DHCS

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DIRECTOR

State of California—Health and Human Services Agency
Department of Health Care Services

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GOVERNOR

February 10, 2017   <u>**SCAN Policy Letter 17-01**</u>

TO: SCAN Health Plan, MSSP Sites, MSSP Site Association

SUBJECT: Double Enrollment of members to the Senior Care Action Network and the
           Multi-Purpose Senior Services Program

PURPOSE

The purpose of this letter is to provide clarifying guidance to counties regarding dual
enrollment of waiver participants/beneficiaries in the Multipurpose Senior Services
Program (MSSP) and the Senior Care Action Network (SCAN) Health Plan. Members
of SCAN cannot be served by MSSP, any other Fee-For-Service Medi-Cal program, Cal
MediConnect or any other Medi-Cal managed care program.

Pursuant to its contract with the California Department of Health Care Services (DHCS),
SCAN is required to provide comprehensive medical case management to all members
and multi-disciplinary medical and long-term care case management for nursing facility
level of care members and to "*accept responsibility for management of all health care
costs and services for each member.*"

This policy letter also outlines the termination process to allow the waiver
participant/beneficiary to dis-enroll from one of the programs.

PROGRAM BACKGROUND

<u>SCAN Overview</u>

SCAN is a Medicare Advantage Fully Integrated Duals Special Needs Plan that
contracts with DHCS as a specialty plan to provide services for the dually eligible
Medicare-Medi-Cal population subset residing in the following counties: Los Angeles,
Riverside, and San Bernardino. SCAN provides all services in the Medi-Cal State Plan,
including home and community-based services to SCAN members who are assessed to
be at the nursing facility level of care. SCAN members must be at least 65 years of age,
live in the service area, have Medicare Parts A and B, and have full scope Medi-Cal
with no share of cost.

MSSP Overview

MSSP is a program that provides both social and health care case management services for frail elderly individuals who wish to remain in their own homes and communities. The purpose of the program is to use available community services and resources to prevent or delay institutionalization. The long-term care management services must be provided at a cost lower than that of a skilled nursing facility.

Description of the Issue

DHCS has been made aware that there are beneficiaries who are concurrently enrolled in MSSP and SCAN. This combination of program-participation is not allowable as the personal care services provided by all programs will constitute a duplication of services and payment.

Program Termination Process

MSSP Termination

If an MSSP waiver participant is enrolled in SCAN simultaneously, the waiver participant must select which program they want to remain enrolled in, either SCAN or MSSP. Should the waiver beneficiary select to remain in SCAN, the MSSP must begin the MSSP Termination process outlined in Section 3.1700 Termination of the MSSP Site Manual.

SCAN Termination

If the waiver participant would like to remain in MSSP, they will need to dis-enroll from SCAN. SCAN will continue to furnish all necessary services until the effective disenrollment date. SCAN will work with participants to dis-enroll expeditiously and to ensure the disenrollment date is the same for both Medicare and Medi-Cal in accordance with the following steps:

- Upon receipt of a participant's request for a voluntary disenrollment from SCAN in order to remain in MSSP, SCAN will inform the participant or authorized representative in writing of the disenrollment procedures;
- SCAN will have the participant sign a voluntary disenrollment form;
- SCAN will keep the disenrollment form on file to document the disenrollment effective date; and
- SCAN will submit an electronic disenrollment file to DHCS for processing.

DHCS will disenroll the participant in the Medi-Cal Eligibility Data System (MEDS) on the last day of the month in which disenrollment is requested. Enrollment will cease at 11:59 PM on the last day of the month prior to the effective date of disenrollment as approved by DHCS. From that time forward, SCAN will be relieved of all obligations to provide or arrange for covered services to the participant.

Enrollment Process

As part of the SCAN enrollment and screening process, each potential SCAN member is asked whether they are receiving MSSP services. If so, they are informed that if they enroll in SCAN, they must terminate MSSP services because SCAN provides all personal care services.

If the beneficiary is currently enrolled in MSSP and would like to enroll into SCAN, the beneficiary will need to notify the MSSP Site to begin the dis-enrollment process from MSSP. In order to be enrolled into SCAN, the beneficiary must meet the requirement criteria of the program.

Once it has been determined that the beneficiary has met the program's requirements criteria for SCAN and the beneficiary has begun the dis-enrollment process from MSSP, the beneficiary will receive a Notice of Action for the termination of the MSSP benefit.

RESOURCES

Table 1 below illustrates the SCAN and MSSP locations in the counties where both programs are active.

Table 1: Listing of SCAN & MSSP Plan/Provider

COUNTY	PROGRAM NAME	PROGRAM ADDRESS	PROGRAM TYPE	PLAN CODE
Los Angeles	AltaMed Health Services Corp.	2040 Camfield Avenue Los Angeles, CA 90040 (323) 307-0200	MSSP	N/A
	Jewish Family Services of Los Angeles	12821 Victory Blvd. North Hollywood, CA 91606 (323) 937-5930	MSSP	N/A
	Senior Care Action Network (SCAN)	3800 Kilroy Airport Way, Suite 100 Long Beach, CA 90806 -(562) 492-9878	MSSP	N/A
	Human Services Association	6800 Florence Avenue Bell Gardens, CA 90201 (562) 806-5400	MSSP	N/A

	Huntington Hospital	100 W. California Blvd. Pasadena, CA 91105-2619 (626) 397-3110	MSSP	N/A
	Partners in Care Foundation	732 Mott Street, #150 San Fernando, CA 91340 (818) 837-3775	MSSP	N/A
	Partners in Care Foundation-South	675 S. Carondelet Street Los Angeles, CA 90057-3309 (213) 738-8320	MSSP	N/A
	Senior Care Action Network (SCAN)	3800 Kilroy Airport Way, Suite 200 Long Beach, CA 90801 (562) 989-9439	SCAN	200 & 201
Riverside	Riverside County Office on Aging	6296 Rivercrest Drive, Suite K Riverside, CA 92507 (951) 867-3800	MSSP	N/A
	SCAN	3800 Kilroy Airport Way, Suite 200 Long Beach, CA 90801 (562) 989-9439	SCAN	204 & 205
San Bernardino	County of San Bernardino-Dept of Aging & Adult Services	686 E. Mill St, 2nd Floor San Bernardino, CA 92415-0640 (909) 891-9115	MSSP	N/A
	SCAN	3800 Kilroy Airport Way, Suite 200 Long Beach, CA 90801 (562) 989-9439	SCAN	206 & 207

Next Steps

On a monthly basis, the Long-Term Care Division at DHCS will run a report identifying which beneficiaries have concurrent enrollment in MSSP and SCAN.

DHCS will provide the list directly to the SCAN Health Plans and to the California Department of Aging for dissemination of the information to the appropriate MSSP Site(s). Once the waiver participant/beneficiary has been identified, the provider (SCAN or MSSP) will be responsible for relaying the information to the waiver participant/beneficiary. The waiver participant/beneficiary will then need to make a decision on which program they would like to continue their services. After deciding, the termination process will begin as described in the above section (entitled Program Termination Process). If, after 30 days, the participant/beneficiary has not decided which program they want to be enrolled in, SCAN or MSSP will have the authority to involuntarily dis-enroll the participant/beneficiary from their respective program.

If you have any questions regarding this the SCAN program, please contact Stryder Morissette at Stryder.Morissette@dhcs.ca.gov.

If you have any questions regarding MSSP, please contact Tyra Taylor at Tyra.Taylor@dhcs.ca.gov.

Sincerely,
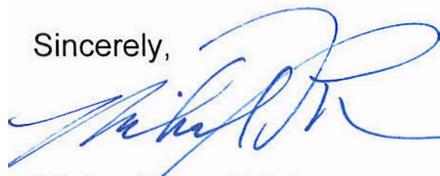
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