



Department of
Health Care Services



CAL MEDICONNECT:

Care Plan Option (CPO) Services

Physician Group 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:
www.CalDuals.org/providers
- These slides offer an in-depth look at Cal MediConnect's Care Plan Option (CPO) services, which are supplemental home and community based services that a plan can choose to offer.

Today's Webinar

- Brief background on Cal MediConnect
- Recap: Individualized Care Plan
- CPO Services Basics
 - What are CPO services & types of services
 - Examples
- How CPO Services Work
 - How CPO services are determined
 - CPO services & care coordination
 - CPO services are optional
- Why CPO Services are Important
- Physician Groups & CPOs
- Summary

Medicare & Medi-Cal Today

Medicare Services

- Hospital care
- Physician & ancillary services
- Short-term skilled nursing facility 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

Individualized Care Plans

- Cal MediConnect enrollees will have access to an individualized care plan (ICP).
- The ICP will identify what types of services, supports and referrals enrollees need – including long-term services & supports and other required services to keep enrollees in their homes or community.
- This will be the blueprint for care coordination by the enrollee's Interdisciplinary Care Team (ICT), comprised of the enrollee's plan care coordinator, physicians, and other providers.
- For more information on the ICP, you can review the previous webinar on that topic at www.CalDuals.org/providers.

What are CPO Services?

- These are optional services that the plan may provide above and beyond long-term home and community based services in order to enhance a member's care, allowing them to stay in their own homes safely and preventing institutionalization.
- These services will vary based on the needs of the enrollee and the care plan developed for that enrollee.

Types of CPO Services

- CPO services include, but are not limited to:
 - Supplemental personal care services (above authorized IHSS);
 - In home skilled nursing care and therapies services for chronic conditions;
 - Respite care: in home or out-of-home;
 - Nutrition supplement/home delivered meals;
 - Home maintenance and minor home adaptation;
 - Medical equipment operating expenses and Personal Emergency Response System;
 - Non-medical transportation (above supplemental benefit);
 - Other services offered by community-based organizations.

CPO Services: Example 1

- John is a 78-year-old IHSS recipient and an enrollee in the Cal MediConnect program. John was recently discharged from the hospital after a fall.
- John's IHSS hours were temporarily increased by his social worker after discharge, but it became increasingly difficult, and potentially dangerous for him to navigate the steps into his home.
- After an assessment of his care plan by his ICT, health plan, and agreement from John, CPO services were determined necessary, and a ramp was installed and paid for by the Cal MediConnect plan.

CPO Services: Example 2

- Maria is an 84-year-old woman and has been authorized CBAS services to help her remain living at home with her husband. However, recently, Maria's husband of 50 years, and her main source of support, suddenly passed away.
- With no one to help, her house soon became cluttered, dirty, and unsafe for Maria to live there alone. Upon learning of her situation through the CBAS Center, the plan, under CPO services, authorized and paid for house cleaning and pest control.
- She was also referred to county IHSS for assessment of needed services that could range from regular house cleaning, meal preparation and clean-up and critical personal care services.
- In addition, a referral could be made by her ICT or IHSS to Adult Protective services for additional support.
- Maria can now continue to remain safely in her own home.

How Are CPO Services Determined?

- Plans do not have a set list of CPO services, they are determined on a enrollee-by-enrollee basis.
- An enrollee's Interdisciplinary Care Team, in putting together the care plan, will determine what supports and services the enrollee needs to stay in their home.
 - First, the team will consider existing services such as IHSS, CBAS or MSSP.
 - If the enrollee needs more services, the team will identify which services may be added as CPOs.

CPO Services & Care Coordination

- The team will use the care plan to coordinate medical and social services with the CPOs.
- The team will have ongoing contact with enrollees to respond to changes in health and social status that could otherwise lead to institutionalization.

CPO Services are Optional

- CPO services are optional, meaning:
 - They are not Medi-Cal or Medicare covered benefits and are not subject to the regular grievance and appeals processes.
 - Plans must have comprehensive, internal procedures to record and address complaints around CPOs, and those will be reported to and monitored by the Contract Management Team.
 - They are not included in the capitated rate paid to plans – and the specific services vary by plan.
 - Plans will have a financial incentive to provide CPOs, as they can keep patients in their homes and out of nursing facilities.

Why CPO Services are Important

- CPO services will:
 - Enhance an enrollee's care.
 - Help enrollees to stay in their homes safely.
 - Prevent unnecessary hospitalizations or prolonged care in institutional settings.
 - Allow plans to respond more quickly to changes in a enrollee's physical or behavioral health.

Physicians/Physician Groups & CPOs

- As a member of a patient's interdisciplinary care team, physicians can make recommendation for the patient to receive CPOs.
- Cal MediConnect plan contracts with physician groups will outline:
 - How physicians can work with the Cal MediConnect plan care coordinator to incorporate CPOs into a patient's individualized care plan.
 - How the plan will handle CPOs overall, from complaints processes to care plan and care team procedures.

Summary

- CPO services are to meet the episodic, short term or long-term needs of enrollees whose unique need is more than what Medi-Cal's long-term and home and community based services can do to help them to remain in the community setting.
- Work with your Cal MediConnect plans to learn how you can advocate for CPOs for your patients.

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 26th, 12 – 1 pm:
Quality**

References & Questions

- Follow this link to learn more about CPO services: <http://www.calduals.org/2013/06/06/hcbs-policy/>
- Provider relations at health plans: Visit www.calduals.org and select your county from the navigation
- Email info@calduals.org