

CalAIM:

California Advancing and Innovating Medi-Cal



CalAIM is a 5-year initiative that started on January 1, 2022. CalAIM is designed to improve Medi-Cal members' access to care and health outcomes.

CalAIM Goals:

- Improve member and provider experience
- Move Medi-Cal to a more consistent system by reducing complexity and increasing flexibility
- Improve quality outcomes, reduce health disparities and drive innovation

Services:

Enhanced Care Management (ECM) and **Community Supports** can meet both medical and non-medical needs of CalOptima members to support positive health outcomes.

ECM includes:

- Coordinating care and integrating services
- Linking members to community resources
- Addressing social drivers of health, such as environment, education and access to quality health care, to improve health outcomes

ECM Eligibility:

- Individuals and families experiencing homelessness
- Adult with high health care needs
- Adults with serious mental illness (SMI) or substance use disorder (SUD)
- Individuals transitioning from incarceration

The Department of Health Care Services will expand eligibility in the future.

Community Supports includes:

- Housing transition navigation services
- Housing tenancy and sustaining services
- Housing deposits
- Recuperative care (medical respite)

Community Supports Eligibility:

- Members may qualify for Community Supports based on eligibility criteria.

CalOptima may add other Community Supports in the future.

Referral forms and more information about CalAIM in Orange County can be found at www.caloptima.org/CalAIM.

To learn more, contact CalOptima Customer Service at **1-714-246-8500** or toll free at **1-888-587-8088** (TTY **711**), Monday through Friday, from 8 a.m. to 5:30 p.m. We have staff who speak your language. Visit us at www.caloptima.org.