

# Cal MediConnect Managed Long Term Services and Supports (MLTSS)



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# Welcome

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00:37

Welcome to CMC Managed Long Term Services and Support (MLTSS)

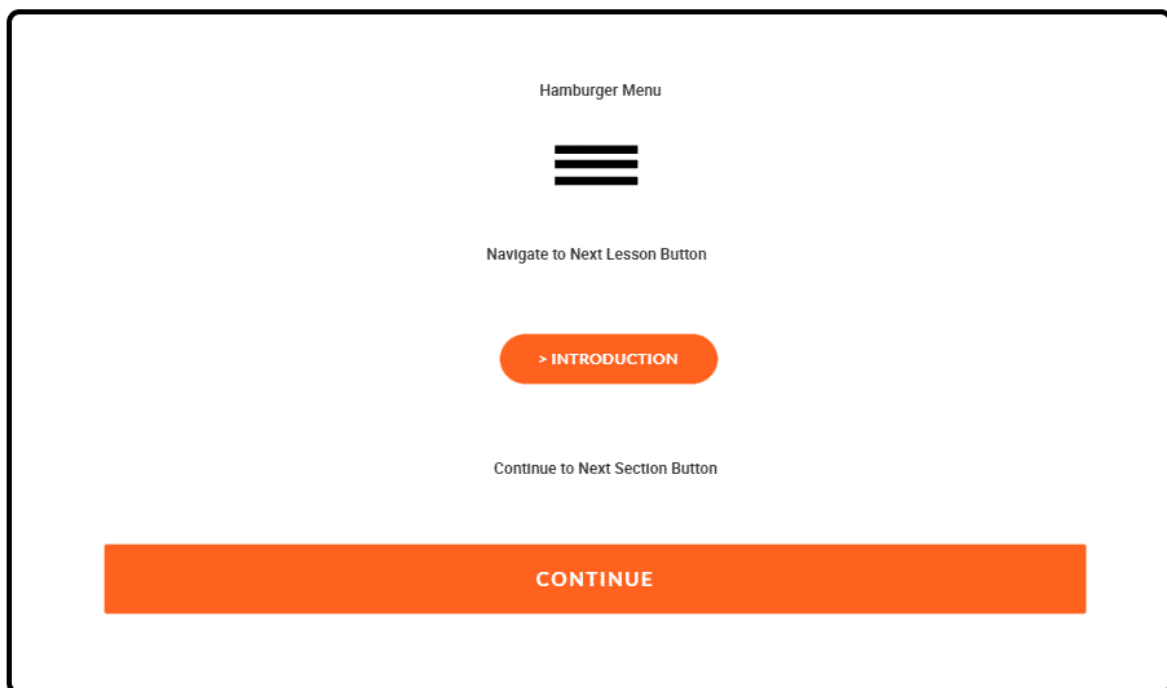
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We have a great deal of important information to cover, so let's get started. My name is Rob and my name is Janet, we will be your hosts during this course.

Located in the upper left hand corner you will find what we call the hamburger menu. You can track your progress, and see what topics you need to complete. You can always revisit pages you have previously completed. But you can not skip ahead in the training without interacting with all the content of each page.

The course is designed with an automatic bookmark mechanism. When you return to the course you will continue from your automatic bookmark.

Below is an image of the navigation buttons and icons used in this presentation. If you do not see the CONTINUE button it means you have not completed the lesson or you need to simply scroll down the page.



**Navigation Buttons**

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Introduction

> INTRODUCTION

# Introduction

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00:36

This learning module will provide you with an overview of Managed Long Term Services and Supports (MLTSS). We will cover the following topics:

- What are MLTSS services?
- Overview of MLTSS programs
  - Services covered
  - Eligibility requirements and assessment processes
  - MLTSS and care coordination
  - How the MLTSS Dept. assists with each service
- MLTSS Referrals

## Background

[> BACKGROUND](#)

# Background

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## What is MLTSS?

Managed Long Term Services & Supports (MLTSS) refers to a wide range of services that support people to live independently in the community.

## Coordinated Care Initiative

A key objective of CCI is to provide Long-Term Services and Supports (LTSS) in a coordinated effort.



## What are the goals of MLTSS?

1

Avoid or delay premature placement of persons in nursing facilities, while fostering independent living in the community

2

Reduce health care costs by arranging for home-based community services

3

Enhance safety and quality of life for our members

4

Support families and caregivers of our members

## MLTSS Programs

> PROGRAMS



# MLTSS Programs

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MLTSS programs are composed of five services.

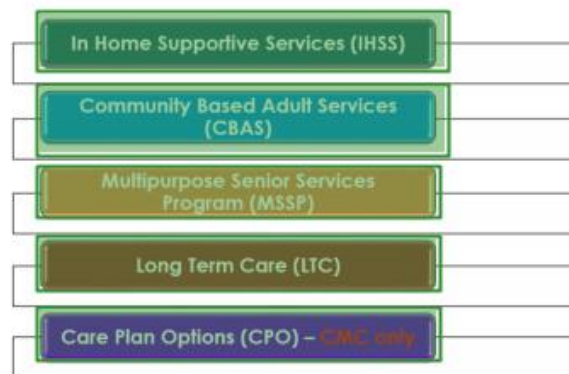
The services include:

- In Home Supportive Services (IHSS)
- Community Based Adult Services (CBAS)
- Multipurpose Senior Services (MSSP)
- Long Term Care (LTC)



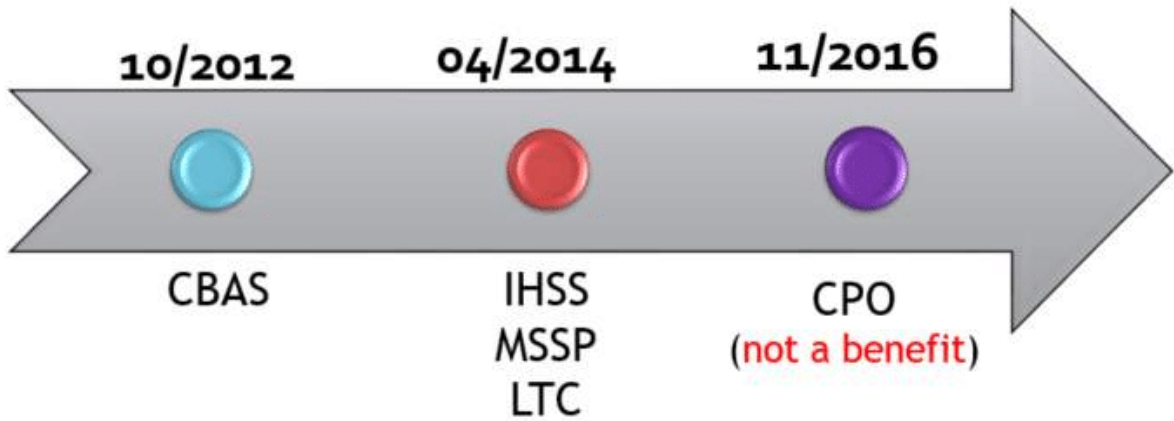
- Care Plan Options (CPO)

**For a brief overview of MLTSS Programs, click each of the colored labels below.**



Complete the content above before moving on.

When did MLTSS become managed by L.A. Care Health Plan?



MLTSS Team

> MLTSS TEAM

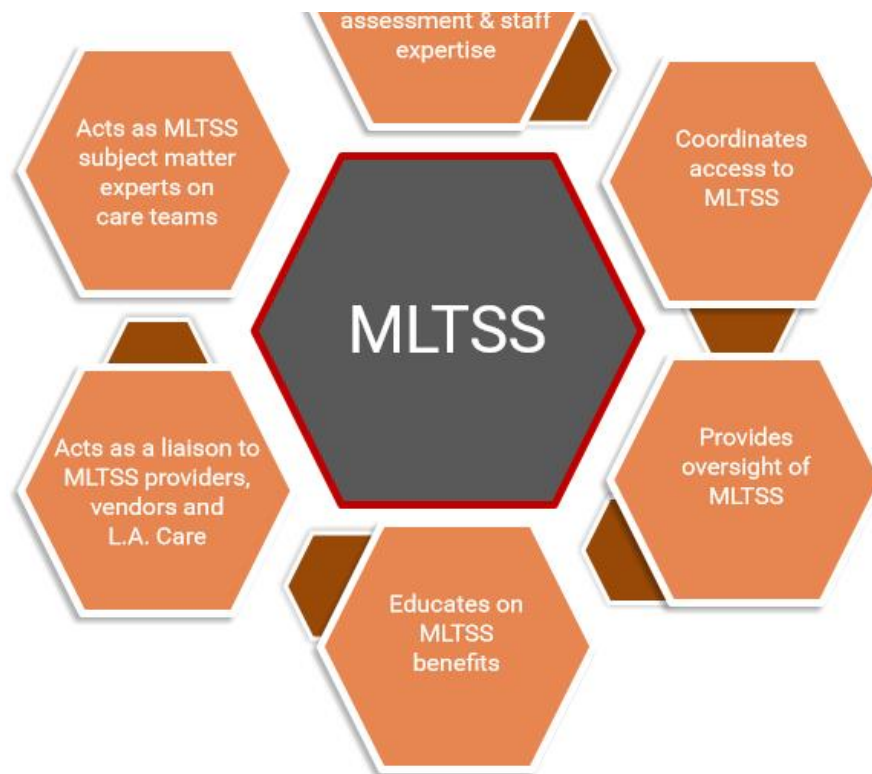
# MLTSS Team

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For an overview of MLTSS functions, click the gray polygon below.

Find right  
combination of  
services through



In the next five sections we will take a deeper dive into MLTSS Programs.

### **In-Home Supportive Services**

[> IHSS](#)

# In-Home Supportive Services (IHSS)

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IHSS is a California state program that provides in-home care to low-income seniors and persons with disabilities, allowing them to remain safely in their home. Presently, the population of L.A. Care members enrolled in IHSS is approximately 50,000.

# IHSS Eligibility

The table below communicates the eligibility requirements for IHSS membership. Take a moment to review:

California resident <u>AND</u> live in their own home			
Receive or eligible to receive Supplemental Security Income/State Supplemental Payment (SSI/SSP) or <b>Medi-Cal</b> benefits	Be <b>either</b> 65 years of age or older, blind, <u>or</u> disabled by Social Security standards	Mild cognitive disorder such as dementia <u>AND</u> needs assistance with 2 ADL	Submit a health care certification form (SOC 873) <b>from a licensed health care professional</b> indicating needs assistance to stay living at home

## Knowledge Check

Drag and connect labels to complete IHSS eligibility requirements.

California resident AND

live in their own home

Be either 65 years of age or older,

disabled by Social Security

 blind, or

standards

 Mild cognitive disorder such as dementia AND

needs assistance with 2 ADL

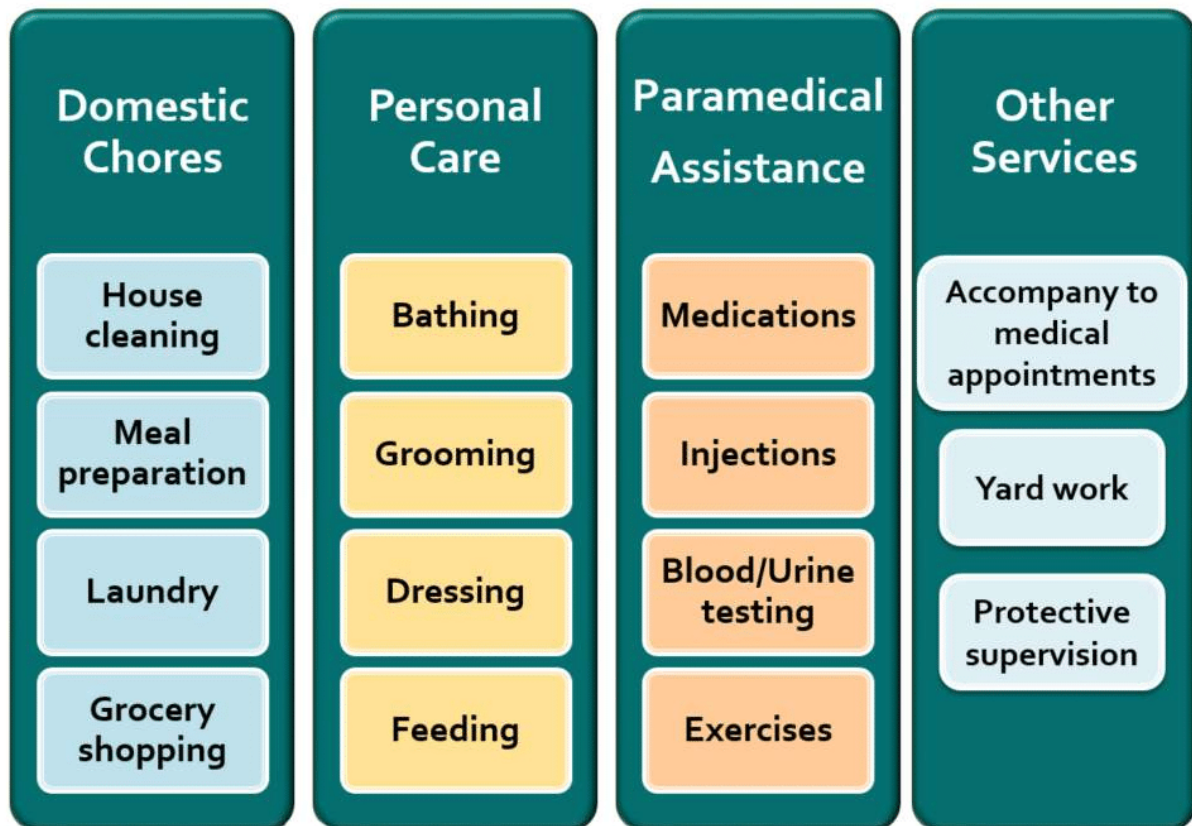
SUBMIT



Complete the content above before moving on.

**IHSS helps with...**





## Knowledge Check

Drag the label to its appropriate category.

Domestic Chores

House cleaning

Meal preparation

Personal Care

Bathing

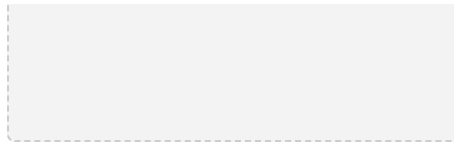
Grooming

Paramedical Assistance

Medications

Injections

Other Services



**Accompany to medical  
appointments**

**Yard work**



Complete the content above before moving on.

## **IHSS Providers**

- As the employer, the consumer (member) can hire anyone they choose to be their home care worker including family members or friends
- IHSS Providers are paid \$11.18/hr. in L.A. County
- Providers are eligible for benefits through the PASC-SEIU Plan at L.A. Care

## **IHSS Providers must:**

- Complete enrollment process
- Clearance of Criminal Background Investigation
- Attend Provider orientation to obtain information about IHSS rules and requirements

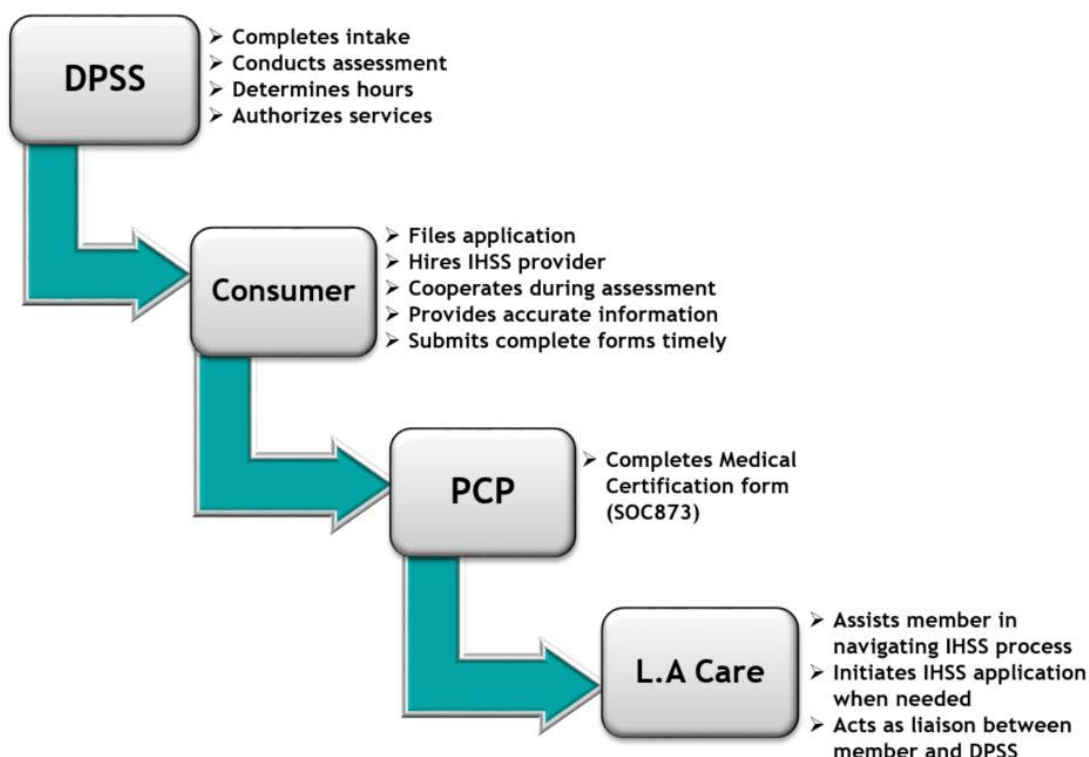
## IHSS Provider Registry

Personal Assistance Service Council (PASC) is the public authority for the IHSS Program.

- PASC assists with finding home care workers, and provides other support services for IHSS beneficiaries. 877-565-4477

## IHSS Responsibilities

\*L.A. Care does not determine need for services or authorize hours.



## Summary

IHSS is a California state program that provides in-home care to low-income seniors and persons with disabilities, allowing them to remain safely in their home. The eligibility requirements for IHSS are:

- You must be a California resident and live in your own home
- Receive or eligible to receive Supplemental Security Income/State Supplemental Payment (SSI/SSP) or Medi-Cal benefits
- Be either 65 years of age or older, blind, or disabled by Social Security standards
- Have a mild cognitive disorder such as dementia and needs assistance with 2 ADL
- Submit a health care certification form (SOC 873) from a licensed health care professional indicating needs assistance to stay living at home

IHSS Providers help with domestic chores, personal care, paramedical assistance, and other services. IHSS members can hire anyone, including family members and friends as their home care giver. IHSS Providers are paid \$11.18/hr. in L.A. County. Providers are also eligible for benefits through the PASC-SEIU Plan at L.A. Care. All IHSS Providers are required to:

- Complete enrollment process
- Clearance of Criminal Background Investigation
- Attend Provider orientation to obtain information about IHSS rules and requirements

Personal Assistance Service Council (PASC) is the public authority for the IHSS Program. PASC assists with finding home care workers, and provides other support services for IHSS beneficiaries. PASC can be reached at the following phone number 877-565-4477.

### **Community Based Adult Services CBAS**

[> CBAS](#)

# Community Based Adult Services (CBAS)

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## What is CBAS?

CBAS is a program where members can go to a center during the day for assistance with their daily needs. L.A. Care is contracted with 153 CBAS centers in Los Angeles County. Over 7,000 L.A. Care members are presently enrolled in CBAS.

**CBAS Eligibility**

The table below communicates the eligibility requirements for CBAS membership.

Take a moment to review:

Medi-Cal beneficiaries age 18+ <u>AND</u> meets 1 or more of the following criteria:				
At risk for nursing facility placement	Have Organic/ Acquired or Traumatic Brain Injury and/or Chronic Mental Health conditions	Have Alzheimer’s disease or other dementia	Have Mild Cognitive Impairment	Have a Developmental Disability

**Knowledge Check**

Match the sentence fragments to complete CBAS eligibility requirements.

≡ At risk for nursing

facility placement





Have Organic/Acquired or  
Traumatic Brain Injury and/

or Chronic Mental Health conditions



Have Alzheimer's disease

or other dementia



Have Mild

Cognitive Impairment



Have a Developmental

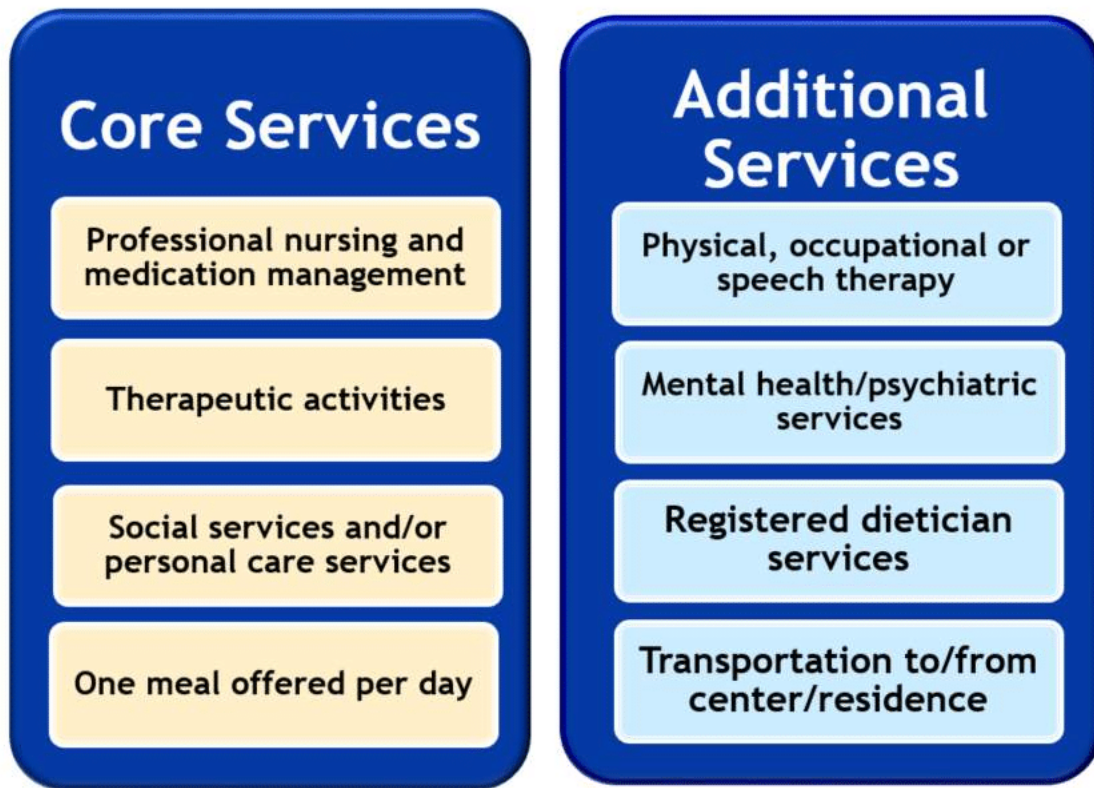
Disability

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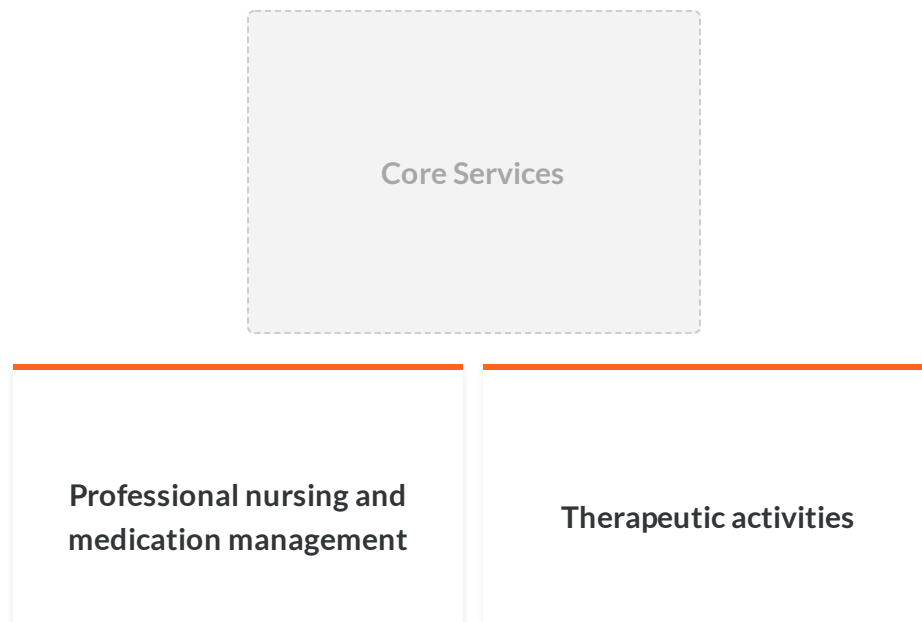


Complete the content above before moving on.

**CBAS helps with...**



## Knowledge Check



<b>Social services and/or personal care services</b>	<b>One meal offered per day</b>
<div><b>Additional Services</b></div>	
<b>Physical, occupational or speech therapy</b>	<b>Mental health/psychiatric services</b>
<b>Registered dietician services</b>	<b>Transportation to/from center/residence</b>



Complete the content above before moving on.

## CBAS Enrollment Requirements

1

Must be ordered by PCP or other health-care professional

2

Requires authorization from L.A. Care

3

Members may also apply directly with a CBAS Center. CBAS center will work with L.A. Care to obtain authorization

4

Authorization for CBAS is managed by L.A. Care UM 877-431-2273

- Initial authorization is for 6 months of services
- Re-assessments are conducted every 6 months

## Summary

CBAS is a program where members can go to a center during the day for assistance with their daily needs. CBAS eligibility requires the following:

- Medi-cal beneficiaries age 18+ and meets 1 or more *of the following criteria*:
- At risk for nursing facility placement
- Have Organic/Acquired or Traumatic Brain Injury and/or Chronic Mental Health conditions
- Have Alzheimer's disease or other dementia
- Have Mild Cognitive Impairment
- Have a Developmental Disability

Multipurpose Senior Services Program (MSSP)

> MSSP

# Multipurpose Senior Services Program (MSSP)

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## What is MSSP?

MSSP is an intensive case management program for seniors who are certified for nursing home placement, but wish to remain at home. MSSP provides:

- both social and health care management and a
- waiver program with 3,400 limited slots, in L.A. county

The current population of L.A. Care members enrolled in MSSP is approximately 1,000.

## About MSSP Providers

There are six MSSP sites assigned a catchment area of zip codes within L.A. County:



The MSSP Providers handle the initial face-to-face assessment, ongoing monitoring, monthly calls that alternate between nurse and social worker, and the quarterly face-to-face assessments.

## MSSP Eligibility

The table below communicates the eligibility requirements for MSSP membership.

Take a moment to review:



## Medi-cal beneficiaries age 65+

Live in MSSP service area (L.A. County)	Be certified for nursing home Placement  <i>Eligibility is determined by the local MSSP site based on state-set criteria.</i>
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### Knowledge Check

Select all the eligibility requirements for MSSP.

- ☐ Non Medi-Cal beneficiaries age 65+
- ☐ Reside in L.A. County
- ☐ Certified for nursing home placement
- ☐ Eligibility is determined by the local MSSP site,  
based on state-set criteria

☐

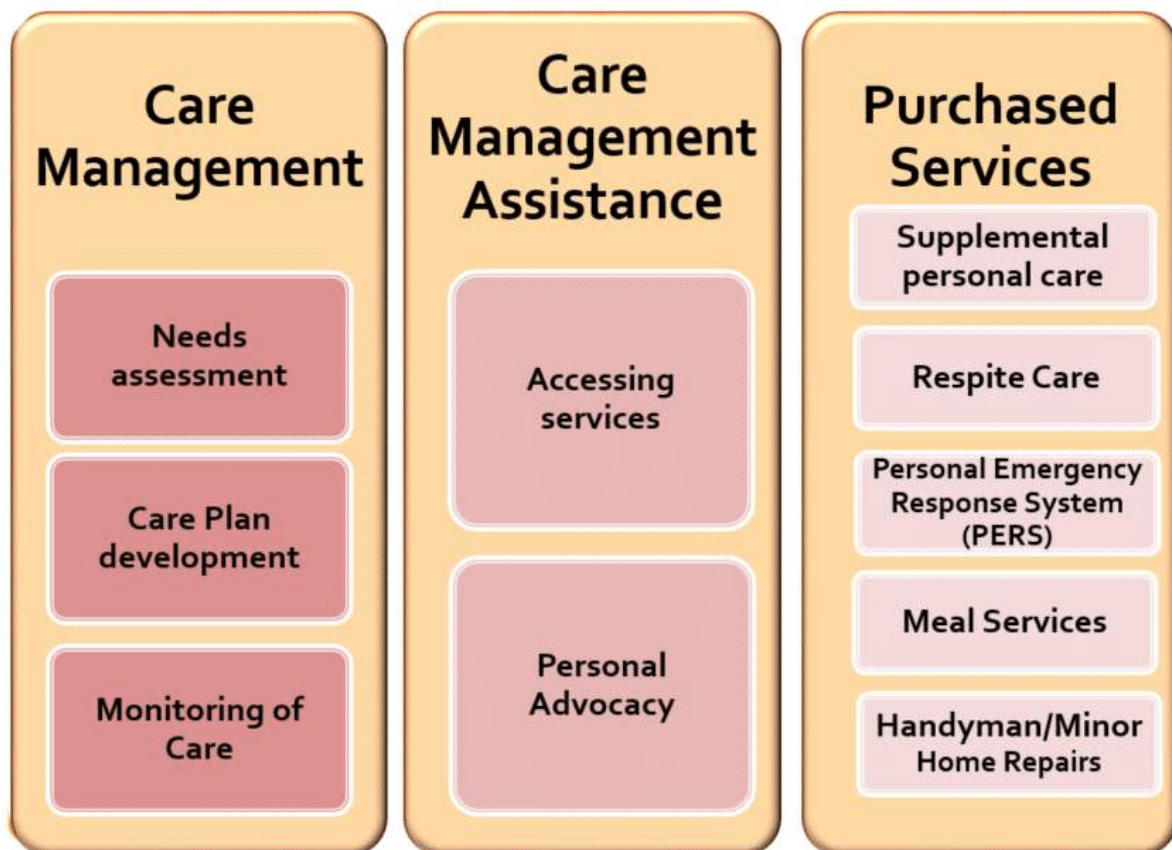
Medi-Cal beneficiaries age 64+

SUBMIT



Complete the content above before moving on.

## MSSP helps with...



\*Total cost of services must not exceed cost of SNF placement.

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## Knowledge Check

Drag the label to its appropriate category.

Care Management

Needs assessment

Care Plan development

Monitoring of Care

Care Management Assistance

---

**Accessing services**

**Personal Advocacy**

**Purchased Services**

**Supplemental personal care**

**Respite Care**

**Personal Emergency  
Response System (PERS)**

**Meal Services**

**Handyman/Minor Home  
Repairs**



Complete the content above before moving on.

## Summary

MSSP is an intensive case management program for seniors who are certified for nursing home placement, but wish to remain at home. There are six MSSP Providers located in L.A. County:

- AltaMed Health Services Corporation
- Huntington Hospital Senior Care Network
- Partners in Care Foundation
- Human Services Association
- Jewish Family Services

MSSP has four eligibility requirements they are:

- Medi-cal beneficiaries age 65+
- Live in MSSP service area (L.A. County)
- Be certified for nursing home placement
- Eligibility is determined by the local MSSP site based on state-set criteria

## Long Term Care Facility Services (LTC)

> LTC

# Long Term Care Facility Services (LTC)

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## What is LTC?

LTC provides medical, social, and personal care in either a skilled nursing facility (SNF) or at home for members with medical or mental conditions who need constant, continuous care. L.A. Care works with approximately 400 SNFs in L.A. County. Approximately 7,000 L.A. Care members reside in a LTC.

## LTC Indicators

- 1 At risk at home or in the community and needs ongoing care in a SNF
- 2 Prolonged nursing support and supervision  
(wound care, tracheostomy, G-tube, ventilator)
- 3 Walking, getting in/out of bed, bathing, dressing, feeding, using the toilet, special diets, and supervision of medicine
- 4 LTC custodial benefit covers room and board

\*Authorization for LTC is managed by L.A. Care UM 877-431-2273

## Custodial Care vs Skilled Care



# Custodial Care vs. Skilled Care

Long-term care (LTC) is for a beneficiary who needs someone to help them with their physical or emotional needs for an extended period of time. There are two types of LTC: custodial care and skilled care. Skilled care refers to skilled nursing or rehabilitation services, provided by licensed health professionals like nurses and physical therapists, ordered by a doctor. Custodial care refers to services ordinarily provided by personnel like nurses' aides.



## Custodial Care

- Consists of any non-medical care that can reasonably and safely be provided by non-licensed caregivers.
- Can take place at home or in a nursing home.
- Involves help with daily activities like bathing and dressing. In some cases where care is received at home, care can also include help with household duties such as cooking and laundry.
- May be covered by Medicaid if care is provided in a nursing home setting and not at home.



## Skilled Care

- Is medically necessary care that can only be provided by or under the supervision of skilled or licensed medical personnel.
- Can be more costly than custodial care and can take place at home or in a skilled nursing facility.
- Examples include physical therapy, wound care, intravenous injections, catheter care, and more.
- May be covered by Medicaid. State Medicaid programs have different rules that determine when skilled care is medically necessary and payable by Medicaid.

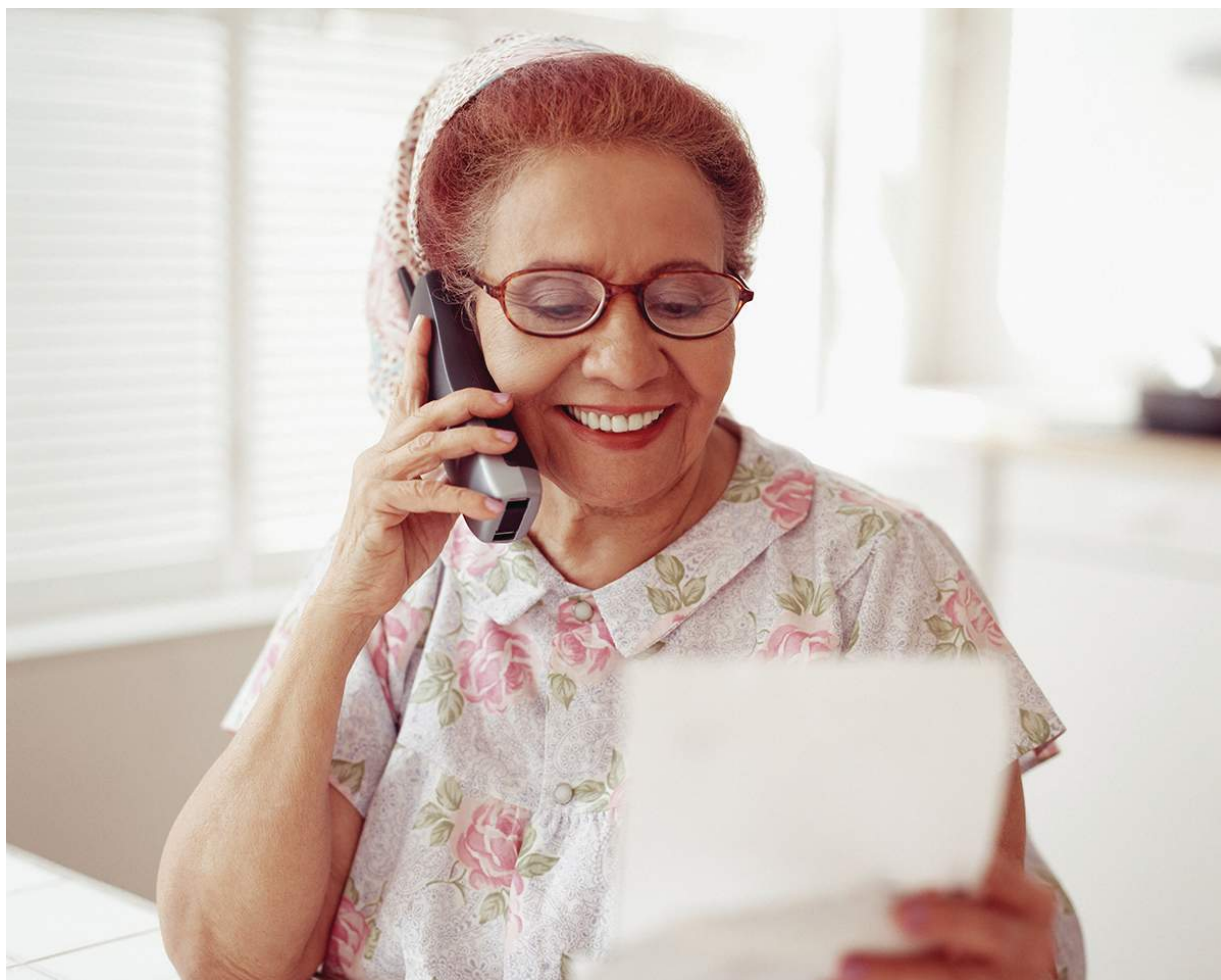




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## Care Plan Options (CPO)

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### What is CPO?

CPOs are additional services that L.A. Care may (but are not obligated to) arrange and pay for people who have Cal MediConnect.

Examples:

- Respite care/provider support
- Additional Personal Care and Chore Type Services beyond those authorized by IHSS
- Home modification/maintenance
- Nutritional services

## Who is eligible for CPO?

**CPO is available to Cal MediConnect members only.** All community resources must be exhausted and all CPO services must be authorized by L.A. Care prior to service, and must be provided through L.A.Care's contracted CPO provider network.

\*CPO services are not benefits.

## MLTSS Referrals

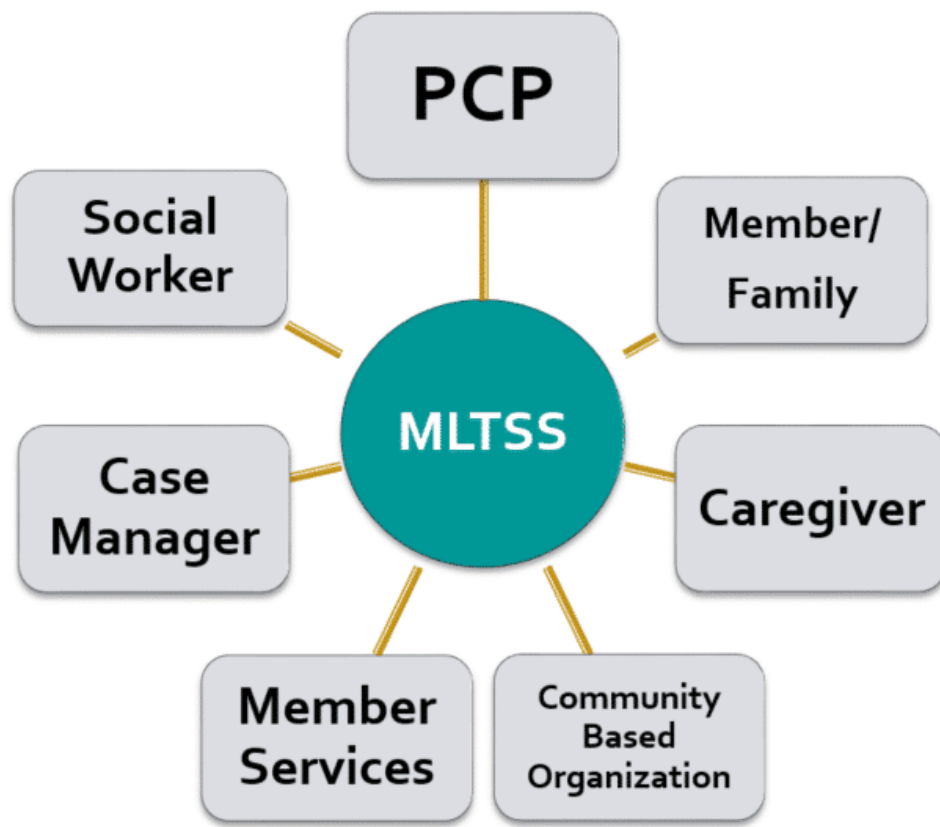
[> MLTSS REFERR...](#)

# Referral Sources

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Referrals to the MLTSS Department can come from various sources:



## **MLTSS Referral Triggers**

- Needs social support
- Needs assistance with activities of daily living (personal care, household chores)
- Qualifies for nursing home placement but wants to stay home
- Needs caregiver support
- Receives MLTSS, but needs more support
- History of repeat hospitalizations

## **Referral Forms**

The MLTSS Referral Form can be found on L.A. Care's intranet or website ([www.lacare.org](http://www.lacare.org)) under the following sections:

- For Providers
- [Provider forms](#)
- Managed Long Term Services and Supports



**Managed Long Term Services and Supports (MLTSS)  
Referral Form**  
Phone: 855.427.1223 • Fax: 213.438.4866



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**Referral Source:** \_\_\_\_\_ **Date of Referral:** \_\_\_\_ - \_\_\_\_ - \_\_\_\_

**Internal to L.A. Care:**  
☐ Case Management ☐ Utilization Management ☐ TOC ☐ Social Worker ☐ Disease Management  
☐ Member Services ☐ Other (specify): \_\_\_\_\_

**External:**  
☐ Member/Family/Caregiver ☐ Provider ☐ Hospital ☐ SNF ☐ Pharmacy ☐ PPG/PA: \_\_\_\_\_  
☐ Other (specify): \_\_\_\_\_

**Referred by:** \_\_\_\_\_ **Phone and extension:** \_\_\_\_\_

**Member is currently:** ☐ In a nursing facility under skilled care ☐ Acute hospital ☐ N/A

➤ Referral **MUST** be completely filled out or referral will be declined and returned to referral source  
➤ If need is for LTC Nursing Facility, complete the Long-Term Care Authorization Request Form

**SECTION I: Member information**

**Member Name:** \_\_\_\_\_ **Gender:** ☐ M ☐ F **D.O.B:** \_\_\_\_ - \_\_\_\_ - \_\_\_\_ **Age:** \_\_\_\_  
**CIN:** \_\_\_\_\_ **Current Address:** \_\_\_\_\_ **Language:** \_\_\_\_\_  
**LOB:** \_\_\_\_\_ **City:** \_\_\_\_\_ **Zip:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Authorized Representative:** \_\_\_\_\_ **Consent to speak to AR:** ☐ Yes ☐ No **Phone:** \_\_\_\_\_

**SECTION II: Clinical information**

**Diagnosis:** \_\_\_\_\_

**Currently enrolled in internal CM or TOC program:** ☐ Yes ☐ No **Case Manager:** \_\_\_\_\_ **Ext.** \_\_\_\_\_

**Has member recently been admitted to:**  
☐ Emergency Room ☐ Hospital ☐ SNF ☐ Discharge Date: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

**Member's general condition (check all that apply):**  
☐ Ambulatory ☐ Ambulatory with assistance ☐ Maximum assist with all ADLs/IADLs ☐ Confined to bed  
☐ Confined to wheelchair ☐ Incontinent ☐ Other (specify): \_\_\_\_\_

**Current Social Supports (check all that apply):**  
☐ None ☐ Lives alone, but has outside support ☐ Lives with Partner/Spouse/Family  
☐ Resides in group home/B&C/Assisted Living/Senior Living/Etc. ☐ Has unpaid caregiver assistance  
☐ Receives IHSS ☐ Other (specify): \_\_\_\_\_

**Summary of member issue(s), need(s), and concern(s):** \_\_\_\_\_






Referral Forms should be securely faxed to: 213-438-4866

Securely Emailed: [mltss@lacare.org](mailto:mltss@lacare.org)

For general inquiries contact MLTSS at (855) 427-1223

## Knowledge Check

Match the acronyms with their appropriate names.

 CCI	Coordinated Care Initiative
 MLTSS	Managed Long Term Supports and Services
 SNF	Skilled Nursing Facility
 LTC	Long Term Care
 IHSS	In Home Supportive Services





CBAS

Community Based Adult Services



MSSP

Multipurpose Senior Services  
Program



DPSS

Department of Public Social Services



PASC

Personal Assistance Services  
Council

SUBMIT



Complete the content above before moving on.

Thank you for successfully completing MLTSS Awareness training. To exit the tutorial click the **Exit Course** button below.

EXIT COURSE