



Department of
Health Care Services



CAL MEDICONNECT:

Working with In-Home Supportive Services
(IHSS)

Physician Webinar Series

Today's Webinar

- This webinar is part of a series designed specifically for physicians.
- For a general overview of the Coordinated Care Initiative (CCI), we recommend visiting CalDuals.org and reviewing the “[What Doctors Need to Know](#)” PowerPoint.
- Today's subject matter will be in-depth on the topic of working with In-Home Supportive Services (IHSS) in the Cal MediConnect program.

Today's Webinar

- Brief background on Cal MediConnect
- IHSS Basics – What, Who, How
- IHSS and Physician Groups
 - Data available to you
 - How IHSS benefits patient care
 - How you can connect patients to IHSS

Medicare & Medi-Cal Today

Medicare Services

- Hospital care
- Physician & ancillary services
- Short-term skilled nursing facility care
- Hospice
- Home health care
- Prescription drugs
- Durable medical equipment

Medi-Cal Services

- Medicare cost sharing (Medicare wrap)
- Long-term nursing home (after Medicare benefits are exhausted)
- Long-term home and community based services (including CBAS, MSSP, IHSS, Nursing Facilities, HCBS waivers)
- Prescriptions and durable medical equipment, and supplies not covered by Medicare

What is IHSS?

- The In-Home Supportive Services (IHSS) program is a Medical benefit that provides in-home services for people who cannot remain safely in their homes without assistance.
- IHSS is a county operated service.
- Through IHSS, qualified recipients may receive assistance with daily tasks such as:
 - Bathing
 - Dressing
 - Grooming
 - House Cleaning
 - Cooking/Meal Preparation
 - Feeding
 - Accompaniment to medical appointments

Who Qualifies for IHSS?

- To be eligible for IHSS, a person has to meet to following requirements:
 - 65+ years of age or disabled or blind who, because of medical conditions, physical disability or cognitive impairment, are limited or need assistance in Activities of Daily Living or Instrumental Activities of Daily Living
 - Eligible for Medi-Cal
 - Resident of California
 - Must be living in their own home (i.e. not in an institutional setting)
- A health care professional, such as a physician, must

Physicians & IHSS Qualification

- A health care professional, such as a physician, must declare, based on their knowledge of the patient, that they are unable to perform one or more activities of daily living (ADL) or instrumental activities of daily living (IADL).
- This is done through the IHSS Health Care Certification Form – which physicians may be familiar with.

IHSS Qualification Process

- Anyone, including physicians, can refer a person to County Social Services to be assessed to see if they qualify for IHSS.
- Upon referral, a county social worker will determine, through an in-home assessment, if the patient is eligible for IHSS.
 - If they are denied, they will receive an explanation of why they were denied.
 - If they are approved, they will be notified about how many hours per month have been authorized.
- Re-assessment and authorization of hours will be done annually or as needed when there is a change in IHSS recipient's condition.

IHSS Providers

- IHSS adopts a self-directed approach to care.
 - The IHSS recipient has the right to hire, fire, supervise and manage their IHSS provider.
 - In many instances, the IHSS providers are family members.
 - IHSS providers are provided with orientation and can participate voluntarily in training programs provided by CA Department of Social Services.
- The county Public Authority assists IHSS recipients who need help finding an IHSS provider.

IHSS Data Available

- IHSS data can help promote care coordination and promote a shared understanding of your patients' needs.
- If you are a member of a care team, you will have access to some IHSS data from the Cal MediConnect plan:
 - Information about which services the IHSS recipient has been authorized for – including activities of daily living your patient may be struggling with
 - Total Authorized IHSS Hours, indicating how much need your patient has for help
 - Length of time for which IHSS is authorized
 - Reassessment Due Date
- How this information will be communicated to your physician group will be outlined in the contract with the health plan.

How Can IHSS Help Physicians?

- IHSS workers may accompany patients to their medical appointments, depending on the preference of the member, to facilitate communication.
- IHSS workers can be tapped to provide important information on patients' health conditions, e.g.:
 - Medication compliance
 - Treatment compliance
 - Changes in health status, such as weight gain or loss
- This can help you catch problems or complications in a patient's status before they are serious.
- It is anticipated that overtime, through the care management process, Cal MediConnect Plan will facilitate such feedback from IHSS workers to physicians.

What if a Patient Could Benefit from IHSS?

- If you have a patient who may benefit from IHSS, you:
 - Let the plan care coordinator know.
 - Under Cal MediConnect, the plan will work with County Social Services so your patient can receive an assessment.
- If you refer a patient to be assessed for IHSS, you may be asked to verify information during the assessment process.

Reminders: Working with IHSS

- If you have a beneficiary who may benefit from IHSS, you can refer them to County Social Services for an assessment.
- IHSS recipients have sole authority over who they choose as their IHSS provider.
- IHSS providers cannot perform medical functions.
- To promote care coordination, Cal MediConnect plans will have access to some IHSS data which they can share with physicians.

Continuity of Care

REMINDER - Continuity of Care: if a physician is not in the plan network

- Medicare Services
 - Up to six months
 - This applies to doctors including specialists like cardiologists, ophthalmologists, and pulmonologists

- Medi-Cal Services
 - Up to 12 months
 - Note: does not apply to providers of ancillary services like durable medical equipment (DME)

Other Upcoming Webinars

- **Wednesday, February 19th, 12 – 1 pm:**
Introduction to Care Plan Option (CPO)
Services
- **Wednesday, February 26th, 12 – 1 pm:**
Quality Under Cal MediConnect

References & Questions

- Follow this link to learn more about your local County Social Services:
<http://www.cdss.ca.gov/agedblinddisabled/P1785.htm>
- Provider relations at health plans: Visit www.calduals.org and select your county from the navigation
- Email info@calduals.org