



A Public Entity

Inland Empire Health Plan



To: IPA Administrators, Medical Directors and BH Providers
From: IEHP – Provider Relations
Date: January 11, 2022
Subject: **UPDATE: Community Supports Services UM Authorization Guidelines**

IEHP’s Utilization Management Subcommittee has approved the following authorization guideline updates/changes, effective 1/1/2022:

Guideline #	Guideline Title	Degree of Change	Updates/Changes
UM_CSS 01	Community Transition Services/Nursing Facility Transition to a Home	New	<ul style="list-style-type: none"> • Covers nonrecurring setup expenses for Members transitioning from a licensed facility to private residence • Includes assistance with searching, securing, and coordinating the move • Allowable expenses include: security deposits, first month utility coverage (phone, electricity, heat, water), pest control, home modifications (a/c, heater) • Maximum lifetime amount: \$7500 • Does NOT include monthly expenses
UM_CSS 02	Nursing Facility Transition/Diversion to Assisted Living Facilities	New	<ul style="list-style-type: none"> • For Members transitioning from a licensed care facility to a Residential Care Facility for the elderly (RCFE) or an Adult Residential Facility (ARF). • For transition from nursing facility to assisted living: Member must have lived in a nursing facility > 60 days and is willing and able to live safely in an assisted living/board and care or private residence with appropriate services for diversion from nursing facility to assisted living: Member must be currently receiving nursing facility level of care (LOC) and chooses to live in the community and receive nursing facility LOC in assisted living rather than a nursing facility • Includes assistance with searching, securing, and coordinating the move • Services include assistance with Activities of Daily Living (ADLs), Instrumental Activities of Daily Living (IADLs), medication oversight, companion services, 24-hour direct care staff on-site • Members are responsible for their own living expenses

Guideline #	Guideline Title	Degree of Change	Updates/Changes
UM_CSS 03	Housing Deposits	New	<ul style="list-style-type: none"> • One-time funding of services needed to establish a basic household • Covers security deposit, utility set-up and first month fees (phone, gas, electricity, water), first/last month rent, pest control, one-time cleaning, adaptive aids (a/c, heater) • Available once in an individual's lifetime • Does not include room and board or payment of ongoing rental costs • Eligibility criteria: <ul style="list-style-type: none"> ○ At risk for homelessness ○ Exiting from qualifying institutions, receiving Enhanced Care Management, have >1 serious chronic condition/mental illness and homeless ○ Receiving Housing Transition/Navigation Services
UM_CSS 04	Housing Transition Navigation Services	New	<ul style="list-style-type: none"> • Assist with obtaining housing <ul style="list-style-type: none"> ○ Conduct tenant screening and housing assessment ○ Assist in securing housing ○ Identify and secure resources to subsidize rent ○ Advocate for the Member with landlord ○ Coordinate and secure nonmedical, nonemergency transportation prior to transition and on move-in day • Service duration: as long as necessary • Does not include room and board or rent • Eligibility criteria: <ul style="list-style-type: none"> ○ At risk for homelessness ○ Exiting from qualifying institutions, receiving Enhanced Care Management, have >1 serious chronic condition/mental illness and homeless ○ Receiving Housing Transition/Navigation Services <p>Applies to IEHP Medi-Cal, Cal MediConnect, and MMD88 Members</p>
UM_CSS 05	Housing Tenancy and Sustaining Services	New	<ul style="list-style-type: none"> • Assist Member with maintaining safe and stable tenancy once housing is secured <ul style="list-style-type: none"> ○ Educate on tenant/landlord rights and responsibilities ○ Identify and intervene with behaviors that could jeopardize housing ○ Assist in dispute resolution with landlord/neighbors ○ Health and safety visits • Services available once in the Member's lifetime

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			<ul style="list-style-type: none"> • Eligibility criteria: <ul style="list-style-type: none"> ○ At risk for homelessness ○ Exiting from qualifying institutions, receiving Enhanced Care Management, have >1 serious chronic condition/mental illness and homeless ○ Receiving Housing Transition/Navigation Services
UM_CSS 06	Asthma Remediation	New	<ul style="list-style-type: none"> • Member has poorly controlled asthma • PCP must request specific item/service explaining how it will help Member • Home evaluation of suitability of requested service • Items/services covered include: mattress/pillow dustcovers, HEPA filter vacuums, pest management, dehumidifiers, air filters, mold removal/remediation, ventilation improvements • Requires written consent from owner for physical adaptations or installation of equipment • State not responsible for maintenance, repair, or removal of equipment • Total lifetime maximum \$7500
UM_CSS 07	Environmental Accessibility Adaptations (Home Modifications)	New	<ul style="list-style-type: none"> • Home adaptations covered include: ramps, porch or stair lifts, bathroom modifications, door widening, grab bars/handrails, personal emergency response system • Requires <ul style="list-style-type: none"> ○ Request for specific item/service from PCP explaining how items will help Member ○ PT or OT evaluation ○ Home evaluation of suitability of requested service ○ Minimum 2 bids for services • Assessment and authorization must be completed in 90 days • Requires written consent from owner for physical adaptations or installation of equipment • State not responsible for maintenance, repair or removal of equipment • Total lifetime maximum \$7500
UM_CSS 08	Medically Tailored Meals	New	<ul style="list-style-type: none"> • Meals tailored to the Member’s medical needs by a RD • Covers up to 3 meals/day for 12 weeks • Members receiving CalFresh can receive service

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			<ul style="list-style-type: none"> • To be eligible, Members must: <ul style="list-style-type: none"> ○ Have a chronic condition such as DM, CHF, stroke, chronic lung disease, HIV, cancer, gestational DM, chronic/disabling BH disorder ○ Be discharged from hospital or nursing home or at high risk of hospitalization or SNF placement
UM_CSS 09	Sobering Centers	New	<ul style="list-style-type: none"> • Alternative to ED or jail for publicly intoxicated (alcohol or drugs) Members • Services provided: medical triage, lab testing, temporary bed, food service, wound dressing change, shower and laundry facilities, substance use services/counseling • Services also include screening and linkage to services such as mental health and substance use disorder treatment and housing options • Services provided for 24 hours or less • Eligibility criteria: <ul style="list-style-type: none"> ○ 18 years old and older ○ Intoxicated but conscious, cooperative, able to walk, free from medical distress (including withdrawal symptoms) ○ Active IEHP Member, except Kaiser (Kaiser will provide this service for assigned Members)
UM_CSS 10	Recuperative Care	New	<ul style="list-style-type: none"> • Interim housing with a bed, meals and ongoing medication monitoring, wound care, monitoring of ongoing medical/BH condition • Services may also include: limited assistance with IADLs ADLs, transportation to appointments, access to benefits and housing • Eligible Members are those who live alone without formal support OR face housing insecurity and are too ill or frail to recover from illness or injury in their usual living environment but not ill enough for hospitalization • No more than 90 consecutive days • May be used with other Community Support Services

Guideline #	Guideline Title	Degree of Change	Updates/Changes
UM_CSS 11	Short-Term Post-Hospitalization Housing	New	<ul style="list-style-type: none">• Housing which provides ongoing supports necessary for regaining ability to perform ADLs, receive medical/psychiatric/substance use disorder care, case management and access housing supports• Limited to 6 months once in a Member's lifetime• Eligibility criteria:<ul style="list-style-type: none">○ Exiting recuperative care○ Exiting inpatient hospital stay (acute, psychiatric, chemical dependency and recovery hospital), residential substance use treatment, residential mental health treatment, correctional facility, nursing facility○ Lack housing○ Have medical/BH health need that would result in readmission in their usual living environment○ Not an active CCS case or Kaiser Member

You may access these at:

www.iehp.org > Special Programs > Community Supports Services

All other authorization guidelines through the Provider portal at:

www.iehp.org > For Providers > Provider Resources > Utilization Management Criteria

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:

www.iehp.org > For Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.