



Department of
Health Care Services



Community Based Adult Services (CBAS)
Phase 2 - Managed Care Cutover
Integrated Training Session
with
Phase 2 Managed Care Plans
Phase 2 CBAS Providers
California Dept. of Aging
California Dept. of Health Care Services

September 5th & 14th, 2012



Agenda

1. Introductions – Opening Remarks (15 min)
2. CBAS Workflow In Managed Care (20 Min)
3. Health Plans & CBAS (20 Min)
4. CBAS Assessment Process & Tool (60 min)
5. Provider Perspective (30 min)
6. LOS Adjudication Overview (10 min)
7. Closing Remarks (10 min)

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Opening Remarks

Service - Accountability - Innovation 3

 **CBAS Workflow In Managed Care**

1. CBAS Program & Services Outline
2. Operating Model

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 **Helpful CBAS Factoids**

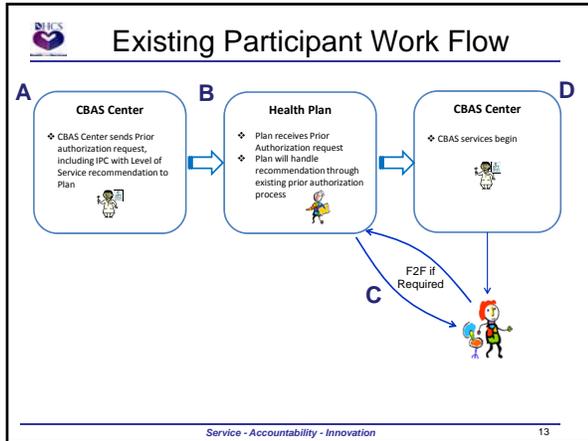
- CBAS providers deliver services in licensed ADHC centers
- The California Department of Public Health (CDPH) licenses ADHC centers
- The California Department of Aging (CDA) certifies CBAS providers for participation in the Medi-Cal Program
- Information regarding CBAS certification requirements and other program information can be found at:
www.aging.ca.gov/ProgramsProviders/ADHC-CBAS/Default.asp
- To contact the CDA CBAS Branch call or email:
(916) 419-7545
cbascda@aging.ca.gov

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 **What is CBAS?**

- **Adult Day Health Care (ADHC) Program** – ended March 31, 2012... a licensed community-based day health program that provided services to older persons and adults with chronic medical, cognitive, or mental health conditions and/or disabilities that are at risk of needing institutional care.
- **Community Based Adult Services (CBAS) Program** - Effective April 1, 2012... has begun under California's "Bridge to Reform" 1115 Medicaid waiver. Same services as the ADHC program with CBAS eligibility standards that are more stringent than ADHC standards. CBAS providers must maintain an ADHC license.
- **The primary objectives of the program are to:**
 - a) Restore or maintain optimal capacity for self-care to frail elderly persons or adults with disabilities; and
 - b) Delay or prevent inappropriate or personally undesirable institutionalization.
 - c) The Program stresses partnership with the participant, the family and/or caregiver, the primary care physician, and the community in working toward maintaining personal independence.

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Existing Participants – Process Detail

A. CBAS Center Re-Assesses participant and sends Prior authorization request, including IPC with Level of Service recommendation is created and sent to Plan.

B. Plan receives Prior Authorization request from CBAS center, which includes a completed IPC and Level of Service recommendation. Plan will handle recommendation through existing prior authorization process which includes:

1. Plan will approve, modify or deny prior authorization request within 5 business days, in accordance with Health and Safety Code 1367.01
2. If Plan cannot make a decision within 5 business days a 14-day delay letter will be sent to the member and center.
3. Plan notifies Center within 24 hours of decision. Plan notifies member within 48 hours of decision.

C. To deny or decrease the Prior Authorization request, the plan must conduct a F2F with the member.

1. Process must be completed in accordance with Health and Safety Code 1367.01 and ensure timelines are met.

D. CBAS services begin

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Hⁿ
Health Net

HEALTH NET OF CALIFORNIA

Cathy Hoens – VP, Provider Network Management & Strategy

September 5, 2012

Health Net Mission

To help people be healthy, secure and comfortable



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About Health Net, Inc.

- Health Net, Inc. headquartered in Woodland Hills, is a publicly traded managed care organization that delivers managed health care services through health plans and government-sponsored managed care plans.
- The company, through its subsidiaries, provides and administers health benefits to approximately 5.5 million individuals across the country through group, individual, Medicare (including the Medicare prescription drug benefit commonly referred to as "Part D"), Medicaid, U.S. Department of Defense, including TRICARE, and Veterans Affairs programs.
- Health Net's behavioral health services subsidiary, Managed Health Network, Inc., provides behavioral health, substance abuse and employee assistance programs to approximately 4.8 million individuals, including Health Net's own health plan members.



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About Health Net of California

- Health Net of California is one of the largest network-model health plans in California.
- Health Net of California's commercial HMO/POS, Medicare and Medi-Cal lines of business have received the "Excellent" accreditation status from the National Committee for Quality Assurance (NCQA).
- Together with Health Net Life Insurance Company, it serves more than 2.2 million members statewide and contracts with more than 56,000 physicians, 300-plus hospitals and nearly 5,000 pharmacies, giving its members greater choice and more convenient access to care.



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www.Healthnet.com

- We know your time is valuable. That is why Health Net is constantly striving to improve our provider Web site at www.healthnet.com/provider so that you can take care of business quickly and easily and get back to what is really important – your patients.
- You can verify member eligibility online by Social Security number, the Health Net member's identification (ID) number or name.
- Providers may access State Health Programs information by selecting *Contractual & Clinical Resources > State Health Programs Resources*. View and download patient health education materials, obtain information on health education programs and services, learn about provider trainings, and access information on public programs, such regional centers.



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California Demonstration Sites



- **Four named counties based on current State authority:**
 - **Los Angeles** (DE pop. 370,000)
 - Health Net
 - LA Care
 - **San Diego** (DE pop. 75,000)
 - Health Net
 - Molina
 - Care 1st
 - Community Health Group
 - **Orange** (DE pop. 71,000):
 - CalOptima
 - **San Mateo** (DE pop. 15,000)
 - Health Plan of San Mateo
- **Four proposed counties, pending further legislated authority and readiness:**
 - Alameda - Santa Clara
 - San Bernardino - Riverside
- **Two proposed counties not considered further for 2013:**
 - Sacramento - Contra Costa



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What Health Plans Are Doing to Prepare for Dual Eligibles

- **New territory for the health plans.**
- **Understanding the scope of Long Term Support Services (LTSS).**
 - In Home Supportive Services (IHSS).
 - Community Based Adult Services (CBAS).
 - Long Term Care (LTC) Facilities.
 - Home- and Community-Based Services (HCBS).
 - Area Aging Programs.
 - Independent Living.
 - Senior Nutrition Programs.
- **Developing a strategy on how to deliver the best integrated care model.**



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Upcoming Provider Webinars

- Health Net will be holding Informational Webinars to review:
 - Eligibility
 - Authorization Process
 - Claims Submission
 - Health Net Resources
- Dates and times to follow via email



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Thank you

Questions & Answers



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Additional Managed Care Member Resources

Managed Care members have access to:

- A. MMCD Office of the Ombudsman**
 - Serves as an objective resource to resolve issues between Medi-Cal managed care members and managed care health plans.
 - Conducts impartial investigations of member complaints about managed care health plans.
 - Helps members with urgent needs.
- B. Plan Member Services Departments**
 - A service from the health plan to assist with questions or member needs.
- C. Health Plan Member Grievance Processes**
 - A multi-step grievance process beginning with the plan
 - The plan process can occur concurrently with a fair hearing
- D. Normal State Fair Hearing process**
 - Members may request a fair hearing if they have a complaint about how their benefits or services were handled or if their services were denied or modified
 - Hearings are conducted by an Administrative Law Judge

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 **Additional Managed Care Member Resources**

E. Cultural and Linguistic Services

- Provide written materials in threshold languages in the Health Plans' county
- Written member informing materials provided in alternative formats upon request (Braille, large size font and audio)
- Provide language translation services for all languages

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 **Resources Available for CBAS Providers**

Managed Care providers have access to:

A. A provider grievance process... Providers have a process with each plan to address:

- Grievances
- Appeals
- Denials
- Payment issues

B. Provider Relations

- Provider Relations contact at each plan
- A Managed Care provider manual including authorization and payment guidelines

C. Provider Training

- Regular, on-going training regarding the Medi-Cal Managed Care program and services to members
- On-going training on specific plan guidelines

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 **CBAS Assessment Process
&
CBAS
Eligibility
Determination
Tool**

A New Era

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Outline

1. **Eligibility Overview –**
 - Understand what is in law regarding CBAS... at a High level
 - Categories, medical necessity steps, mapping to CEDT, what part of current CEDT is still valid
 - Provide a knowledge base for what is requested on the CEDT
 - ADHC Eligibility Criteria: Welfare and Institutions Code, Section 14525
 - Medical Necessity Criteria: Welfare and Institutions Code, Section 14526.1 (d)
 - Required Core Services: Welfare and Institutions Code 14550.5
2. **Lessons Learned**
3. **Answer Questions**

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Understanding the Law

1. **There are specific eligibility and medical necessity criteria in the Welfare and Institutions Code that must be met for each CBAS Eligibility Category.**
2. **Questions that need to be asked in order to meet that criteria have been included in the CEDT form.**

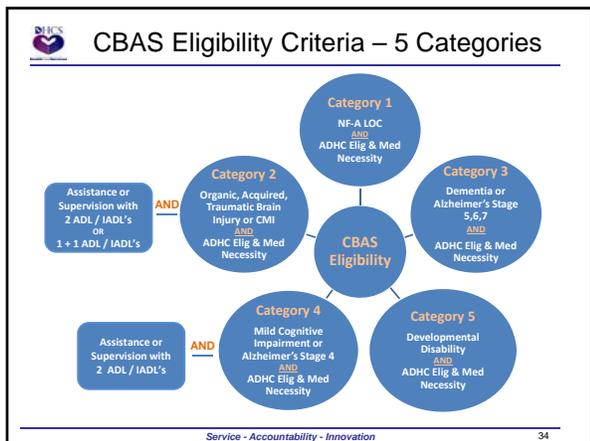
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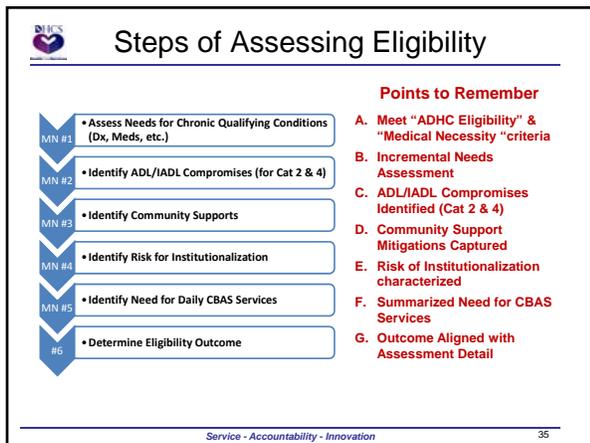


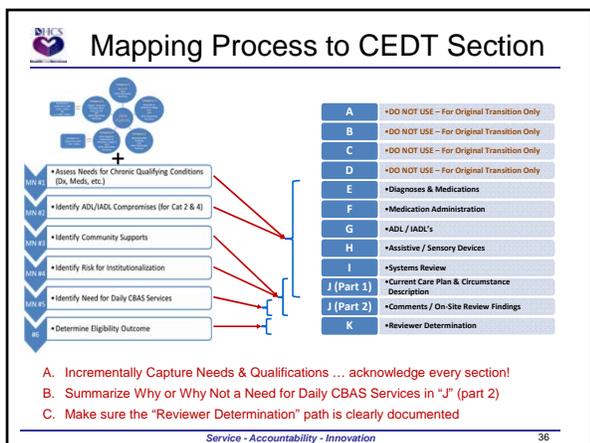
Legally Acceptable

1. **Welfare and Institutions Code, 14525 and 14526.1, and 14550 and 14550.5**
2. **Settlement Agreement**
3. **California Bridge to Reform Demonstration Waiver, Special Terms and Conditions, Page 44 - 56**

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The 5 Categories of CBAS Eligibility

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Eligibility for CBAS Services

Meet the criteria of any one or more in the following 5 categories:

Category 1: Individuals who meet NF-A Level of Care or Above
 Meet NF-A level of care as defined in Section VI of the *Darling v Douglas* Settlement Agreement or above;
AND
 Meet ADHC eligibility and medical necessity criteria contained in sections 14525(a),(c),(d),(e), 14526.1(d)(1),(3),(4),(5), and 14526.1(e) of the California Welfare and Institutions Code.

Category 2: Individuals who have an Organic, Acquired or Traumatic Brain Injury and/or Chronic Mental Illness
 Have been diagnosed by a physician as having an Organic, Acquired or Traumatic Brain Injury, and/or have a Chronic Mental Illness, as defined in Section VI of the *Darling v Douglas* Settlement Agreement;
AND
 Meet ADHC eligibility and medical necessity criteria contained in sections 14525 and 14526.1(d) and (e) of the California Welfare and Institutions Code.
AND
 Notwithstanding sections 14525(b) and 14526.1(d)(2)(A) of the California Welfare and Institutions Code, the individual must demonstrate a need for assistance or supervision with at least:
 Two (2) of the following ADLs/IADLs: bathing, dressing, self-feeding, toileting, ambulation, transferring, medication management, and hygiene;
OR
 One (1) ADL/IADL listed in (a) above, and money management, accessing resources, meal preparation, or transportation.

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Eligibility for CBAS Services, cont.

Category 3: Individuals with Alzheimer's Disease or other Dementia
 Individuals have moderate to severe Alzheimer's Disease or other dementia, characterized by the descriptors of, or equivalent to, Stages 5, 6, or 7 Alzheimer's Disease;
AND
 Meet ADHC eligibility and medical necessity criteria contained in Welfare and institutions Code sections 14525(a),(c),(d),(e), 14526.1(d)(1),(3),(4),(5), and 14526.1(e).

Category 4: Individuals with Mild Cognitive Impairment including Moderate Alzheimer's Disease or other Dementia
 Individuals have mild cognitive impairment or moderate Alzheimer's Disease or other dementia, characterized by the descriptors of, or equivalent to, Stage 4 Alzheimer's Disease;
AND
 Meet ADHC eligibility and medical necessity criteria contained in Sections 14525 and 14526.1(d) and (e) of the California Welfare and Institutions Code.
AND
 Notwithstanding sections 14525(1) and 14526.1(d)(2)(A) of the California Welfare and Institutions Code, the individual must demonstrate a need for assistance or supervision with at least:
 Two of the following ADLs/IADLs: bathing, dressing, self-feeding, toileting, ambulation, transferring, medication management, and hygiene.

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 **Eligibility for CBAS Services, cont.**

Category 5: Individuals who have Developmental Disabilities
Meet the criteria for regional center eligibility as defined in Section VI of this Agreement;
AND
Meet ADHC eligibility and medical necessity criteria contained in sections 14525(a),(c),(d),(e),14526.1(d)(1),(3),(4),(5), and 14526.1(e) of the California Welfare and Institutions Code.

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 **ADHC Eligibility Criteria**
Welfare and Institutions Code, Section 14525

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 **Eligibility Criteria**

Must meet all 3 of the following criteria to qualify for CBAS:

(Welfare and Institutions Code, Section 14525)

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 **Eligibility Criteria**
Welfare and Institutions Code, Section 14525(a)

1 of 3

The person is 18 years of age or older

and has one or more chronic or post acute medical, cognitive, or mental health conditions,

and a physician, nurse practitioner, or other health care provider has, within his or her scope of practice, requested ADHC services for the person

(The term ADHC is still in statute and referenced in the Bridge to Reform 1115 Demonstration Waiver)

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 **Eligibility Criteria**
Welfare and Institutions Code, Section 14525(c)

2 of 3

The person requires ongoing or intermittent protective supervision, skilled observation, assessment, or intervention by a skilled health or mental health professional

to improve, stabilize, maintain, or minimize deterioration of the medical, cognitive, or mental health condition.

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 **Eligibility Criteria**
Welfare and Institutions Code, Section 14525(d)

3 of 3

The person requires adult day health care services, as defined in Section 14550, that are individualized and planned,

including, when necessary, the coordination of formal and informal services outside of the adult day health care program to support the individual and his or her family or caregiver in the living arrangement of his or her choice and

to avoid or delay the use of institutional services, including, but not limited to, hospital emergency department services, inpatient acute care hospital services, inpatient mental health services, or placement in a nursing facility or a nursing or intermediate care facility for the developmentally disabled providing continuous nursing care.

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Eligibility Criteria
Welfare and Institutions Code, Section 14525(e)

3 of 3 continued

Any person who is a resident of an intermediate care facility for the developmentally disabled-habilitative shall be eligible for adult day health care services if that resident has disabilities and a level of functioning that are of such a nature, that, without supplemental intervention through adult day health care, placement to a more costly institutional level of care would be likely to occur.

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ADHC Medical Necessity Criteria
Welfare and Institutions Code, Section 14526.1 (d)

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Must meet all of the following criteria to qualify for CBAS:
(Except for participants residing in an intermediate care facility/developmentally disabled-habilitative)

(Welfare and Institutions Code, Section 14526.1(d))

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Medical Necessity Criteria
Welfare and Institutions Code, Section 14526.1 (d) (1)

Assess Needs for Chronic Qualifying Conditions (Dx, Meds, etc.)

The participant has one or more chronic or post acute medical, cognitive, or mental health conditions that are identified by the participant's personal health care provider as requiring one or more of the following, without which the participant's condition will likely deteriorate and require emergency department visits, hospitalization, or other institutionalization:

(A) Monitoring
(B) Treatment
(C) Intervention

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Medical Necessity Criteria
Welfare and Institutions Code, Section 14526.1(d)(2)

For Category 2 or 4 ONLY:

(A) Limitations in the performance of two or more activities of daily living or instrumental activities of daily living/or one or more from either ADL's or IADL's.

(B) A need for assistance or supervision in performing the activities identified as related to the condition or conditions that qualify the participant for ADHC. That assistance or supervision shall be in addition to any other non-adult day health care support the participant is currently receiving in his or her place of residence.

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Medical Necessity Criteria
Welfare and Institutions Code, Section 14526.1(d)(3)

The participant's network of non-adult day health care center supports is insufficient to maintain the individual in the community, demonstrated by at least **ONE** of the following:

(A) Participant lives alone and has no family or caregivers available to provide sufficient and necessary care or supervision

(B) Participant resides with one or more related or unrelated individuals, but they are unwilling or unable to provide sufficient and necessary care or supervision to the Participant

(C) Participant has family or caregivers available, but those individuals require respite in order to continue providing sufficient and necessary care or supervision to the Participant

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Medical Necessity Criteria
Welfare and Institutions Code, Section 14526.1(d)(4)

A high potential exists for the deterioration of the Participant's medical, cognitive, or mental health condition or conditions in a manner likely to result in emergency department visits, hospitalization, or other institutionalization if adult day health care services are not provided.

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Medical Necessity Criteria
Welfare and Institutions Code, Section 14526.1(d)(5)

The Participant's condition or conditions require adult day health care services specified in subdivisions (a) to (d), inclusive, of Section 14550.5, on each day of attendance, that are individualized and designed to maintain the ability of the Participant to remain in the community and avoid emergency department visits, hospitalizations, or other institutionalizations.

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Welfare and Institutions Code, Section 14550.5

Required ADHC Core Services

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 **Required ADHC Core Services**
Welfare and Institutions Code, Section 14550.5

ADHC shall offer, and provide directly on the premises, in accordance with the Participant's plan of care,

and subject to authorization pursuant to Section 14526,

the following core services to each Participant during each day of the Participant's attendance at the center:

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 **Required ADHC Core Services**
Welfare and Institutions Code, 14550.5(a)

One or more of the following (5) professional nursing services:

1. Observation, assessment, and monitoring of the participant's general health status and changes in his/her condition, risk factors, and the participant's specific medical, cognitive, or mental health condition or conditions upon which admission to the ADHC was based.
2. Monitoring and assessment of the participant's medication regimen, administration and recording of the Participant 's prescribed medications, and intervention, as needed, based upon the assessment and the Participant's reactions to his/her medications.
3. Oral or written communication with the participant's personal health care provider, or the participant 's family or other caregiver, regarding changes in the participant 's condition, signs, or symptoms.
4. Supervision of the provision of personal care services for the participant, and assistance, as needed.
5. Provision of skilled nursing care and intervention, within scope of practice, to participant, as needed, based upon an assessment of the participant, his or her ability to provide self-care while at the ADHC, and any other health care provider orders.

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 **Required ADHC Core Services**
Welfare and Institutions Code, Section 14550.5(b)

One or both of the following core personal care services or social services:

1. One of both of the following personal care services:
 - (A) Supervision of, or assistance with, activities of daily living or instrumental activities of daily living.
 - (B) Protective group supervision and interventions to assure participant safety and to minimize the risk of injury, accident, inappropriate behavior, or wandering.
2. One or more of the following social services provided by the ADHC social worker or social worker assistant:
 - (A) Observation, assessment , and monitoring of the participant's psychosocial status
 - (B) Group work to address psychosocial issues
 - (C) Care coordination

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 **Required ADHC Core Services**
Welfare and Institutions Code, Section 14550.5(c)

At least one of the following therapeutic activities provided by the ADHC center activity coordinator or other trained ADHC center personnel:

1. Group or individual activities to enhance the social, physical, or cognitive functioning of the participant.
2. Facilitated participation in group or individual activities for those participant's whose frailty or cognitive functioning level precludes them from active participation in scheduled activities.

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 **Required ADHC Core Services**
Welfare and Institutions Code, Section 14550.5(d)

One meal per day of attendance, unless the participant declines the meal or medical contraindications exist, as documented in the participant's health record, that prohibit the ingestion of the meal.

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 _____

**CBAS
Eligibility
Determination
Tool**

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Using Lessons Learned

5. Fill out every section. Indicate if something isn't applicable and state why.
6. Indicate if you have a condition/function that has been confirmed by a physician by stating "Witnessed" or "AEB" (as evidenced by).
7. Explain wherever you can about what you encountered at the face-to-face interview
8. Any documents that support the participant's condition should be attached to the CEDT, if possible.

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Using Lessons Learned

9. Box G needs to be the results of what you see or read in the medical records.

If necessary, use additional pages to explain or describe what the participant is doing but make sure you put the person's name and date on the additional paper.

10. If ADL's/IADL's are validated by doctor's progress notes, history and physical, nursing or therapy notes, etc.,

...indicate such either next to the box or in the explanation area

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Using Lessons Learned

Assess Needs for Chronic Qualifying Conditions (CQ, Meds, etc.)

Identify ADL/IADL Compromises (for Cat 2 & 4)

Identify Community Supports

Identify Risk for Institutionalization

Identify Need for Daily CBAS Services

Determine Eligibility Outcome

SYSTEMS REVIEW Describe nursing interventions needed.

1. NEUROLOGICAL Not applicable, within normal limits
 Expressively Aphasia - Unable to express basic needs
 Receptive Aphasia - Unable to understand basic communication
 Seizures
 Compromised Motor Function
 Other _____
 Explain: _____

2. RESPIRATORY/CARDIAC Not applicable, within normal limits
 Oxygen Intubated Unassisted
 Tracheostomy
 Ventilator BIPAP CPAP
 Nebulizer
 Pacemaker/Defibrillator
 Biphasic Monitor SOB
 Central lines Edema
 Chest pain
 Other _____
 Explain: _____

3. GASTROINTESTINAL/GENITOURINARY Not applicable, within normal limits
 Diet: Regular Special _____
 Feeding Tube: Yes No
 Dysphagia: Yes No
 Abused food or food intolerance: Yes No
 Bowel incontinence: Yes No
 Ostomy
 Bladder Incontinence: Yes No
 If yes, please indicate type(s):
 Functional Overflow Stress Urge
 Incontinence Foley catheter
 Suprapubic catheter
 Ostomy
 Explain: _____

4. SKIN Not applicable, within normal limits
 Open Wounds: Yes No
 If yes, whether or not fully healed
 Treatment: Medical Oral anti-diabetic agents
 Diet only
 Medication: _____
 Special Diaper monitoring: Yes No
 If yes, frequency: _____
 by whom: _____
 Wiping under monitor: Yes No
 If yes, frequency: _____
 by whom: _____

5. MUSCULOSKELETAL Not applicable, within normal limits skin is intact
 Previous skin problems
 Explain: _____
 If skin lesions, ulcers, ulcers, wounds, or other skin integrity issues are present, complete information below:
 Location: _____
 Description (include size, healing status): _____
 Wound care/treatment (include frequency): _____

* Check all boxes that apply. If any box is checked, describe problem. Page 107 36

 **Using Lessons Learned**

11. Box I needs to be completely filled out, or marked as not applicable.

12. Incontinence is an important factor. Don't skip it. If there is a problem, document it. If there is not a problem, indicate such.

13. Anything that you read when you are reviewing the records regarding these systems should be entered on this form.

14. Remember, the person looking at the CEDT for information on the participant has to figure out ...

if you didn't document it,
did you not see anything,
OR
did you miss something?

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 **Using Lessons Learned**

A. PHYSICAL ABILITIES

Not applicable, when normal limits

Ambulatory / Independent

Gait Stair

Wheelchair Able to self-propel wheelchair

Manualized Board

Bed Bound

Continence

Paralysis Paresis

Amputated Prosthesis

Amputation Prosthesis

Other _____

F. PSYCHIAL/BEHAVIORAL FACTORS

Faint Shock

Insulted Depressed

Pain Intolerance Self-harmful

Poor Judgment No. of Substance Abuse

Obese/weight Underweight

Cognitive and Behavioral Factors

Cognitive Loss Disorientation

Memory Loss Aggressive

Delusional Agitated

Limited Response Confused

J. Current Care Plan and Circumstance Description

Current Services	Describe Intervention and Frequency of Treatment
Professional Nursing Services	
Personal Care / Social Services	
Therapeutic Services	
Behavior Supportive Services	if of hours _____
Description of caregiver situation	
Description of home environment	

COMMENTS / COMMENTS REVIEWED / COMMENTS

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 **Using Lessons Learned**

15. Box J, write legibly

16. Be brief

17. Describe what the current problems are and what recommendations you may have, including how often the participant may need the service/intervention.

18. Remember the five CORE services have to be provided by the CBAS center on EACH day of attendance.

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Thank you for your time.....

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Provider Perspective

- Brief ADHC 101
- Building the IPC & Level of Service Recommendation
 - Key Elements
- Workflow Barriers & Optimization

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ADHC 101

- Model of Care
 - Individualized and Person-Centered Care Utilizing the Multidisciplinary Team (MDT) and IDT approaches
- Definition of MDT
 - Utilize expertise of multiple skilled disciplines to achieve desired outcomes
- Target Populations & Specialty Programs within ADHC
 - Seniors, MH, DD, TBI, Alzheimer's, Skilled Therapy, Skilled Nursing
- Ethnic Diversity and Language Capacity
- Hours of Operation
 - Program Hours
- Basic Program Services
- Typical ADS Patient Profile

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Health Services

- **Licensed Nurses (RN, LVN):** GT, Catheter Care, Dressings, Skilled Nursing Services, Blood Glucose Monitoring & Intervention, Blood Pressure Monitoring
- **Chronic Disease Management:** Assessment, Monitoring & Early Intervention of Chronic/Unstable Conditions
- **Medications:** Administration, Teaching, Set-up, Management
- **Health Education & Training:** Caregiver, Patient
- **Care Coordination:** PCP, Specialists, Pharmacy, Health Plan
- **Pharmacy Consultation:** Facility Standards, Patient evaluation as requested
- **Personal Care Services:** ADL's & hygiene overseen by licensed staff

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Therapy/Rehabilitation

- **Physical Therapy & Occupational Therapy:** Assessment of functional capacity & rehab potential; Pain Modalities (heat, cold, paraffin) Strengthening/ Balance/ Coordination, Gait & Balance Training, Endurance, ADL/IADL Training, Fall Prevention Programs; Life Skills
- **Speech Therapy:** Preliminary dysphasia evaluation, staff training; cognitive/linguistic therapies & training (i.e. expressive aphasia)
- **Psychiatric Consultation:** Counseling; MH referral
- **Maintenance Program:** Daily exercise; active/passive ROM; may include- ambulation, treadmill, stationary bike, ergometer, pulleys

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Social Services

- **SW Assessment:** Cognitive testing (i.e. MMSE, SLUMS). Geriatric Depression Scale, caregiver stress.
- **Home Evaluation:** Safety, teaching & recommendations for DME (i.e. grab bars); evaluation of adequacy & capacity of support systems
- **1:1 Patient Support:** Personal, Housing, Appointments
- **Referrals & Caregiver Support:** MSSP, IHSS, MOW, community/neighborhood/regional programs
- **Support & Educational Groups:** Staff, Community Presentations (i.e. Fire, Bet Tzedek, Alzheimer's Assoc.), Caregiver Support Groups.

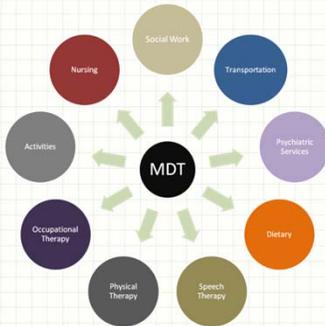
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Therapeutic Activities & Meals; Transportation

- **Activities:** Gross & Fine Motor Skills, Cognitive Stimulation, Group/ Individual Activities & Socialization
- **Transportation:** To/From Facility; Transportation coordination for outside services
- **Meals:** Registered Dietician (patient consultation available), ADA, Renal, Low Fat/Low Sodium; At least one daily

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Adult Day Health Care Services



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ADHC Patient Profile Data

- % with 3+ chronic diagnoses: 100%
- Average # Chronic Diagnoses: 6
- Percentage with 6 or more dx: 77%
- Cardiovascular: 72%
- Dementia: 54%
- Diabetes: 31%
- Mental Illness: 38%

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Patient Profile Continued

- % need of assistance with ADL's: 67%
- % assistance with med management: 97% and 55% med management provided at Center
- % with 6 or more meds: 84% 6 or more meds with average of 10 meds.

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Dual Population Needs

- 37% have both chronic conditions and functional limitations
- No single entity responsible for ensuring they get services and supports they need
- Requires biopsychosocial approach
- ADHC/CBAS model of care unique because provides bridge between medical support, LTSS, and community.

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IPC Development & Level of Service Recommendation – Key Elements

- Person-centered care based on biopsychosocial assessment
- Team looks at combination of chronic conditions, skilled and unskilled needs, functional impairments and caregiver support that place people at high risk for institutionalization
- Team evaluates what formal and informal LTSS are present, effectiveness of support systems, and the additional services needed.

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IPC Development and Level of Service Recommendations (Continued)

- Risk factors critical to developing level of service
- Care coordination needs and linkage between medical and community neighborhood
- Optimizing functional independence and reducing secondary disabilities
- Level of service considers both patient and caregiver needs that place them at high risk for institutionalization
- Utilizes unique skills of IDT to provide care, facilitate transdisciplinary approach, and reduce duplication of services.

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Workflow Barriers & Optimization

- Referral process today pre-transition
- CEDT tool originally designed for post IPC review
- Initial screening identifies probable participant but MNC is currently established via MDT assessment process
- Timeliness of History & Physical
- Timeliness of MCMC F2F & CEDT completion
- Care coordination between ADHC & Health plan
- Post transition COHS example

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Level Of Service Adjudication

- A. When requesting the number of days per calendar month, the provider must ensure that the request is related to the participant's problem(s) and the number of days needed to carry out the IPC.
- B. When determining the appropriate number of days per calendar month to authorize, consider the following five factors (next slide):

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A1

Author, 9/4/2012

 **Level Of Service Adjudication**

1. Overall health condition of the participant, relative to the participant's ability and willingness to attend the number of days
2. Frequency of services needed
3. The extent to which other services currently being received by the recipient meet the recipient's needs
4. If the personal health care provider or CBAS center physician has requested a specific number of days
5. When requesting the number of days per calendar month, the provider must ensure that the request is related to the participant's problem(s) and the number of days needed to carry out the IPC.

Service - Accountability - Innovation 88



Closing Remarks

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Thank You!

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