

Expanding Access to Personal Care and Homemaker, Respite, and Asthma Remediation Services Under Medicaid: CalAIM Community Supports Early Adopters Series

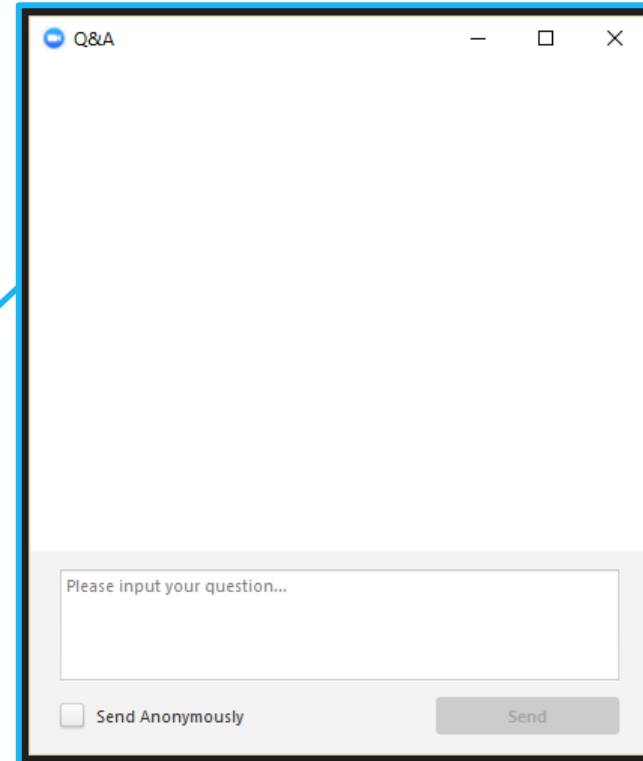
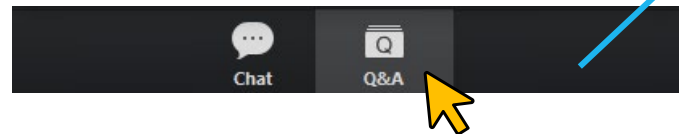
March 19, 2024

12:00 – 1:00 pm PT/ 3:00 – 4:00 pm ET

Made possible by the California Health Care Foundation

Questions?

To submit a question, please click the Q&A icon located at the bottom of the screen.



Agenda

- Welcome and Introductions
- Kern Family Health Care: Approach to Community Supports
- SD Healthcare Consulting: Approach to Community Supports
- Moderated Q&A
- Closing



Introductions

Center for Health Care Strategies

Dedicated to strengthening the U.S. health care system to ensure better, more equitable outcomes, particularly for people served by Medicaid.

Together with our partners, our work advances:



Effective models for prevention and care delivery that harness the field's best thinking and practices to meet critical needs.



Efficient solutions for policies and programs that extend the finite resources available to improve the delivery of vital services and ensure that payment is tied to value.



Equitable outcomes for people that improve the overall wellbeing of populations facing the greatest needs and health disparities.



Meet Today's Presenters



Diana Crumley, JD, MPAff
Associate Director
Center for Health Care Strategies



Melora Simon, MPH
Associate Director, Complex Care
California Health Care Foundation



Adriana Salinas, MA, LMFT
Director of Community and Social
Services
Kern Family Health Care



Sonia Dhillon (Harpreet), RN, BSN
Co-owner and Project Manager
SD Healthcare Consulting



Sangeeta Datta, RN, BSN
Co-owner and Project Manager
SD Healthcare Consulting

California Advancing and Innovating Medi-Cal (CalAIM)

- Launched January 2022, CalAIM is a multi-year care delivery and payment reform initiative
- Two major components:
 - Enhanced Care Management (ECM)
 - Community Supports
- **Community Supports** includes 14 optional managed care services (or *in lieu of services*) that address health-related social needs like food and housing insecurity
 - Service uptake varies greatly across counties
- Offering Community Supports expands access to services available through other programs



CalAIM Community Supports Early Adopters Webinar Series

- Spotlight provider/plan partnerships in counties reporting higher use of Community Supports with overall low uptake (identified using [2022 and 2023 data](#))
- Community Supports include:
 - Day Habilitation
 - Sobering Centers
 - Personal Care and Homemaker Services
 - Respite Services
 - Asthma Remediation

CHCF Resource Center

Visit CHCF's website to explore the collection of tools and resources aimed at helping organizations understand and implement CalAIM.

www.chcf.org/calaim



Kern Health Systems Community Supports Services (CSS) Program

Adriana Salinas, LMFT

What Are Community Supports?

- The California Department of Health Care Services (DHCS) has pre-approved 14 Community Supports that Medi-Cal health plans may offer.

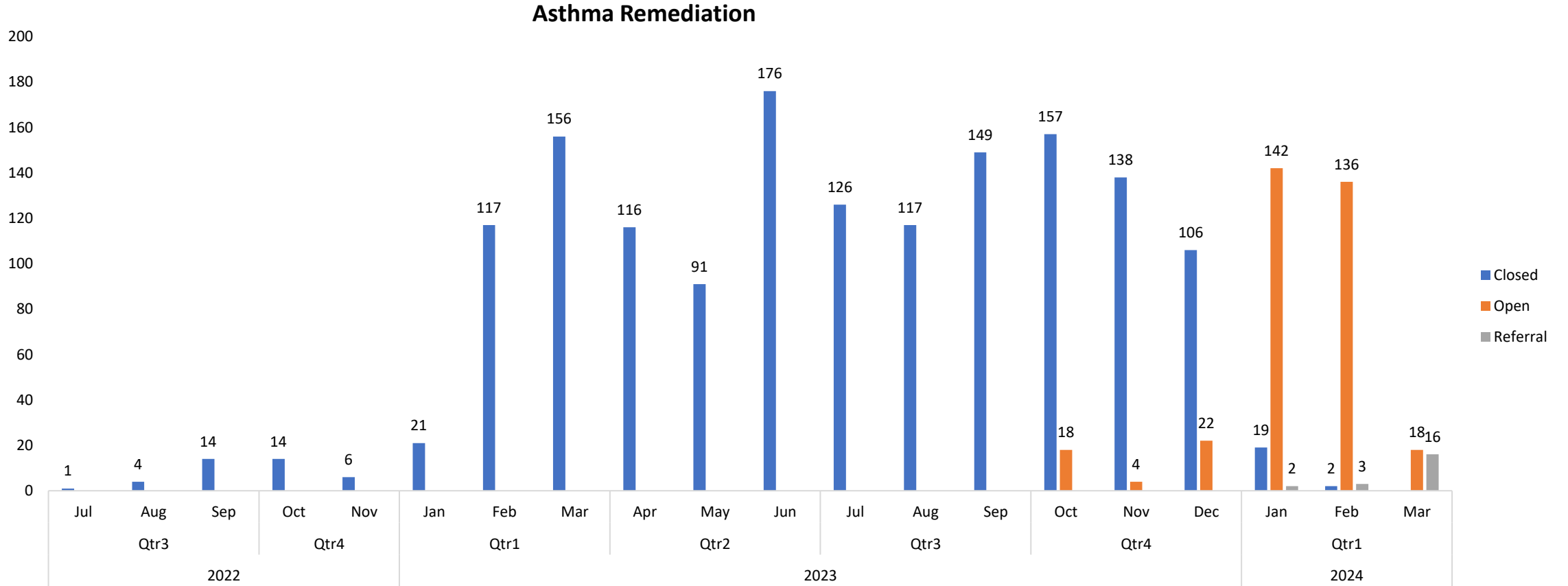
The Community Support Services program is part of the CalAIM initiative, which provides members with wrap-around services to address complex medical and behavioral health needs. The program also addresses social detriment of health which impedes their ability to achieve health goals.

The services are medically appropriate and are cost-effective alternatives to services covered under the state plan. Community Supports Services can substitute and potentially decrease a range of covered Medi-Cal services.

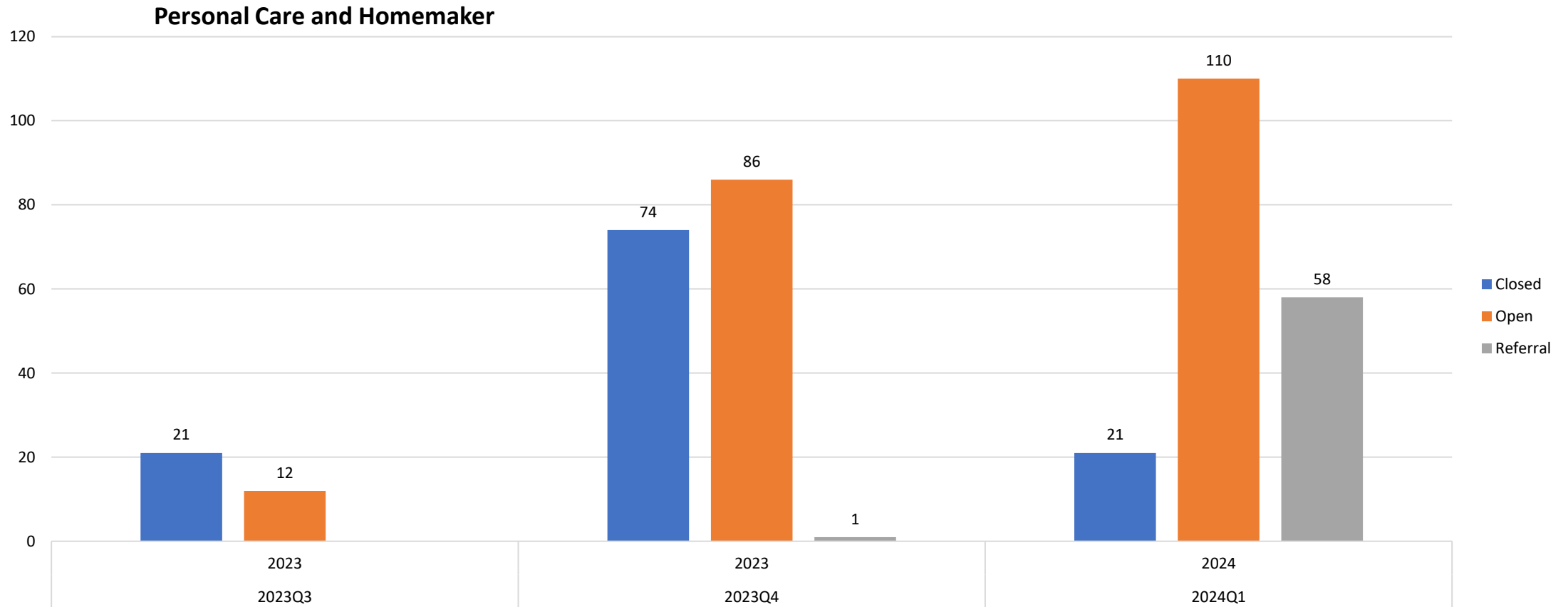
The services are provided as substitutes or alternatives for other covered services, such as hospital/skilled nursing facility admissions or discharge delay.

| SERVICE | DESCRIPTION |
|---|--|
| Asthma Remediation | Environmental Asthma Trigger Remediations are physical modifications to a home environment that are necessary to ensure the health, welfare, and safety of the individual, or enable the individual to function in the home and without which acute asthma episodes could result in the need for emergency services and hospitalization. |
| Personal Care and Homemaker Services | 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. |
| Respite Services | Respite Services are provided to caregivers of members who require intermittent temporary supervision. The 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. This service is distinct from medical respite/recuperative care and is rest for the caregiver only. |

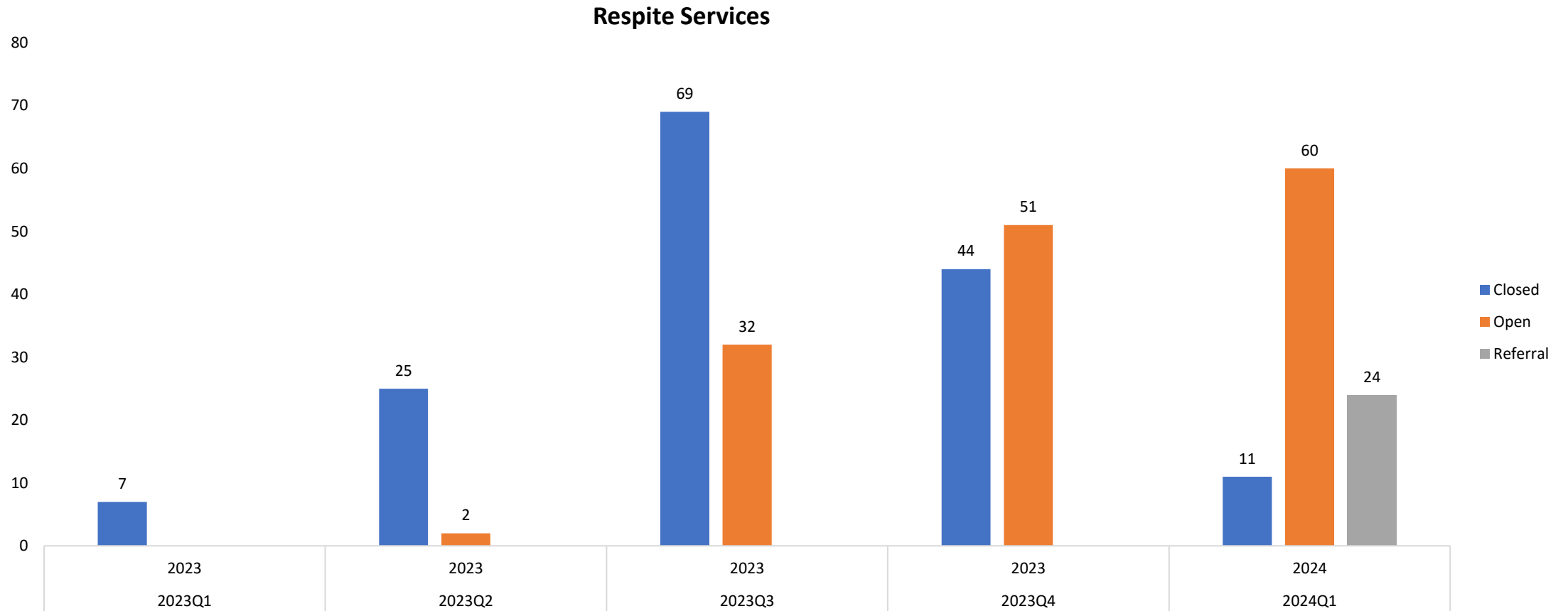
Asthma Remediation



Personal Care and Homemaker



Respite Services



Questions?

Contact: KHS Community Supports Services Team

Option 6 in portal

Extension: 5916

Adriana Salinas, Director No: 661-426-7711

adriana.salinas@khs-net.com

661-632-1590 (Bakersfield area)

1-800-391-2000 (outside Bakersfield area)

“Identify and manage member risks and needs through a Whole Person Care approach that address each member’s social determinants of health”.



Respite Services Homemaker Services Asthma Remediation

Sangeeta Datta, Project Manager, Owner
Sonia Dhillon (Harpreet), Project Manager, Owner

Who is Eligible for Respite Care Services?

- Individuals who are unable to complete ADLs
- Individuals with advanced or complex medical needs
- Individuals who are caring for a loved one that need a break or support
- Children who were covered for respite services under the Pediatrics Palliative Care Waiver
- Members enrolled in either California Children's Services or the Genetically Handicapped Persons Program
- Services are provided on a short-term basis, and limited to 336 hours per calendar year

Who is Eligible for Personal Care & Homemaker Services?

- Individuals who are unable to complete ADLs
- Individuals who need minimal assistance to avoid a short-term stay in a skilled nursing facility
- Individuals who need help applying for or completing the In-Home Supportive Services (IHSS) process
- Individuals needing short term help while recovering from a catastrophic event, hospitalization, or surgical procedure

Caregiver Respite & Homemaker Services

vs.

In-Home Supportive Services

- Short term insurance benefit programs that do NOT interfere with IHSS program.
 - Family is not paid by SD Healthcare (MCP) to take care of their own family member, instead a caregiver is provided to give the family a break.
 - If not already in place, family DOES have to apply for IHSS to have a long-term caregiver/provider once respite hours are exhausted. Hours will be honored even if member does not qualify for IHSS benefit.
- Members must meet Medicaid guidelines in order to qualify.
 - A provider must be “selected/hired” by the member.
 - Family or friends can be the selected provider.
 - Hours are based on ADL needs based on IHSS guidelines.
 - 4- to 6-month backlog on application to onboarding process.

ALL services CAN be done along with nursing help such as home health, hospice, palliative care, post surgery, or post hospital therapy.

What is Asthma Remediation?

- Physical modifications to a home environment to ensure the health, welfare, and safety of the individual.
 - Enables the individual to function in their home
 - Prevents acute asthma episodes that could result in the need for emergency services and hospitalization.
-
- Outlined by the [DHCS Community Supports Policy Guidance](#)



Who is Eligible for Asthma Remediation?

Individuals with poorly controlled asthma as defined by:

- Frequent emergency department visits or hospitalization
- Two sick or urgent care visits in the past 12 months
- A score of 19 or lower on the Asthma Control Test
- Provider indicates home remediation will help control asthma flare ups

A close-up photograph of a dog's fur, showing various shades of brown and tan. A blue-bordered box is overlaid on the image, containing text. The background is slightly blurred, focusing attention on the fur texture and the text box.

Allergen-
impermeable
mattress

Bed and pillow
dust covers

High-efficiency
particulate air
(HEPA) filtered
vacuums

Integrated pest
management
(IPM) services

Air filters /
De-humidifiers

Minor mold
removal and
remediation
services

Asthma-friendly
cleaning products
and supplies

Ventilation
improvements

Examples of Asthma Remediations

Referrals can be initiated by anyone in the member's care team or community-based organizations or navigators

- Providers (PCPs)
- Hospitalist
- Discharge facilitators
- ECM or transition care teams
- Community Health Workers/Promotoras
- Resource navigators
- Social workers/Clergy
- IHSS team/IHSS providers
- Family members and self referrals
- Advanced care planning team



SD HEALTHCARE ASTHMA REMEDIATION

APS IS AN IN-HOME SELF-MANAGED ASTHMA PROGRAM AVAILABLE TO MEDI-CAL MEMBER WITH AN ASTHMA DIAGNOSIS THAT IS POORLY CONTROLLED AS DEFINED BY:

» *Frequent Emergency room visits or hospitalizations*

» *Two sick or urgent care visits in the past 12 months*

» *A score of 19 or lower on the Asthma Control Test*



ASTHMA EDUCATION & HOME ASSESSMENT FOR ENVIRONMENTAL TRIGGERS

Our team will work with your medical provider to obtain an authorization and schedule an "environmental trigger assessment" this will help members identify environmental triggers commonly found in and around the home, including allergens and irritants.

This will guide the self-management education and plan of care to mitigate or control environment exposures.

For more information please call:

661-374-4682

Fax referral order to 833-780-2477

INTERVENTIONS AVAILABLE

- Allergen - impermeable mattress and pillow dustcovers
- High-efficiency particulate air filtered vacuums
- Asthma-friendly cleaning supplies
- De-humidifier
- High efficiency HVAC filters, air cleaners and purifiers.
- Spacer and tracking device for metered dose inhalers (MDI)
- Ventilation improvements (e.g. repair and replace vent hood)
- Evaporative cooler cleaning and maintenance.
- Carpet Cleaning
- other interventions available



SD HEALTHCARE RESPITE CARE SERVICES

Respite Care is short term relief and support provided to a loved one's primary caregiver/family member. Our caregivers are compassionate professionals who will create a personalized care plan that will give the family a break from their caregiver duties in order recharge and prevent caregiver burnout.

For more information or request an evaluation :

Bakersfield 661-374-4682

Delano 661-454-6819

intake@sdhealthcare.net



WHO CAN QUALIFY?

- Individuals unable to perform ADLs- (Activities of daily living)
- Members with Advanced or Complex medical needs- ALL ages
- Individuals without adequate in home support system.
- Individuals at risk for hospitalization or nursing facility.
- Individuals approved for In-Home Supportive Service.
- Children who were covered for Respite Services under the Pediatrics Palliative Care Waiver.
- Members enrolled in either California Children's Services or the Genetically Handicapped Persons Program (GHPP)



Services may be requested by providers, members and caregivers



SD HEALTHCARE PERSONAL CARE & HOMEMAKER SERVICE

A support program designed for individuals not able to complete their Activities of Daily Living (ADLs) and who do not have enough support at home. Our goal is to provide assistance with maintaining your independence in your own home.

CALL FOR AN EVALUATION

Bakersfield 661-374-4682

Delano 661-454-6819

intakesdhealthcare.net

OUR SERVICES

- Light house cleaning
- Meal Preparation
- Laundry and grocery shopping
- Accompaniment to medical appointments
- Personal care services (bowel & bladder care, bathing, grooming and paramedical services)
- Assistance with ADLs (bathing, dressing, toileting, ambulation or feeding)



Available for members of Kern Family Health Care

Community Health Workers / Promotoras de salud

- CHWs are members OF the communities they serve and can therefore overcome cultural and communication barriers.
- CHWs can help coordinate care in a fragmented health care systems, rural communities, and underserved areas.
- CHWs can provide components of palliative care that do not require a clinician.

Advanced Care Planning

- Advanced Directive
- POLST (Physician Order for Life Sustaining Treatments)

Resource navigation to local providers

- In-Home clinical care coordination
- In-Home non-clinical support navigation
- Post hospitalization care



SD HEALTHCARE
**COMMUNITY HEALTH WORKER
&
PROMOTORAS DE SALUD**

CHWs are trusted members of the community who serve as cultural liaisons between our local healthcare systems and the community members in need of services.

CHWs are uniquely positioned to advance health equity in care for serious illness by improving access to services shown to improve end-of-life outcomes.

- Resource Navigation
- In-Home Assessments
- Plan of care
- Health Education & Navigation
- Advanced care planning:
- Advanced Directives & POLST
- Home Health, Palliative and Hospice Education

Anabel Hernandez CHW
Direct 661-858-6989
Office 661-374-4682
anabel@sdhealthcare.net

DHCS <https://www.dhcs.ca.gov/calaim>



1701 Westwind Dr. Ste 224 Bakersfield CA. 93301 Phone: 661-374-4682
1426 High St. Suite A. Delano, Ca. 93215 Phone: 661-454-6819
Fax: 833-780-2477 or INTAKE@SDHEALTHCARE.NET

Community Health Worker Evaluation, Intake & Community Health Navigation

| |
|---------------------------|
| Patient Name: |
| Date of Birth: |
| Address: |
| Phone Number: |
| Emergency contact: |

Services Requested:

Caregiver respite Homemaker services
 Asthma Remediation Community Health Worker

Personal assistance :

Bath/Shampoo
 Toileting/Bedpan
 Feed/supervise eating
 Dressing
 Ambulating/standing.
 Transferring
 Skincare observation

Household Assistance:

Grocery shopping
 Meal preparation
 Linen Change
 Light Housekeeping
 Empty commode
 Bathroom light clean
 Laundry
 Accompaniment to appointment

Client Has:

Tub seat
 Hoyer lift
 Handled shower.
 Walker
 Wheelchair
 Hospital bed
 Oxygen

Client prefers:

Shower
 Sponge
 Tub
 Transfers Independently
 One person assist

Social Determinants that need to be addressed:

Establish with PCP or ECM Placement or Housing assistance programs
 In-Home-Health Support application Food Insecurity/ Medically tailored meals

Advanced Care planning and education

Disease education for Diabetes, Asthma, COPD, CHF, ESRD, ESLD
 POLST/ POA Advanced Directive Palliative Care and Hospice

Brief description of patient's condition:

Requested by:

Date:

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Moderated Q&A

Personal Care and Homemaker Services and Respite Services



Moderated Q&A

Asthma Remediation

Closing

- To hear about this webinar series, register for **CHCS e-mail updates:** www.chcs.org/sign-up/
- Questions? Please contact **Diana Crumley** (dcrumley@chcs.org)

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- **Learn about cutting-edge efforts** from peers across the nation to enhance policy, financing, and care delivery.
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