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**To:** Community-Based Adult Services (CBAS) Providers  
**From:** IEHP Provider Relations  
**Date:** December 2, 2022  
**Subject: Response Requested by December 6, 2022!**  
**CBAS Emergency Remote Services (ERS)**

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Dear CBAS Providers,

Pursuant to the Department of Health Care Services (DHCS) All Plan Letter (APL) 22-020, “Community-Based Adult Services Emergency Remote Services,” Inland Empire Health Plan (IEHP) would like to provide the following **update** and **request information due by Tuesday, December 6, 2022.**

**EMERGENCY REMOTE SERVICES (ERS)**

CBAS Providers are required to provide ERS as a mode of service delivery when **ALL** the following are met:

- (1) The Member meets the ERS policy criteria established in [APL 22-020](#); **and**
- (2) ERS is determined to be the appropriate service for the Member and their emergency situation; **and**
- (3) The CBAS Provider has obtained approval from the California Department of Aging (CDA) to provide ERS.

All emergencies resulting in ERS must be assessed initially by the CBAS Center’s registered nurse and social worker, with care plans modified as needed by the full CBAS multidisciplinary team. If ERS is determined to be the appropriate service for the Member, and their emergency situation, the CBAS Provider must **fax the CBAS ERS Initiation Form (CEIF) to (909) 890-5751**. CBAS Providers must respond to the participant’s needs during an emergency as rapidly as possible; therefore, not required to wait for the Plan to respond.

Additional information and updated Plan policies and procedures are forthcoming.

## **RESPONSE REQUEST**

DHCS requires the Plan to submit specific data sets related to Members' transition from Temporary Alternative Services (TAS) to ERS.

In order to meet this requirement, we are asking our contracted CBAS Providers to **please submit the information on the following page to IEHP no later than Tuesday, December 6, 2022**. Please upload the requested information to IEHP's Secure File Transfer Protocol (SFTP) (see Attachment, "CBAS ERS Submission Instructions").

### **INFORMATION REQUESTED (Due to IEHP by Dec 6, 2022):**

- 1) Complete the CBAS ERS Report Table (see Attachment, "CBAS ERS Report Table")  
**Note:** Reporting Periods are September, October and November 2022
- 2) For Members that were discharged from CBAS due to the TAS program ending, please submit discharge notes as follows:
  - a. Must include at minimum: services received, case or progress notes
  - b. Label file using the following file naming convention "**Discharge Case Notes\_IEHP ID.**" For example: "Discharge Case Notes\_199422223333"
- 3) Copy of ERS Approval Letter from CDA.

(see Attachment, "CBAS ERS Submission Instructions").

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

## **CBAS Emergency Remote Services** Submission Instructions

### **OVERVIEW**

DHCS requires the Plan to submit specific data sets related to Members' transition from Temporary Alternative Services (TAS) to ERS. In order to meet this requirement, we are asking our contracted CBAS Providers to **please submit the following information to IEHP no later than Tuesday, December 6, 2022** by uploading the following information to IEHP's Secure File Transfer Protocol (SFTP):

- 4) Completed CBAS ERS Report Table (see Attachment, "CBAS ERS Report Table")
- 5) For those Members that were discharged from CBAS due to the TAS program ending, please submit discharge notes as follows:
  - a. Must include at minimum: services received, case or progress notes
  - b. Label file using the following file naming convention "**Discharge Case Notes\_IEHP ID.**" For example: "Discharge Case Notes\_199422223333"
- 6) Copy of ERS Approval Letter from CDA.

### **PURPOSE**

This document provides instructions on how to submit the requested information through IEHP's SFTP.

### **INSTRUCTIONS**

1. Enter <https://sftp.iehp.org> into your web browser.
2. Log in with your username and password.

*Note: If you do not have a username and password, please send the requested information via **SECURE email** to [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).*

3. Once logged in, you will see "ERS" as one of the available folders.
4. Using the Upload/Download wizard, you will be prompted to Add File or Add Folder to upload files into this folder.
5. Follow the prompts and prescribed file naming convention above.
6. Click OK.

If you have any questions, please contact the Provider Relations Team at (909) 890-2054.