

In-Home Supportive Services (IHSS)

The IHSS program provides in-home services that help people live safely and independently in their own homes and communities. These services can include laundry, cleaning, meal preparation, bathing, grooming, paramedical care, help getting to medical appointments, and more.

What is changing?

Through the Coordinated Care Initiative, IHSS will become a health plan benefit in the following counties: Los Angeles, Riverside, Orange*, San Bernardino, San Diego, San Mateo, and Santa Clara. The CCI began in some counties in April 2014.

For some beneficiaries who receive both Medicare and Medi-Cal services, IHSS benefits will now be covered through a Cal MediConnect plan. This means that, if you choose to involve your IHSS worker, your IHSS services can be coordinated more closely with other services, like doctors and medical care.

For beneficiaries who opt out of Cal MediConnect or who are not eligible for Cal MediConnect, you still will have to choose a Medi-Cal managed care plan, which will cover your IHSS benefits. If you are already a plan member, your benefits will be added to your existing Medi-Cal managed care plan.

How does this change affect me?

- If you are not already part of a Medi-Cal managed care plan, you will have to join one. If you are a dual eligible, you may have the option to join a Cal MediConnect plan, which will coordinate your Medi-Cal and Medicare benefits.
- If you already belong to a Medi-Cal managed care plan, you don't have to do anything.
- If you do not get IHSS now, you can ask your health plan, and they can link you to the county for an assessment.

How will IHSS work in a health plan?

In a health plan, your IHSS will work like it does today:

- You do not have to change your IHSS providers.
- You can still hire, fire, and manage your providers.
- The county IHSS social worker will still assess needs and approve IHSS hours.
- Your rights to appeal stay the same. You may request that your IHSS providers be part of your care coordination team.

Who can I call with questions about IHSS?

You can call your IHSS social worker at the county or the county social services agency. You can also call your health plan. Look at your health plan card for the number.

(Turn Over for County IHSS Agency Contact Information.)

County IHSS Agencies

Los Angeles County Department of Public Social Services:
(213) 744-4477

Orange County* Orange County IHSS Program:
(714) 825-3000

Riverside County – Riverside County IHSS Program:
1(888) 960-4477

San Bernardino County Department of Aging and Adult Services:
(909) 891-3900

San Diego County County of San Diego IHSS Program:
1(800) 510-2020

San Mateo County San Mateo County Health System:
1(800) 675-8437

Santa Clara County Department of Aging and Adult Services:
(408) 792-1600

*Orange County participation pending readiness reviews.