



Your Extended Family.

LA County CCI Stakeholder Meeting

Terrance Henson | Molina Healthcare | 07/15/2015



IHSS and Health Plan Care Coordination



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IHSS Program Integrity



- **Social Model of Care**
 - Member is the employer and in charge of hiring and supervising their caregiver
- **County Authorizations**
 - County completes assessment and is responsible to determine eligibility and number of authorized hours
 - Rights to appeal will stay the same

Coordinated Care Initiative



- **Health Plan Collaboration**
 - LA Care leads IHSS workgroup – Beau Hennemann
 - Discuss Best Practices
- **Health Plan / IHSS Liaisons**
 - Care Coordination
 - Interdisciplinary Care Team
- **Expedited Referrals**
 - Developed criteria for expedited assessments
 - Can be completed in the SNF or Hospital prior to discharge
- **Data Sharing**
 - IHSS Assessment Data
 - Open Communication



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IHSS Care Coordination



- Referrals for IHSS
 - SOC 295 – Referral Form
 - SOC 873 – Health Certification Forms
 - Status Updates
- Redetermination of authorized hours
 - When significant change in health condition is identified, Plan can request for increase in hours
- Member updates
 - Hospitalization, SNF stay, moved county, change in contact info
- Caregiver assistance
 - Personal Assistance Services Council (PASC) referrals
 - Timecards



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Interdisciplinary Care Team



An Interdisciplinary Care Team (ICT) works in a coordinated manner towards common goals that the member has defined.

Formal

- Regularly scheduled multidisciplinary team meetings at the health plan that include a Medical Director, Pharmacist, Social Worker and Nurse Case Managers, and IHSS Social Workers (for members who have IHSS).
 - IHSS caregivers and other LTSS staff are included if approved by the member.
 - Member and ICT members are invited to participate telephonically or in-person

Ad Hoc

- *Formed or used* for specific or immediate problems or needs

Success Stories



Member is a 70 year old male Cal MediConnect member who had Diabetes. The member was authorized for IHSS in November of 2014 for 85.5 hours per month. Related to the diabetes, the member had his left foot amputated in February of this year. After the surgery, the member was presented in ICT in with IHSS present. During the ICT, IHSS was notified of the amputation as they were not aware of this change in his condition. IHSS conducted a reassessment based on the significant change. The member was awarded additional hours for ambulation, bathing and transportation to medical appointments.

Success Stories



42 year old female who developed gangrene in both of her hands and was at risk for amputation. The member was unable to use her hands and required assistance with all ADL's and IADL's. The member could no longer care for herself or her family. Molina LTSS Liaison worked with IHSS to expedite an IHSS referral. CM gathered signatures for the Health Certification Form. IHSS assessed the member and approved her case. Assessment was completed with in 14 days from the start of application.

Success Stories



Husband and wife, 82 year old female and 85 year old male Cal MediConnect members. Molina CM noticed the wife's cognitive ability was deteriorating related to a Dementia diagnosis. The wife already had IHSS and needed additional services. CM and Molina LTSS Liaison worked with IHSS and member to establish Protective Supervision. The members number of approved hours changed from 51 hours to 283 (the IHSS max amount).

The husband was denied services the year before, however, due to decreased functional ability, the CM and Molina Liaison worked with the member to re-apply and submit the SOC 873, Health Certification Form. Member was approved for 29 hours per month. Molina CM also made MSSP referrals for both members and they are now enrolled in the program.



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