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



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GOVERNOR

April 26, 2018

To: ALL HOME AND COMMUNITY-BASED ALTERNATIVES (HCBA) WAIVER
SERVICE PROVIDERS

**Important Information about Changes to the
Nursing Facility/Acute Hospital (NF/AH) Waiver, now known as the
Home and Community-Based Alternatives (HCBA) Waiver**

You are receiving this letter because you billed Medi-Cal for providing services to a Medi-Cal beneficiary enrolled in the Home and Community-Based Alternatives (HCBA) Waiver in the last twelve months.

The Department of Health Care Services (DHCS) is sending you this notice to let you know that the administration of the HCBA Waiver is shifting from being conducted by DHCS nursing staff to Waiver Agencies in July 2018. As a result, the way in which you will receive authorization to provide services under the Waiver will change. Within the next 60 days, you will receive detailed instructions on the new HCBA Waiver services authorization process. The intent of this notice is to provide you with advance notice of the shift in Waiver administration and to provide you with an overview of what to expect.

What is a Waiver Agency?

A Waiver Agency is an organization in your area that applied to take on the responsibility of administering the HCBA Waiver at the local level, and to provide comprehensive care management services that were formerly provided by DHCS Nurse Evaluators. The organizations were selected as HCBA Waiver Agencies because of their experience and organizational capacity. DHCS will enter into contracts with the HCBA Waiver Agencies effective July 2018.

Why was the Waiver Changed?

The benefits of shifting the administration of the Waiver from DHCS at the state to an experienced organization at the local level include, but are not limited to:

- Authorization to increase the number of slots under the Waiver (and the elimination of the enrollment waitlist)
- Better access to services through local networks and community awareness
- Timely service authorizations
- Availability of a local Care Management Team, made up of a nurse and social worker, that will work with you and the participant to support continuity of care

All of the changes made to the Waiver are intended to improve administrative responsiveness and eligible Medi-Cal beneficiaries' access to Waiver services.

Do I have to work with a Waiver Agency?

Yes. You must work with a Waiver Agency to provide HCBA Waiver services to enrolled Waiver participants. HCBA Waiver Agencies will be responsible for reviewing and deciding Treatment Authorization Requests (TAR) that were formerly adjudicated by DHCS Nurse Evaluators, based on participants' medical needs and Plans of Treatment (POT). Because you provide Waiver services to a Waiver participant in an area of the state that will be covered by a Waiver Agency, the only way to receive authorization to provide future Waiver services will be through the Waiver Agency. Previously authorized TARs shall remain in place through the assigned end date, unless modified because of a reassessment performed by the Waiver Agency's Care Management Team. If there is a change to a participant's POT, a new TAR must be submitted to the Waiver Agency for approval.

Waiver Agencies are required to work with any willing and qualified Medi-Cal service provider.

Will I still be able to work with my current Waiver Participants?

Yes. Under the HCBA Waiver, participants have the right to choose the services they receive and the individuals and organizations that provide the services to them. Existing care plans and current service authorizations will transfer from DHCS to the Waiver Agencies on the date the Waiver administration and comprehensive care management responsibilities shift to the Waiver Agency.

What should I do now?

You do not need to do anything at this time. Within the next 60 days, you will receive additional information about the new TAR and claiming processes, as well as the name and contact information of the Waiver Agency assigned to participants you serve. The notice will also include information about training that is being made available to HCBA service providers.

Additional Information about the HCBA Waiver

For more information about the HCBA Waiver, visit DHCS' website at [http://www.dhcs.ca.gov/services/ltc/Pages/Home-and-Community-Based-\(HCB\)-Alternatives-Waiver.aspx](http://www.dhcs.ca.gov/services/ltc/Pages/Home-and-Community-Based-(HCB)-Alternatives-Waiver.aspx)

Non-Discrimination Policy and Language Access

Department of Health Care Services (DHCS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. DHCS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

DHCS:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Michele Villados, Deputy Director of the Office of Civil Rights, at (916) 440-7370, 711 (California State Relay), Email: CivilRights@dhcs.ca.gov.

If you believe that DHCS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Michele Villados, Deputy Director of the Office of Civil Rights Department of Health Care Services, Office of Civil Rights PO Box 997413, MS 0009

Sacramento, CA 95899-7413

(916) 440-7370, 711 (California State Relay) Email: CivilRights@dhcs.ca.gov.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Michele Villados, Deputy Director of the Office of Civil Rights, is available to help you.

You can also [file a civil rights complaint](#) with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through [the Office for Civil Rights Complaint Portal](#) or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue SW.

Room 509F, HHH Building Washington, DC 20201

1-800-868-1019, 800-537-7697 (TDD).

[Complaint forms are available.](#)

Language Access

If you would like assistance with translation, call 916-552-9105. (TTY 1-800-430-7077.)

إذا كنت ترغب في المساعدة في الترجمة، اتصل برقم 916-552-9105

Եթե թարգմանակարգան հարցում օգնություն կարիք ունեք, զանգահարեք 916-552-9105

ប្រសិនបើអ្នកចង់ស្នើសុំ មួយ របៀប ទូរស័ព្ទ ទៅ លេខ 916-552-9105

如果您想要獲得外語翻譯協助，請撥打 916-552-9105

اگر در ارتباط با ترجمه نیاز به کمک دارید، با شماره 916-552-9105 تماس بگیرید

यदि आप अनुवाद संबंधी सहायता चाहते ह, तो 916-552-9105 पर कॉल कर

Yog tias koj xav tau kev pab txhais lus, hu rau 916-552-9105

通訳をご希望の場合は、916-552-9105 までお掛けください

통번역 도움이 필요하실 경우 916-552-9105 (으)로 연락하십시오

ਜੇ ਤੁਹਾਨੂੰ ੂ ਅਨੁਵਾਦ ਬਾਰੇ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ 916-552-9105 ' ਤੇ ਕਾਲ ਕਰੋ

Если Вы хотели бы получить помощь с переводом, звоните по телефону 916-552-9105 Si desea obtener ayuda con la traducción, llame al 916-552-9105

Kung inyong kailangan ng pagtulong sa pag-translate, tawagan ang 916-552-9105

หากคุณต้องการความช่วยเหลือ ในการแปลภาษาจากภาษา
อ กรณ าทิรต ตอหมายเลข
916-552-9105 ด

Nếu quý vị muốn trợ giúp thông dịch, gọi số 916-552-9105