

Special Bulletin

For professional and facility providers

March 27, 2023

Enhanced Community Care Management Now Available to MA Members in Delaware

Highmark Blue Cross Blue Shield Delaware recently launched the Enhanced Community Care Management (ECCM) program for Medicare Advantage (MA) members. ECCM is a non-billable service that supports the most complex and vulnerable patients. The goal of the program is to help our 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 patient's primary care physician, specialists, pharmacists, and others to coordinate care, including but not limited to:

- Identifying barriers that are impeding the patient from self-management of his/her chronic condition.
- Assistance with understanding their disease and diagnosis.
- Help with understanding test results and what to expect from upcoming procedures.
- Whole-person advanced care planning.
- Assistance with decision making, clarifying care priorities, and helping match treatment and services to these goals.
- Support with medication management.
- Assistance 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 Members to the ECCM Program

Appropriate patients can be referred to ECCM through the following channels:

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

To visit the ECCM page on the Provider Resource Center, select **CARE MANAGEMENT PROGRAMS** from the left menu and then click **Enhanced Community Care Management Program**. The page features an overview of the program, contact information, and a downloadable [referral form](#).

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