

▶ Enhanced Care Management (ECM)

Examples of **ECM** services include:

- ✓ Making a plan to get the care you need.
- ✓ Finding doctors or other health care providers and making appointments.
- ✓ Keeping your health care providers updated about your health needs and wishes.
- ✓ Connecting you to **community resources**, such as:

- Food
- Clothing
- Housing
- Therapy
- Transportation
- Back-to-school supplies
- Help with school-related issues
- Furniture
- Children/Baby clothing/Diapers
- Postpartum assistance
- Birth certificates/IDs
- Substance use services
- Advocacy
- Legal assistance
- Job assistance
- Rent/Utility assistance

▶ About Vista Hill



Who We Are

Vista Hill is a community-based, dynamic non-profit organization. We maintain a diverse array of quality services and programs throughout San Diego County, assisting underserved, challenged children, teens, adults, and families. Our three areas of focus are intellectual & developmental disabilities, substance use disorder, and mental illness.

Mission Statement

To enhance and improve the quality of life for families and individuals of all ages by providing an array of mental/behavioral health, educational and social services in a fiscally responsible manner.

www.vistahill.org



Stronger Families....Brighter Futures Since 1957

Care Connect

► What is *Care Connect*?

Vista Hill's *Care Connect* program focuses on addressing the needs of **San Diego County residents** who are enrolled in **Medi-Cal**.

Vista Hill's *Care Connect* program provides what is known as "Enhanced Care Management," or ECM, services.

Care Connect assists children, youth and families with complex medical and social needs at **no cost**. Enrollment and discontinuation of services at any time are hassle-free.

Interpreter services are available when needed.



"The journey of a thousand miles begins with one step."

► Eligibility Requirements

To participate in *Care Connect*, you must:

- ✓ Reside in **San Diego County**
- ✓ Be enrolled in one of the following **Medi-Cal** plans:
 - BlueShield
 - Kaiser (youth only)
 - Molina (youth only)
- ✓ Be a youth (services include the whole family) who, **in the last 12 months**, has experienced at least one of the following:
 - Homelessness or loss of a stable housing situation
 - Multiple avoidable hospital or emergency department visits
 - Serious mental health or substance use needs
 - Transition from a youth correctional facility
 - Enrollment in California Children's Services (CCS) or CCS Whole Child Model (WCM) with additional needs beyond the CCS condition
 - Involvement in child welfare
 - An intellectual or developmental disability AND one of the above
 - Pregnant or postpartum and at risk for adverse outcomes

► How to

Assuming you are eligible under one of the qualified **Medi-Cal** plans and reside in **San Diego County**, there is **no cost** to you. You can also unenroll anytime.

Contact the *Care Connect* Program Manager
Kevin Richardson

Phone: (858) 210-0446

Office hours are M-F, 8:30am-5:00pm

If leaving a voicemail, please state your **name**, **phone number**, and a **brief message** about your need ("I would like more information to enroll in Care Connect.")
We will get back to you in a timely manner.

