:30-12:00 pm	Lunch and Continued Provider Networking	

Who's in the Room?

24 hour home care

ALAMEDA COUNTY COMMUNITY FOOD BANK



CITY OF Fremont

Full Circle Health Network

HUBBERT HOMES

BACS Bay Area Community Services

FredFinch Youth & Family Services



Project Open Hand meals with love

Center for Independent Living Access for All



MEDZED

Omatochi

balance financial wellness

ZÓCALO Health



Alameda County Health



BOOST A BROTHER UP

SS Mental Health Care



LifeSTEPS Life Skills Training & Educational Programs



COMMUNITY HEALTH CENTER NETWORK

Thank you for joining us in April!

The session featured:

- Updates from Kaiser Permanente, including highlights on Medically Tailored Meals network expansion and upcoming CalAIM Justice-Involved trainings
- An overview from Alameda County Health of upcoming Medi-Cal eligibility changes under H.R. 1 and potential impacts

April Meeting Materials:

- [Meeting Slides](#)
- [Meeting Recording](#)
- [Alameda County Health Resources](#)

Announcements & Policy Updates

CalAIM Section 1115 Waiver Renewal Request Submitted

This month, the Department of Health Care Services submitted their renewal request for the CalAIM 1115 Demonstration Waiver.

The application:

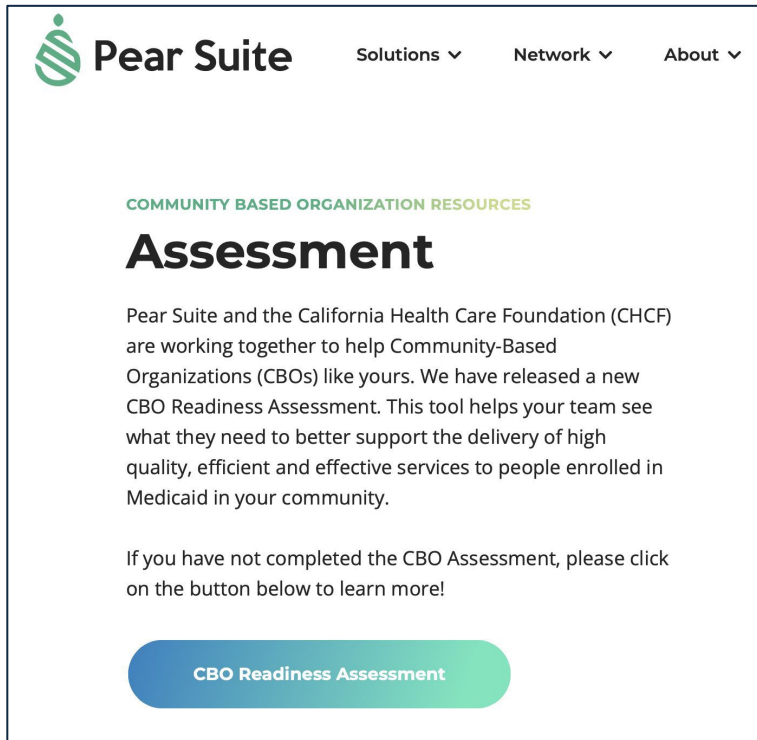
- Transitions ECM and 12 Community Supports to alternate authorities
- Proposes Employment Supports and BridgeCare Pilots as two new programs to serve Medi-Cal members
- Does not seek continuation for the PATH initiative, including CITED, TAM, CPI, and PATH JI, which will sunset in December 2026

**STATE OF CALIFORNIA
DEPARTMENT OF HEALTH CARE
SERVICES**

**Medicaid Section 1115
Demonstration Five-Year
Renewal Request:
Continuing CalAIM
Demonstration**

May 2026

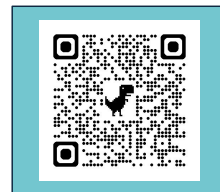
CBO Readiness Assessment Opportunity



The screenshot shows the Pear Suite website header with navigation links for Solutions, Network, and About. The main content area is titled "COMMUNITY BASED ORGANIZATION RESOURCES" and "Assessment". The text describes the partnership between Pear Suite and the California Health Care Foundation (CHCF) to help Community-Based Organizations (CBOs) with a new CBO Readiness Assessment tool. A call to action button labeled "CBO Readiness Assessment" is visible at the bottom of the page.

Take the **Pear Suite** and **California Health Care Foundation (CHCF)** [CBO Readiness Assessment](#) to gauge your organization's readiness across **technology, operations, and workforce.**

Then explore **Pear Suite's** repository of [Free Resources](#) for tools to strengthen **leadership engagement, strategic planning, and Community Health Worker integration.**



CalAIM Success Story: Building Futures

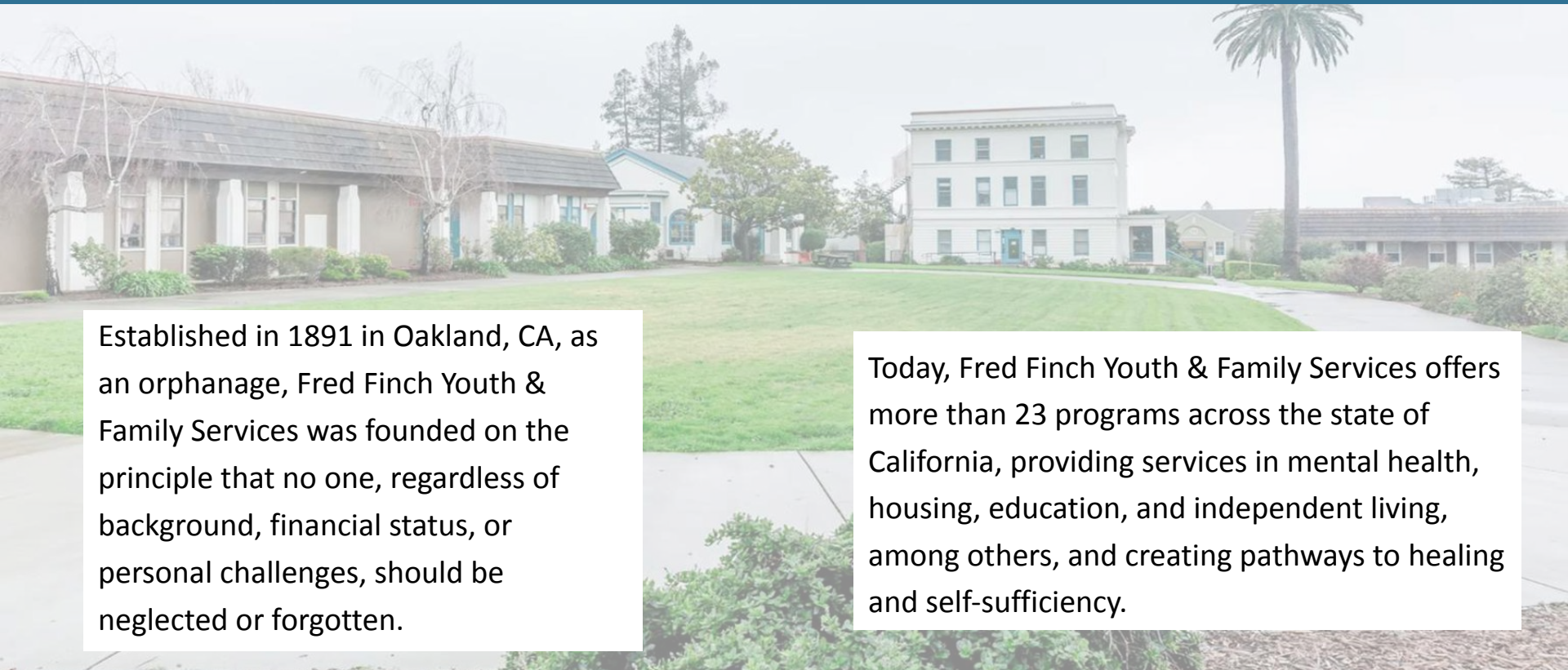


CalAIM Success Story: Fred Finch Youth & Family Services

Enhanced Care Management (ECM)

FredFinch FredFinch
Youth & Family Services — CARES —





Established in 1891 in Oakland, CA, as an orphanage, Fred Finch Youth & Family Services was founded on the principle that no one, regardless of background, financial status, or personal challenges, should be neglected or forgotten.

Today, Fred Finch Youth & Family Services offers more than 23 programs across the state of California, providing services in mental health, housing, education, and independent living, among others, and creating pathways to healing and self-sufficiency.



Enhanced Care Management or ECM, launched in January of 2022 as a cornerstone of California's DHCS CalAIM initiative aiming to transform Medi-Cal's approach to care delivery for vulnerable adult members with complex needs.

Fred Finch joined this initiative when the Populations Of Focus expanded to serve youth in July of 2023.

Collaboration in Action



FredFinch
Youth & Family Services
Thank you!



One of our 12y/o participants needed transportation to travel independently to their summer activities. Their LCM shared the need with the ECM Team, where a colleague found Jerry Valencia of [The Oakland Bikery](#), a nonprofit bike shop that offers sliding-scale pricing, bike donations, and hands-on repair education for youth.

Our team reached out and [The Bikery](#) didn't hesitate! Through this thoughtful collaboration, they generously donated a bike to support the participant's independence and well-being.

More than just a bike, the young participant now has safe, reliable transportation, a little more freedom, independence, and joy to simply be a kid, and enjoy her summer.

A graphic with a blue border and white background. It features the Fred Finch logo at the top, surrounded by yellow stars. The text "ON THE WIRE WITH FRED FINCH PODCAST:" is in orange, and "Bridging Gaps in Care – How ECM Connects Families to Essential Support and Life-Changing Resources" is in blue. At the bottom left is a QR code, and at the bottom right is a microphone icon and the website URL.

FredFinch
Youth & Family Services

**ON THE WIRE WITH
FRED FINCH PODCAST:**

**Bridging Gaps in Care – How
ECM Connects Families to
Essential Support and Life-
Changing Resources**



Scan or go to:
www.fredfinch.org/on-the-wire



ECM Flyer & Eligibility

FredFinch
Youth & Family Services



ENHANCED CARE MANAGEMENT

(ECM)
FREE
ECM is a **FREE** Medi-Cal benefit that connects Medi-Cal members to resources to get the help you need!

Your ECM Lead Care Manager can help you:



COMMUNICATE WITH
AND TRACK YOUR
PROVIDERS



FIND DOCTORS &
DENTISTS AND MAKE
APPOINTMENTS



CONNECT TO
TRANSPORTATION SERVICES
FOR YOUR HEALTHCARE
APPOINTMENTS



FIND AND APPLY FOR
FOOD BENEFITS AND
HOUSING SUPPORT
PROGRAMS



RECEIVE FOLLOW-UP
SERVICES AFTER
HOSPITALIZATION



CONNECT TO COMMUNITY
PROGRAMS & SERVICES
AND ADVOCATE FOR YOUR
RIGHTS

Important to know about ECM:

- ECM is **FREE!**
- Keep your current Medi-Cal benefits.
- ECM offers an extra layer of support to help with complex life challenges.
- Participation in ECM is optional.
- Get connected to resources you need!

Scan to learn more



FredFinch
Youth & Family Services | CARES



CONTACT INFO:
Dr. Cristobal Hernandez
CARESECM@FredFinch.org

ECMINQUIRIES@FredFinch.org

- Children/Youth up to age 21:
 - Experiencing or At-Risk for Homelessness
 - Having Intellectual or Developmental Disabilities such as autism, etc.
 - Experiencing Serious Mental Health needs or Substance Use Dependency
 - Enrolled in California Children Services (CCS)
- Children and Youth involved in Child Welfare (including those with Foster Care history up to age 26)
- Caregivers of Enrolled Youth



Roger Daniels, LCSW

- Division Director
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[Fred Finch Youth & Family Services Website](#)

[ECM at Fred Finch](#)

[Fred Finch ECM Referral Link](#)

[ECM Podcast](#)

Provider Referral Best Practices



Referral Best Practices



Know Your Plan's Front Door and Use It



Documentation Quality Determines Speed



Verify Eligibility Criteria Before Referring for Transitional Rent



Track Referrals to Known Closure



Communicate Changes Early and Proactively



Making a Referral: Alameda Alliance Members

[ECM \(Adults\)](#)

[ECM \(Children\)](#)

[Community Supports](#)

Additional referral forms can be found on our [resource center](#).

For referral support, reach out to **Alliance Case and Disease Management Department:**

- Hours of operation: Monday – Friday, 8 am – 5 pm
- Phone Number: +1 (510) 747-4512 | Toll-Free: +1 (877) 251-9612
- People with hearing and speaking assistance (CRS/TTY): 711 or +1 (800) 735-2929

Fax or send by secure email the completed referral form and any supporting documentation to relevant departments below:

- Community Supports: CSDEPT@alamedaalliance.org
 - ECM: ECM@alamedaalliance.org

Making a Referral: Kaiser Permanente Members

[ECM, Complex Case Management and Community Health Workers](#)

[Housing Community Supports](#)

[Keeping Members at Home and Chronic Conditions Community Supports](#)

[ECM Connected Provider Referral for Child Welfare Agencies](#)

For referral support, reach out to:

- Hours of operation: Monday – Friday (closed major holidays), 9:00 am to 4:45 pm
- Phone Number: +1 (833) 952-1916 (TTY 711)

Send completed referral form to REGMCDURNS-KPNC@kp.org with the subject line “ECM Referral” or “CS Referral.” The most updated referral forms can be found on the [Provider Portal](#).



COMMUNITY HEALTH
CENTER NETWORK

CHCN ECM Referral Best Practices May 2026

Purpose and Importance of ECM Referral Best Practices

Importance of Accurate Referrals

Accurate and timely ECM referrals ensure members access care without delays or denials, improving health outcomes.

Reducing Referral Errors

Following best practices minimizes errors like incomplete forms or outdated documentation that cause denials or delays.

Managing Portal Limitations

Understanding AAH portal limits and using external tracking keeps referral submitters organized and proactive.

Emphasizing Accountability and Communication

Ensuring eligibility verification, correct documentation, and clear communication fosters collaboration and timely ECM access.

Patient information

Medical Number: _____

General information

Name: _____ Marital status: _____
Age: _____ Date of admission: _____
Sex: _____ Date of record: _____
Occupation: _____ Complaints of history: _____
Address: _____

Chief complaint

Present illness

Past history

Operative history: _____
Infective history: _____
Allergic history: _____
Respiratory system: _____
Circulatory system: _____



Lead Care Manager/CHW Referral Process

- First check the patient's ECM eligibility when the LCM receives a referral.
 1. Go to your agency's MIF.
 2. If the patient is not on the MIF,
 3. Go to the [AAH portal](#). LCMs will need to create a profile with your agency's NPI. For assistance with the AAH portal, please contact AAH.
- Once the LCM has determined that the member is a good candidate for ECM but is not on the MIF and does not have ECM eligibility listed on their patient information page or in the authorizations page on the AAH Portal, then the LCM will fill out the ECM referral form and send it to AAH.



Using the AAH Portal Whenever Possible

Portal Benefits

The AAH portal is the most secure and efficient way to submit ECM referrals, reducing delays and outdated forms.

Improved Data Integrity

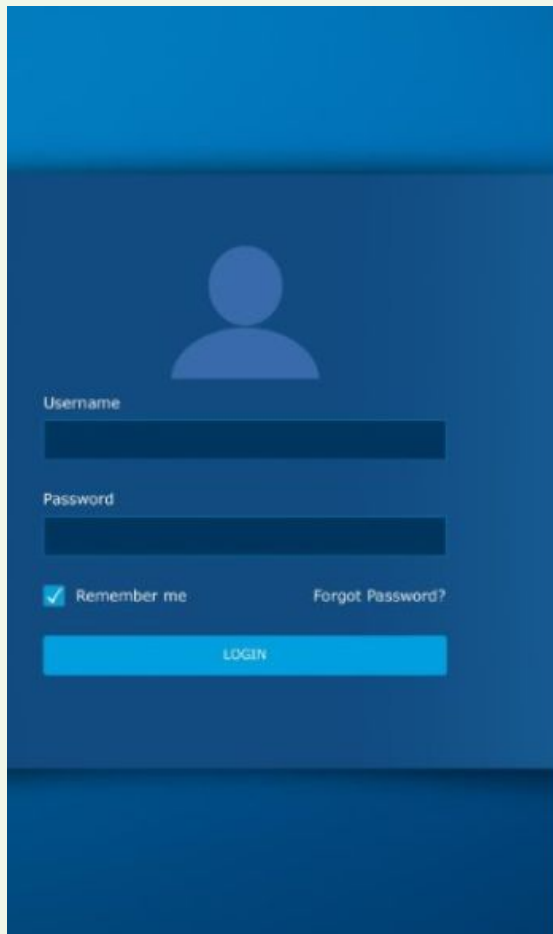
Portal submissions reduce manual errors and enable confirmation of referral receipt, enhancing data accuracy.

Portal Limitations

The portal lacks centralized tracking and visibility on approvals, requiring agencies to maintain internal tracking systems.

Best Practices

Combining portal use with strong internal tracking reduces errors and improves communication in referral workflows.



ECM Referral Process

Tracking Submissions, Notifications, and Follow-Up

Lack of Centralized Notification

The AAH portal lacks automatic notifications and centralized tracking for referral approvals or denials, complicating follow-up.

Primary Notification Methods

Fax and direct notification letters remain primary ways agencies learn of referral decisions, requiring close monitoring.

Importance of Internal Tracking

Maintaining an internal tracking log with member IDs, submission dates, and follow-up actions is critical.

Proactive Follow-Up

Referral submitters should follow up proactively by contacting the ECM department to prevent lost referrals.



ECM Referral Process



Ensuring Referral Form Accuracy and Currency

Use Current Referral Forms

Always verify submission uses the most recent ECM referral form version to avoid rejection or delays.

Accurate Submission Date

Ensure each referral form is dated accurately at submission to prevent administrative complications.

Complete Contact Information

Include submitter's name, role, phone number, and email to enable prompt issue resolution.

Prevent Processing Delays

Consistent checks of form version, date, and contacts ensure smoother communication and fewer denials.



ECM Referral Review

- Check dates on ECM referral forms
- All boxes must be checked under the Option selected on the ECM referral form

Correct

Option 2 – Adults at Risk for Avoidable Hospital or ED Utilization (must meet A. OR B.):

- A.** Four (4) or more Emergency Department (ED) visits in a 12-month period which may have been avoided with appropriate outpatient care or improved treatment adherence.
- B.** Two (2) or more unplanned hospital and/or short-term skilled nursing facility (SNF) stays in a 12-month period that could have been avoided with appropriate outpatient care or improved treatment adherence.

Wrong

Option 2 – Adults at Risk for Avoidable Hospital or ED Utilization (must meet A. OR B.):

- A.** Four (4) or more Emergency Department (ED) visits in a 12-month period which may have been avoided with appropriate outpatient care or improved treatment adherence.
- B.** Two (2) or more unplanned hospital and/or short-term skilled nursing facility (SNF) stays in a 12-month period that could have been avoided with appropriate outpatient care or improved treatment adherence.

- All ECM referral forms needs to include Supporting Documentation



Example of Supporting Documentation

	05/30/2024			ED
	05/01/2024			ED
	04/14/2024			ED
	04/03/2024			ED
	04/03/2024			ED
	02/28/2024			ED

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- B.** Two (2) or more unplanned hospital and/or short-term skilled nursing facility (SNF) stays in a 12-month period that could have been avoided with appropriate outpatient care or improved treatment adherence.



Selecting the Correct Criteria and Population of Focus

Thorough Criteria Review

Complete and accurate selection of eligibility criteria ensures referral success and avoids delays or denials.

Single Population of Focus

Selecting eligibility criteria from only one Population of Focus prevents confusion and supports clear review.

Aligned Supporting Documentation

Documentation must correspond exclusively to the selected Population of Focus to strengthen referral quality.

Improved Referral Approval

Following these steps increases the chance of timely ECM approval for eligible members.



ECM Referral Approval/Denial



Alameda Alliance processes ECM referrals within **5 business days** – currently we see a 4 – 8 week delay in referral reviews, and informs the referrer of approval or denial via fax or email. Stay active on keeping track of the referrals you have submitted. Anything over 8 business days the LCM should reach out directly to AAH ECM Dept to inquire about the status.



Denied ECM referrals can be appealed by filling out Alameda Alliance's appeal/grievance form



Approved ECM Referrals

- Ensure Return Transmission Files include all approved ECM referral forms
- The ECM eligibility is based on the approved date, not the ECM referral submission date. However, due to the lag in reviewing the referrals, AAH is allowing the auth date to be back dated. Ensure this is correct when you receive ECM claims and that payment aligns with the referral date.
- ECM eligibility is valid for 12 months. After 12 months a reauthorization is required. If the referral is renewing an authorization, the auth will be approved for 6 months at a time, after the initial 12 months is over.



Summary

- Use Correct ECM referral form
- Include Current Date on ECM referral forms
- **Be mindful to only submit ECM referrals if you plan to engage with the patient**
- Check in with patient to see if they are interested in participating in ECM before submitting a referral

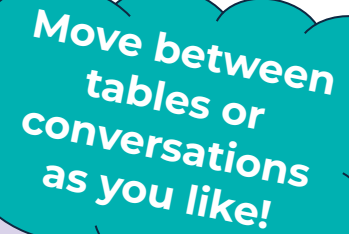


Peer Networking

Peer Networking Opportunity

- **Five** structured table topics available for peer discussion (details on next slide)
- Or use this time to network freely with fellow participants
- The floor is yours — connect in whatever way is most useful to you!

Table Topics



Move between
tables or
conversations
as you like!

Medi-Cal Eligibility Changes and H.R. 1

Building Bi-Directional Referral Relationships

Serving the Justice-Involved Population: ECM & Community Supports Coordination Across Systems

Caseload Sustainability

Housing Community Supports in Practice

Closing: Lunch & Peer Networking

Hand in your survey as you grab your lunch.

We will conclude the program at noon.
Thank you!

**Thank you for joining
and see you on June 26!**

Questions? Please email pathinfo@bluepathhealth.com.