Volume 1
July 2026

ECM Promise in Action

Your quarterly update on Enhanced Care Management (ECM) and best practices from Blue Shield of California Promise Health Plan

Save the Dates: Upcoming ECM Provider Trainings

QUARTER III 2026

ECM GRADUATION

The Blue Shield Promise ECM Team will be hosting a virtual ECM Graduation Training on **September 4, 2026, at 10 a.m.** to share best practices, documentation guidance, and strategies for supporting successful member transitions.

Stay tuned for the invite!

QUARTER IV 2026

CLINICAL CONSULTATION IN ECM

Join us on **December 4, 2026, at 10:00 a.m.** for an upcoming **Clinical Consultation in ECM Training**. This session will review best practices for clinical consultation, documentation expectations, and strategies for demonstrating meaningful member outcomes through effective care planning, coordination, and clinical oversight.

QUARTER I 2027

MEMBER ENGAGEMENT

Join us on **March 5, 2027, at 10:00 a.m.** for our upcoming **Member Engagement Training**, focused on strengthening meaningful connections with members through effective engagement techniques and a person-centered approach. This session will explore strategies for building trust, fostering active participation in care, and supporting positive member outcomes through compassionate, individualized care management practices.



Missed a past training?

Our ECM provider website has all the recordings ready for you to view at your convenience. Just follow the link below to catch up on any trainings you weren't able to attend live.

Enhanced Care Management | Blue Shield of CA Provider

blueshieldca.com/promise

Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association

TBSP17341 (10/26-redesign)



REFER HERE

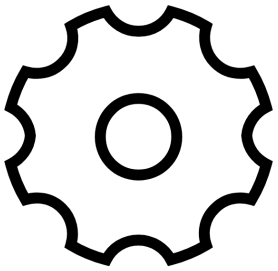
Community Supports Corner

PERSONAL CARE AND HOMEMAKER SERVICES

Personal Care and Homemaker Services help eligible members remain safely in their homes by providing assistance with daily activities such as bathing, dressing, personal hygiene, meal preparation, and eating. This Community Support is intended to serve as short-term, interim assistance while a member's IHSS application or reassessment of authorized hours is being processed.

ECM chart audits update!

We're excited to share that the Blue Shield Promise ECM Team is currently reviewing and enhancing the ECM Chart Audit process to strengthen quality improvement efforts, support regulatory compliance, and provide more meaningful feedback to providers. As part of thie work, routine ECM chart audits will be paused during Q3 2026. During this time, we are refining our approach to create a more streamlined, transparent, and provider-friendly process. Additional details regarding updated audit expectations, timelines, tools, and requirements will be shared prior to the resumption of audits. We appreciate your partnership and look forward to continuing to support provider success and high-quality ECM service delivery.



Need help with contracting or claims?

CONTRACTING:

Provider Relations is now responsible for all Social Programs contracting and claims.

Please send any questions to SocialProgramsCertif@blueshieldca.com.

BILLING:

CalAIM Provider Relations can support all billing and claim questions.

Reach out to them at CalAIMProviderRelations@blueshieldca.com

ECM PROGRAM UPDATE

The Blue Shield Promise ECM program has transitioned under the Office of the Chief Medical Officer (CMO), further strengthening executive oversight, quality improvement, and program governance.

As part of this transition, Karin Bartley, RN has assumed the role of Director of Enhanced Care Management (ECM). We look forward to her leadership as we continue advancing high-quality, member-centered ECM services and supporting our provider partners in delivering exceptional care.