

Table of Contents

Section	Title	Page #
IX	Revision Summary of Changes	ix
X	Philosophy Statement	X
1	Chapter 1: Introduction	1-1
1.000	Overview of MSSP	1-1
1.1	Enabling Legislation	1-1
1.2	The Waiver and Program History	1-2
1.3	Program Operations	1-4
1.4	Organization of This Manual	1-5
2	Chapter 2: Site Staffing	2-1
2.000	MSSP Staff	2-1
2.010	Minimum Qualifications	2-1
2.010.1	Site Director	2-1
2.010.2	Supervising Care Manager	2-1
2.010.3	Social Work Care Manager	2-2
2.010.4	Nurse Care Manager	2-2
2.010.5	Care Manager Aide	2-2
2.020	Functions and Responsibilities	2-2
2.020.1	Site Director	2-2
2.020.2	Supervising Care Manager	2-2
2.020.3	Social Work Care Manager	2-3
2.020.4	Nurse Care Manager	2-3
2.020.5	Care Manager Aide	2-3
2.030	Requesting an Exemption to Minimum Qualifications for Care Management Staff	2-4
2030.1	Prerequisites for an Exemption	2-4
2030.2	Procedure for an Exemption	2-4
2030.3	CDA Exemption Approval Process	2-4
2030.4	Duration of Exemption	2-4
2.100	Unpaid Staff	2-5
2.100.1	Student Interns	2-5
2.100.2	Volunteers	2-5

California Department of Aging, Multipurpose Senior Services Program
MSSP Site Manual: Table of Contents

2.300	Ratio	2-5
3	Chapter 3: Program Components	3-1
3.000	Outreach	3-3
3.020	Wait List	3-3
3.020.1	Wait List Data	3-3
3.030	Standards	3-3
3.040	Sequence of Care Management Processes	3-4
3.100	Eligibility	3-5
3.110	Certifiable for Placement in a Nursing Facility (or Level of Care Determination)	3-5
3.110.1	Clinical Judgment and Level of Care	3-6
3.110.2	Use of the California Code of Regulations (CCR), Title 22, to Determine Eligibility	3-6
3.110.3	Application of Title 22 Criteria	3-6
3.110.4	<i>(Section Retired)</i>	N/A
3.110.5	Completion of LOC Certification Sheet (Appendix 20)	3-7
3.110.6	Recertification (Reevaluation) for LOC	3-9
3.120	Age 65 or Older	3-9
3.130	Receiving Medi-Cal under an Appropriate Aid Code	3-9
3.130.1	Institutional Deeming (MSSP Aid Codes 1X and 1Y)	3-10
3.140	Residence within the Site's Contracted Service Area as Defined in the Site's Contract	3-12
3.150	Able to be served Within MSSP's Cost Limitations	3-12
3.160	Appropriate for Care Management Services	3-12
3.200	Pre-Screening	3-12
3.210	Screening Forms	3-13
3.220	The Screening Process	3-13
3.230	Referrals not accepted for MSSP Participation	3-13
3.300	Application for MSSP Services	3-13
3.310	Non-enrolled Applicants	3-13
3.320	Freedom of Choice	3-14
3.330	Application	3-14
3.400	Enrollment	3-14
3.410	Sequence of Enrollment Activities	3-15
3.420	Notification of Rights	3-15

California Department of Aging, Multipurpose Senior Services Program
MSSP Site Manual: Table of Contents

3.500	Release of Participant Information	3-15
3.510	Confidentiality	3-15
3.520	Authorization for Use and Disclosure of Protected Health Information Form (AUDPHI)	3-16
3.530	Requests for Participant Information	3-16
3.600	Care Management	3-16
3.610	General Guidelines	3-16
3.620	Initial Health Assessment / Initial Psychosocial Assessment	3-17
3.620.1	Cognitive Assessment Tools	3-19
3.630	Reassessment	3-19
3.630.1	Alternate Discipline Visits	3-21
3.640	Care Planning	3-22
3.640.1	General Guidelines	3-23
3.640.2	Emergency Care Plan	3-25
3.640.3	Care Plan Components	3-25
3.640.4	Care Plan Activation: Signatures and Review Process	3-28
3.640.5	Care Plan Implementation	3-29
3.640.6	Care Plan Monitoring	3-29
3.640.8	Changes to the Care Plan	3-30
3.700	Assessing and Documenting Risk	3-31
3.710	Goal of Risk Assessment	3-31
3.720	Assessment of Ability to Assume Risk	3-31
3.730	Risk Management	3-31
3.740	Monitoring of Negotiated Risk Agreements	3-32
3.750	Mandated Reporting	3-32
3.760	Critical Incident Reporting	3-33
3.770	Restrictive Interventions, Restraints, and Seclusion	3-34
3.800	Progress Notes	3-34
3.810	General Requirements	3-34
3.820	What Progress Notes Include	3-35
3.900	Managing Participant Services	3-36
3.910	Tracking Cost Effectiveness	3-36
3.920	The Benchmark and Calculation of Costs	3-36
3.930	Authorization and Utilization of Services	3-37

California Department of Aging, Multipurpose Senior Services Program
MSSP Site Manual: Table of Contents

3.1100	Other Care Management Programs	3-38
3.1110	Non-Duplication of Care Management Services	3-38
3.1120	Coordinating MSSP and Other Care Management Services	3-39
3.1200	Institutionalization	3-40
3.1210	No Waiver Services Provided During Institutionalization	3-40
3.1300	Deinstitutional Care Management	3-40
3.1310	Background	3-40
3.1320	Waiver Status of Recipients of DCM Services	3-41
3.1330	<i>(Section Retired)</i>	N/A
3.1340	Screening for DCM Services	3-41
3.1350	Request for DCM Services	3-41
3.1351	Request for DCM Services Form	3-41
3.1352	Denial of DCM Services	3-41
3.1360	Deinstitutional Services Assessment	3-42
3.1370	Plan for Deinstitutional Services	3-42
3.1380	Conclusion of DCM Services	3-43
3.1381	Data Reporting	3-43
3.1390	Out of Area Referrals	3-44
3.1400	Description of Services	3-44
3.1410	Informal Support	3-44
3.1420	Referred Services	3-44
3.1430	Purchased Waiver Services	3-46
1.1	Adult Day Care	3-47
2.2	Minor Home Repairs and Maintenance	3-47
2.3	Non-medical Home Equipment	3-48
2.4	Community Transition Services- Moving Services	3-49
2.5	Community Transition Services- Housing and Utility Set-up	3-49
2.6	Assistive Technology	3-50
3.1	Supplemental Homemaker Services	3-51
3.2	Supplemental Personal Care	3-51
3.7	Supplemental Protective Supervision	3-52
3.3	Therapeutic Services	3-52
4.3	Consultative Clinical Services	3-53
50	Care Management	3-54

California Department of Aging, Multipurpose Senior Services Program
MSSP Site Manual: Table of Contents

4.6	Deinstitutional Care Management	3-54
5.1	Respite In Home	3-54
5.2	Respite Out of Home	3-54
6.3	Transportation (Hour)	3-55
6.4	Transportation (One Way Trip)	3-55
7.1	Congregate Meals	3-58
7.2	Home Delivered Meals	3-58
7.3	Oral Nutritional Supplements	3-58
8.3	Social Support	3-59
8.4	Therapeutic Counseling	3-60
8.5	Money Management	3-60
9.1	Communication: Translation/Interpretation	3-60
9.2	Communication: Device	3-60
3.1500	Service Monitoring and Care Management Follow Up	3-62
3.1510	Recording Guidelines	3-62
3.1520	Monitoring Activities	3-62
3.1700	Termination	3-63
3.1710	<i>(Sections Retired)</i>	N/A
3.1720		
3.1730	Re-Enrollment	3-63
3.1800	Transfer of Participants Between Sites	3-64
3.1810	Responsibilities of the Sending Site	3-64
3.1820	Responsibilities of the Receiving Site	3-65
3.1830	Coordinate Billing	3-65
3.1900	Emergencies and Disasters	3-65
3.1910	Alternate Remote Enrollment Process	3-66
4	Chapter 4: Quality Assurance and Program Review	4-1
4.000	Quality Assurance Concepts	4-1
4.010	Quality Assurance Components	4-1
4.020	Site Quality Assurance Requirements	4-2
4.030	Quality Assurance Elements	4-2
4.100	Utilization Review (UR)	4-3
4.110	Authority to Conduct UR	4-3
4.120	Levels of UR	4-4

California Department of Aging, Multipurpose Senior Services Program
MSSP Site Manual: Table of Contents

4.130	Objectives of CDA URs	4-4
4.130.1	Elements of CDA UR	4-5
4.130.2	CDA Review Team	4-5
4.130.3	Areas of Site Operations to be Reviewed	4-5
4.130.4	CDA UR Tools	4-12
4.130.5	UR Report	4-12
4.140	CDA Fiscal Audits	4-12
4.150	Recovery of Funds	4-12
5	Chapter 5: Participant Records and Information	5-1
5.000	In Practice, MSSP Site Staff	5-1
5.100	Health Insurance Portability and Accountability Act (HIPAA) of 1996	5-1
5.110	HIPAA Privacy Rule	5-2
5.120	HIPAA Security Rule	5-3
5.200	Security	5-3
5.300	Maintenance and Storage	5-4
5.400	Access to Minimum Necessary Information	5-4
5.500	Authority to Inspect Medi-Cal Provider Records	5-5
5.600	Case Recording Practices	5-5
5.610	Electronic Record Keeping	5-6
5.700	Corrections	5-8
5.800	Case Documents	5-9
5.810	Staff Signatures and Signature Requirements	5-10
5.820	Timing Intervals Required for Case Documentation	5-11
6	Chapter 6: Participant Rights	6-1
6.000	MSSP Participant Rights	6-1
6.100	Participant Grievance Procedure	6-2
6.200	Due Process Rights	6-2
6.210	Denial of Request for Waiver Services	6-2
6.220	Failure to Meet Minimum Eligibility Criteria	6-2
6.230	Notice of Action	6-3
6.300	State Medi-Cal Fair Hearing	6-3
6.400	Notice of Action for Terminations	6-4
6.500	Final Rule Section 1557 Requirements	6-6
7	Chapter 7: Information System Components	7-1

California Department of Aging, Multipurpose Senior Services Program
MSSP Site Manual: Table of Contents

7.000	MSSP Information System	7-1
7.010	Background	7-1
7.020	Components of the CDA MSSP Information System	7-1
7.100	Confidentiality and Information Systems	7-2
7.110	CDA Privacy and Information Security Awareness Training	7-2
7.200	Participant Data Forms	7-2
7.210	Participant Enrollment/Termination Information Form (PETIF)	7-3
7.220	Service Planning and Utilization Summary (SPUS)	7-3
7.300	Participant and Services Data	7-4
7.310	<i>Section Retired</i>	N/A
7.320	Transmission of Data to CDA	7-4
7.400	<i>Section Retired</i>	N/A
7.410	<i>Section Retired</i>	N/A
7.500	Coding Systems	7-4
7.510	Service Codes	7-4
7.510.1	Unit Type	7-5
7.520	Fund Codes	7-6
7.530	Vendor Codes	7-6
7.540	Site Codes	7-7
7.550	Site Staff Codes	7-7
7.560	MSSP Participant Codes	7-8
7.600	E-mail	7-8
8	Chapter 8: Service Vendors	8-1
8.000	Vendor Selection	8-1
8.100	Vendor Contracts/Agreements	8-1
8.200	Vendor Application Form	8-2
8.300	Purchases from Non-Contract Vendors	8-2
8.400	Vendor Rates	8-2
8.500	Vendor Licensing and Insurance Requirements	8-3
8.510	Vendor Training Requirements	8-3
8.600	Vendor Performance	8-3
8.700	Vendor Appeal Procedure	8-3
9	Chapter 9: Site Budget and Claims Reimbursement	9-1
9.000	Budget	9-1

9.010	Budget Categories	9-1
9.020	Budget Changes	9-1
9.030	Reimbursement Process	9-2
9.030.1	Threshold Rate Change Requests	9-4
9.100	Claims Billing/Reimbursement	9-4
9.110	Billing Process	9-5
9.120	Reimbursement and Remittance Advice Details	9-6
10	Chapter 10: Equipment	10-1
10.000	Ownership of Equipment	10-1
10.100	Computer/Peripheral/Software Purchases	10-2
10.200	Year-End Purchases	10-2
10.300	Equipment Inventory	10-2
10.400	Equipment Disposal	10-3

Table of Contents - Appendices

APPENDIX / FORM #	NAME
1	Right to State Medi-Cal Fair Hearing
2	Termination of Services NOA (Available in other languages)
3	Change in Services NOA (Available in other languages)
4	Your Right to Appeal (Available in other languages)
5	Request for State Fair Hearing Form (Available in other languages)
6	Hearing Withdrawal Form
7	Participant Non-Discrimination Notice
8	Language Assistance Taglines
9	Medi-Cal Aid Codes
10	Institutional Deeming Waiver Aid Codes
11	CDA Waiver Referral
12	Application (Available in other languages)
13	Application for MSSP-Institutional Deeming (Available in other languages)
14	Deinstitutional Services Request (Available in other languages)
15	Deinstitutional Services Data Tracking Form
16	Participant Rights (Available in other languages)
17	Your Rights Under California Public Benefit Programs Brochure

California Department of Aging, Multipurpose Senior Services Program
MSSP Site Manual: Table of Contents

18	Authorization for Use and Disclosure of Personal Health Information (Available in other Languages)
19	Title 22 LOC Criteria
20	LOC Certification
21	Participant Enrollment Termination Form
22	Cover - All Assessments (Optional)
23	Deinstitutional Assessment
24	Initial Health Assessment
24A	Initial Health Assessment Summary (Optional)
25	Initial Psychosocial
25A	Initial Psychosocial Assessment Summary (Optional)
26	Psychological Functioning
26A	Psychological Functioning Instructions
27	Reassessment Summary
28	Functional Needs Assessment Grid
28A	Functional Needs Assessment Grid Instructions
29	Participant's Medications
30	Approved Cognitive Screening Tools
31	Determine Your Nutritional Health
32	Participant's Physicians and Other Health Professionals (Optional)
33	Institutionalization Form (Optional)
34	Care Plan (Available in other languages)
34A	Care Plan Instructions
35	Negotiated Risk Agreement Form
35A	Negotiated Risk Agreement Form- Example A
35B	Negotiated Risk Agreement Form- Example B
36	Service Planning and Utilization Summary (SPUS)
37	Licensure & Certification - Provider Qualifications
38	MSSP Service Vendor Application
39	Vendor Licensing Form
40	File Specifications
41	Rate Sheet Sorted by EDS Procedure Code
42	HCPCS Billing Codes (Placeholder)
43	Property/Equipment Instructions

California Department of Aging, Multipurpose Senior Services Program
MSSP Site Manual: Table of Contents

44	Title III Services
45	MOU DSS-CDA
46	PACE Policy Letter 17-01
47	SCAN Policy Letter 17-01
48	HCBS Settings Requirements 42 CFR 441.301(c)(4)
49	Requesting an Exemption to Minimum Qualifications for CM Staff
50	NCM TD Pathway
51	NCM-SWCM TD Plan
52	SWCM-NCM Checklist
53	SWCM TD Pathway
54	SCM TD Plan
55	SCM Orientation Checklist
56	SCM Pathway
57	Electronic Utilization Review Tool (Available on FIFO)