



## Important Update: Closed-Loop Referral Requirements for Enhanced Care Management (ECM) and Community Support (CS) Providers

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are sharing an important announcement for Enhanced Care Management (ECM) and Community Support (CS) providers.

Effective **Tuesday, July 1, 2025**, all ECM and CS providers must comply with the Department of Health Care Services' (DHCS) Closed-Loop Referral requirements for all of the following:

- Tracking Member Referrals
- Supporting Member Referrals
- Monitoring Member Referrals

Closed-Loop Referrals are a key component of DHCS' Population Health Management Program under California Advancing and Innovating Medi-Cal (CalAIM). DHCS defines a Closed-Loop Referral as a referral initiated on behalf of a member that is tracked, supported, monitored and results in a Known Closure. A Known Closure occurs when a member's initial referral loop is completed with a Known Closure reason (such as the member receiving services).

The Alliance will work with all ECM and CS providers to implement the Closed-Loop Referral requirements, as outlined in DHCS' Policy Guides and Implementation resources found on the DHCS website at [www.dhcs.ca.gov/CalAIM/Pages/PopulationHealthManagement.aspx](http://www.dhcs.ca.gov/CalAIM/Pages/PopulationHealthManagement.aspx).

**Please Note:** These requirements include changes to existing data sharing templates (i.e., ECM Member Information File, CS Auth Status File, and ECM & CS Return Transmission Files)

Please expect the following:

<u>Members</u>	<u>ECM &amp; CS Providers</u>	<u>Referring Entities</u>
<ul style="list-style-type: none"><li>• Receive notice from the Alliance when the service is authorized.</li><li>• Receive support from the Alliance to identify other services or providers if re-referral is needed.</li></ul>	<ul style="list-style-type: none"><li>• Submit three (3) new data elements to the Alliance via the Return Transmission File each month.</li><li>• Examples: Referral Status, Date of Referral Status Update, Reason for Referral Closure.</li></ul>	<ul style="list-style-type: none"><li>• Receive notices from the Alliance when the service is authorized and referral is closed.</li><li>• If not authorized, the Alliance will include why.</li><li>• The Alliance will include referral closure reason.</li></ul>

*Adapted from: DHCS All-Corner Webinar, Thursday, February 13, 2025*

We appreciate and thank you for the high quality care you give your patients and our members, and your continued partnership in making a difference in our community.

**Questions?** Please call the Alliance Provider Services Department  
Monday – Friday, 7:30 am – 5 pm  
Phone Number: **1.510.747.4510**  
**[www.alamedaalliance.org](http://www.alamedaalliance.org)**