



**Important information about the Whole Person Care program  
and your Medi-Cal Enhanced Care Management services**

[Date]

Dear [Member Name]:

The Whole Person Care program will end on Friday, December 31, 2021. You may know this program as Care Neighborhood, Care Connect, or AC3. Starting Saturday, January 1, 2022, the care coordination services you are currently receiving through Whole Person Care will be provided through Anthem. This is a new benefit called Enhanced Care Management.

**Here are some important things to know:**

- **You will get the same care coordination services as before. You do not need to do anything.**
- Your care coordinator at [ECM Provider Name] will likely stay the same. If you do get a new care coordinator, your current care coordinator will help connect you with your new care coordinator.
- You can change your care coordinator at any time.
- Your doctor(s) will stay the same.
- This will not change your Medi-Cal eligibility.
- This will not change any other Medi-Cal services you get.
- There is no cost to you for Enhanced Care Management.

If you have questions about these services or how to continue to get them, please contact your care coordinator, or Anthem, at the phone numbers below.

**What will change when the Whole Person Care program ends?**

Your Whole Person Care coordination services will now be called Enhanced Care Management. For some parts of your Whole Person Care services, like getting help to find housing, Anthem will reach out separately regarding your transition.

With Enhanced Care Management, you will continue to have a care coordinator who will talk to you and your doctors, mental health providers, specialists, pharmacists, case managers, social services providers, and others to make sure everyone works together to get you the care you need.

Your care coordinator can also help you:

- Find doctors and get an appointment.
- Better understand your medications.
- Set up a ride to get to your doctor visits.

- Find and apply for other community-based services based on your needs, like housing supports or medically-nutritious food.
- Get follow-up care after you leave the hospital.

### **What happens next?**

You will automatically get the new Enhanced Care Management benefit when Whole Person Care program ends on Friday, December 31, 2021. **You do not need to do anything.**

### **Questions?**

For questions about what this transition means for you, please contact your Whole Person Care program care coordinator. As a reminder, your care coordinator is:

[Care coordinator name]  
[Provider Organization name]  
[Phone number]

Your care coordinator will also reach out to you.

For questions about the information in this letter, to opt out of services or change your provider or care coordinator, please call the Customer Care Center Monday to Friday, 7 a.m. to 7 p.m. toll free at 800-407-4627 (TTY 711). Tell them you have a question about changes to services received through the Pathways Program (also known as the Whole Person Care program).

Sincerely,

Alameda Health Care Services Agency and Anthem Blue Cross

Enclosures: Nondiscrimination notice  
Language assistance sheet

**[anthem.com/ca/medi-cal](https://www.anthem.com/ca/medi-cal)**

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