



Santa Clara Family Health Plan™

Long-Term Services and Supports (LTSS)

Orientation

V4 7/19/17

Long-Term Services and Supports

LTSS addresses non-medical needs that support the ability to live an independent lifestyle and are often central to overall well being.

Managed Medi-Cal LTSS include a range of home and community based services:

- In-Home Supportive Services (IHSS)
- Community-Based Adult Services (CBAS)
- Multipurpose Senior Services Program (MSSP)
- Long Term Care in Nursing Facilities (LTC)

Managed Medi-Cal LTSS Benefits

Members with long-lasting illness or disability may be able to get help with daily health care and living needs.

- In the home or community
- At an adult day health center
- At a nursing facility

Eligible/Potential Members

LTSS candidates include individuals who have:

- Functional impairments limiting daily activities
- Physical disabilities
- Cognitive disabilities including dementia
- Multiple or complex health conditions

LTSS Needs address Activities of Daily Living

Members may need assistance with:

- Moving around safely at home
- Bathing
- Toileting
- Preparing or receiving meals
- Taking medicine
- Grocery Shopping
- Using Money
- Housework
- Transportation

In Home Supportive Services

Santa Clara County manages the IHSS Program and authorizes services that help eligible members remain safely in their home.

- Members must be over 65 years of age, **or** disabled, **or** blind.
- Disabled children are also potentially eligible for IHSS.
- IHSS provides support that can prevent or delay out-of-home care in nursing or board and care facilities.

Types of IHSS Services

Services authorized through IHSS may include:

- Housecleaning
- Meal preparation
- Laundry
- Grocery shopping
- Personal care services (*toileting, bathing or dressing*)
- Accompaniment to medical appointments and protective supervision for the mentally impaired

A needs assessment is completed by the County in a member's home to determine the monthly hours of support to be authorized.

Community-Based Adult Services

CBAS services:

- Help adults with physical or mental impairments restore or maintain capacity for self-care
- Help members continue to live in their homes and avoid or delay institutionalization.
- Are provided in a licensed Adult Day Health Care facility.
- An individualized CBAS care plan may include:
 - Professional nursing services
 - Physical, occupational and/or speech therapies
 - Mental health services
 - Therapeutic activities
 - Social services
 - Personal Care

CBAS Centers

- Are open 5 days/week*
- Provide door-to-door transportation
- Provide a daily nutritious meal
- Train and support family caregivers
- Provide personalized care

** Participants usually attend three times a week for a minimum of 4 hours on each day of attendance.*

CBAS Eligibility

Member must meet **ONE** of the following criteria:

- “Nursing Facility Level of Care A” (NF-A) or
- Moderate to severe cognitive impairment, including Alzheimer’s Disease or other dementia; or
- Developmental disability; or
- Mild to moderate cognitive disability, including Alzheimer’s or
- Chronic mental illness; or brain injury **AND** need assistance or supervision with **TWO** of the following: *bathing, self-feeding, toileting, ambulation, transferring, medication management, and hygiene*; **OR** on need from the above list and one of the following: *money management, accessing resources, meal preparation and transportation*.

Multipurpose Senior Services Program

MSSP provides care management with connection to home and community-based services that may include:

- Personal care
- Respite care (in-home and out-of-home)
- Environmental accessibility adaptations
- Housing assistance/minor home repair, etc.
- Transportation
- Housekeeping
- Personal emergency response system (PERS)/ communication device
- Adult day care
- Protective supervision
- Social reassurance/therapeutic counseling
- Money management
- Communication services: translation/interpretation

Long-Term Care in Nursing Facilities (LTC)

Long-Term Care

- Least intensive level of care – custodial
- Provided at licensed facility
- Assistance with everyday tasks/living such as:
 - Getting in and out of bed
 - Feeding
 - Bathing and Dressing

Resources

SCFHP Provider Services

Tel: 408-874-1788

Fax: 408-376-3537

SCFHP Customer Services

Tel: 1-800-260-2055

SCFHP Utilization Management

Tel: 408-874-1821

Fax: 408-874-1957 or 408-376- 3548

MLTSSHelpDesk@scfhp.com

Training Attestation

- The Department of Health Care Services (DHCS) mandates ALL Medi-Cal Managed Care Primary Care Providers (PCP) receive training on the implementation of Long-Term Services & Supports (LTSS).
- After completing training, complete and fax the Attestation form on the following page to SCFHP Provider Services at **1-408-376-3537**.



Long-Term Services & Supports Training Attestation

Provider Services
Phone: 1-408-874-1788
Fax: 1-408-376-3637
Email: ProviderServices@cfhp.com

| | | | |
|---|------------|---|----------------|
| Section I: Instructions | | | |
| <ul style="list-style-type: none"> The Department of Health Care Services (DHCS) mandates ALL Medical Managed Care Primary Care Providers (PCP) receive training on the implementation of Long-Term Services & Supports (LTSS). After completing training, complete and fax this Attestation form to SCFHP Provider Services at 1-408-376-3637. | | | |
| Section II: Provider Information | | | |
| Provider Name | | Medical Group/Facility Name (if applicable) | |
| Street Address | | City | State Zip code |
| Telephone Number | Fax Number | Email Address | |
| Section III: Attestation | | | |
| <input type="checkbox"/> I acknowledge that this office has received Long Term Services & Supports training via the Santa Clara Family Health Plan website. | | | |
| Signature of Physician/Designee | | Printed Name and Title | |
| Section IV: Long-Term Services & Supports Training Agenda | | | |
| <ul style="list-style-type: none"> LTSS Benefits Identifying Eligible Members LTSS Services How are LTSS Services Obtained in Santa Clara County? In-Home Supportive Services (IHSS) Community-Based Adult Services (CBAS) Multipurpose Senior Services Program (MSSP) Skilled Nursing Facilities (SNF) | | | |
| Printed Name and Title | | Signature | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

40142