

Enhanced Community Care Management

WHAT IS ECCM

Enhanced Community Care Management (ECCM) is a non-billable service offered for Highmark Medicare Advantage members to support the most complex and vulnerable patients. The goal of the program is to help members live their best lives possible while maintaining their independence in the community.

The ECCM team of health care professionals works in collaboration with a member's primary care physician (PCP), specialists, pharmacists, and others to coordinate care. The ECCM interdisciplinary team of clinicians (physicians, advanced practice providers, licensed social workers, registered nurses, and care coordinators) are highly trained in health literacy and motivational interviewing, including serious illness conversations, which provides a unique approach to care by helping patients identify what matters most to them.

ECCM has managed thousands of high-risk Highmark members since its' inception. It has consistently made Total Cost of Care (TCOC) more efficient while receiving over 90% patient satisfaction.

HOW ECCM WORKS

ECCM helps members at high risk and with serious illness.

For members with care coordination and transition of care needs, a Care Coordinator will:

- Work with the member to identify barriers to self-managing their chronic conditions
- Assist with ensuring the member understands their disease and diagnosis
- Help the member understand test results and what to expect from upcoming procedures
- Help manage the member's appointments
- Support the member with medication management
- Assist the member with social determinants of health

For members who have advanced illness and need Supportive and Palliative Care, a team of Physicians, Advanced Practice Providers (APPs), Licensed Social Workers, Registered Nurses (RNs), and Care Coordinators will:

- Create a whole-person-advance care plan (centered on the member and their family)
- Help with pain and symptom management through medical and non-medical interventions in coordination with the member's Primary Care Physician (PCP)
- Provide more frequent check-ins
- Help with care plan support, including monitoring of conditions and when to take medications
- Provide the family caregiver with education, counseling, and/or respite
- Assist with decision making, clarifying care priorities, and helping to match treatment and services to the member's goals
- Assist with social determinants of health
- Attend to palliative care needs and help to relieve the symptoms and stress of a serious illness. The goal is to improve quality of life for both the patient and their family.

HOW TO REFER A MEMBER TO ECCM

If you have a patient who you believe could benefit from ECCM, please refer them through any of these channels:

- Phone: 844-438-3226 (844-GET-ECCM)
- Fax: 844-978-2756
- Email: eccmreferrals@highmark.com

WHERE TO GET MORE INFORMATION

If you have any questions, the ECCM team can be reached at 844-438-3226 (844-GET-ECCM).

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