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To: IPA Administrators and Medical Directors
From: IEHP – Provider Relations
Date: July 05, 2023
Subject: **Revised UM Authorization Guidelines**

IEHP’s Guideline Review Committee has approved the following authorization guideline updates/changes, effective 7/01/2023:

Guideline #	Guideline Title	Degree of Change	Updates/Changes
UM_CSS 14	Respite Services	New	<p>Highlights:</p> <ul style="list-style-type: none">• Respite Services are provided to qualified caregivers of Members who require intermittent temporary supervision. These services are provided on a short-term basis because of the absence or need for relief of those persons who normally care for and/or supervise them and are non-medical in nature. Respite care is rest for the caregiver only.• Services by the hour on an episodic basis because of the absence of or need for relief for those persons normally providing the care to the individuals.• These services may not exceed 24 hours per day of care. Service limit is up to 336 hours per calendar year. Exceptions to the 336 hour per calendar year limit can be made when authorized, only when the caregiver experiences an episode, including medical treatment and hospitalization that leaves the Member without their caregiver.
UM_CSS 13	Personal Care and Homemaker Services	New	<p>Highlights:</p> <ul style="list-style-type: none">• Personal Care Services and Homemaker Services provided for individuals who need assistance with Activities of Daily Living (ADLs) such as bathing, dressing, toileting, ambulation or feeding. Personal Care Services can also include assistance with Instrumental Activities of Daily Living (IADLs) such as meal preparation, grocery shopping, and money management.• Personal Care and Homemaker programs aid individuals who could otherwise not remain in their homes and be at risk of institutionalization or hospitalization.

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			<ul style="list-style-type: none"> • Program including house cleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming, and paramedical services), accompaniment to medical appointments, and protective supervision for the mentally impaired. Services also include help with tasks such as cleaning, laundry, and grocery shopping. • As authorized during any IHSS waiting period (Member must be already referred to IHSS); this approval time period includes services prior to and up through the IHSS Services application date. • If a Member receiving Personal Care and Homemaker Services has any change in their current condition, they must be referred to IHSS for reassessment and determination of additional hours. Members may continue to receive the Personal Care and Homemaker Services Community Support during the reassessment waiting period. • The service cannot be utilized in lieu of referring to IHSS. • For Members not eligible to receive In-Home Supportive Services, to help avoid a short-term stay in a skilled nursing facility (not to exceed 60 days).
UM_CSS 12	Day Habilitation Programs	New	<p>Highlights:</p> <ul style="list-style-type: none"> • Day Habilitation Programs are provided in a Member’s home or an out of home, non-facility setting. The programs are designed to assist the Member in acquiring, retaining, and improving self-help, socialization, and adaptive skills necessary to reside successfully in the person’s natural environment. • Day Habilitation Programs are best suited for Individuals who are experiencing homelessness, individuals who exited homelessness and entered housing in the last 24 months, and individuals at risk of homelessness or institutionalization whose housing stability could be improved through participation in a day habilitation program. • For Members experiencing homelessness who are receiving enhanced care management or

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			<p>other Community Supports, day habilitation can provide a physical location for Members to meet with and engage with these providers.</p> <ul style="list-style-type: none"> • Programs may include assistance with, but not limited to, the following: <ul style="list-style-type: none"> ○ Selecting and moving into a home; ○ Locating and choose suitable housemates; ○ Locating household furnishing; ○ Settling disputes with landlords; ○ Managing personal financial affairs; ○ Recruiting, screening, hiring, training, supervising, and dismissing personal attendants. ○ Dealing with and responding appropriately to governmental agencies and personnel ○ Asserting civil and statutory rights through self-advocacy ○ Building and maintaining of interpersonal relationships, include a circle of support ○ Community supports shall supplement and not supplant services by the Member through other state, local or federally funded programs.

You may access these and all other authorization guidelines at: www.iehp.org > Providers > Utilization Management Criteria

All communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence

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