

MCP	How long has this issue been unresolved (List the longest reported by any of the providers)	Providers reporting the issue	Describe the Issue and its impact on program sustainability and/or member experience	Describe any steps already taken by providers and MCP	Impact
Molina	May 2022	Elica, CoHeWo, Vivant, Hope Coop	Required ECM documentation in CCA, no confirmed dates when RTF and OTF process will be set up for all providers who are interested. Yet some providers can document in their system.	Several meetings with Molina ECM team and Molina Leadership	Administrative Burden, Contributes to staff burnout, Takes away patient facing time from staff
Molina	1/1/2022	Elica, CoHeWo, Vivant	Lack of access to pull reports to track documentation in CCA and steps required by Molina (CLR)		Administrative Burden, Takes away patient facing time from staff, Contributes to staff burnout
Molina	Since January 2025	Elica, Vivant, Hope Coop	All CS claims are denied by Molina	Molina team has been flagged	Administrative Burden, Financial Impact
Molina	2024	Elica, Vivant, Hope Coop	ECM Outreach claims are not paid (Elica just got paid for September 2025 but no retro pay)	Molina team has been flagged	Administrative Burden, Financial Impact
Molina	Around 2 years	Elica, CoHeWo, Vivant	No ECM MIF	Molina team has been flagged	Administrative Burden
Molina	Since June 2025	Elica, CoHeWo, Vivant	Molina has their own process for capacity reporting (due dates and the process of reporting) - Broken template	Molina team acknowledged that they are aware that their process is different from other MCPs	Administrative Burden
Molina	Since 2024	Elica, Vivant	Persons of Contact at the MCP have little to no knowledge of CalAIM. Provider Representative Johonna has not been responsive to emails. Molina holds providers accountable, but can not reply back for weeks.	Vivant spent 8 months to get a meeting with Johonna with issues still not resolved. Elica is having a hard time hearing back and issues being addressed.	Administrative Burden, Financial Impact, Creates barriers to program participation for the members
Anthem, Health Net, Molina		CoHeWo, Elica, Vivant	Data reporting is consistently changed, Providers are spending time and money to update them to comply with requirements.		Administrative Burden, Financial Impact, Contributes to staff burnout
Molina	October 2025	Elica	Updated process about ECM referrals - referral processing date, not the original date when member was referred to them		Creates barriers to program participation for the members, Administrative Burden
Molina		CoHeWo, Elica, Vivant	Barriers to CS benefits (Medically tailored meals benefit is almost unavailable for members with the new requirements)		Creates barriers to program participation for the members
Molina		CoHeWo, Elica, Vivant	CCA trainings which are meant to be for new providers, but they train on updates during these trainings. Provider manuals are updated without no flagging about updates/new steps		Administrative Burden, Contributes to staff burnout, Takes away patient facing time from staff
Molina		Elica, CoHeWo, Vivant	No options to see current CS assignments (and assigned CS provider?)		Administrative Burden, Creates barriers to program participation for the members
Molina		CoHeWo, Elica, Vivant	Member's profile can not be accessed in CCA to check ECM provider (breach of data)		Administrative Burden, Financial Impact, Contributes to staff burnout, Takes away patient facing time from staff, Creates barriers to program participation for the members
Molina		Elica, CoHeWo, Vivant	Community Supports guide is not updated and resources for CS process are minimal.		Administrative Burden
Health Net		Elica, Vivant, CoHeWo	All CalAIM referrals are requested to go through FindHelp. Provider capacity look up is manual and is not on Findhelp, referrals do not get updated and providers need to reach out to the referred to organization for updates, no way to track referrals if a staff member leaves the company (duplicate work since we document internally to be able to track and close the loop internally), and delays care additionally when need to find a new provider to re-refer to. It's difficult to manage referrals coming in as an accepting Provider.		Administrative Burden, Takes away patient facing time from staff, Creates barriers to program participation for the members, Contributes to staff burnout
Health Net		Elica, CoHeWo, Vivant	Outdated PDF file with the list of contracted providers		Administrative Burden, Creates barriers to program participation for the members, Takes away patient facing time from staff
Health Net		Elica	Assignments - members are reassigned without notifications to current providers		Administrative Burden, Financial Impact, Creates barriers to program participation for the members
Anthem, Health Net, Molina		CoHeWo, Elica, Vivant	Dual Eligible members are not getting ECM-like services - the most vulnerable population who needs these services.		Creates barriers to program participation for the members
Health Net	2023	Elica	Health Net portal does not show accurate Provider assignments and ECM statuses. Any type of glitch can only be fixed by ECM referral form.		Administrative Burden, Creates barriers to program participation for the members, Financial Impact
Health Net		Elica	Provider is asked to submit referral through FindHelp and through Health Net provider portal.		Administrative Burden, Creates barriers to program participation for the members, Financial Impact
Health Net		CoHeWo, Vivant	Housing Deposit does not cover necessary items.		Creates barriers to program participation for the members, Financial Impact
Anthem		Elica	Inconsistency with Care Central work, which is affecting timely updates of ECM data and billing, lack of options to update human errors or system errors		Administrative Burden, Financial Impact, Takes away patient facing time from staff

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