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Department of Health Care Services



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February 10, 2017

**PACE Policy Letter 17-01**

TO: PACE Organizations, MSSP Sites, CalPACE, MSSP Site Association

SUBJECT: Double Enrollment of Beneficiaries to the Program of All-Inclusive Care for the Elderly 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 Program of All-Inclusive Care for the Elderly (PACE) program. PACE beneficiaries 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 Title 42 Code of Federal Regulations Part 460.90: *"the participant, while enrolled in a PACE program, must receive Medicare and Medicaid benefits solely through the PACE organization."*

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

**PROGRAM BACKGROUND**

**PACE Overview**

PACE is an all-inclusive program designed to coordinate and provide necessary preventive, primary, acute, long-term care, social and rehabilitative services through one comprehensive program. PACE provides all services in the Medi-Cal State Plan, in addition to services deemed necessary by the interdisciplinary team. Individualized services are provided exclusively by PACE staff and contracted providers through the PACE program, except in the case of an emergency. There are no limits on the amount or duration of services. Services are available 24 hours a day, seven days a week.

Interdisciplinary team care management services are provided by the PACE program through PACE-employed and contracted staff. There are currently eleven (11) PACE programs located in California. PACE provides services to participants residing in the following counties: Alameda, Contra Costa, Fresno, Humboldt, Los Angeles, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, and Santa Clara. Service areas are zip code specific and approved by DHCS in conjunction with the federal Centers for Medicare and Medicaid Services (CMS).

### MSSP Overview

MSSP is a program that provides both social and health care case management services for frail and 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 both MSSP and PACE. This combination of program-participation is not allowable, as the case management 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 PACE simultaneously, the waiver participant must select which program they want to remain enrolled in, either PACE or MSSP. Should the waiver beneficiary select to remain in PACE, the MSSP must begin the MSSP Termination process outlined in Section 3.1700 Termination of the MSSP Site Manual.

#### PACE Termination

If the waiver participant would like to remain in MSSP, he or she will need to disenroll from PACE. PACE will continue to furnish all necessary services until the effective disenrollment date. PACE will work with the participant to disenroll 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 PACE, PACE will inform the participant or authorized representative, in writing, of the disenrollment procedures;
- PACE will have the participant sign a voluntary disenrollment form;
- PACE will keep the disenrollment form on file to document the

- disenrollment effective date; and
- PACE will submit an electronic disenrollment file to DHCS for processing.

DHCS will dis-enroll 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, PACE will be relieved of all obligations to provide or arrange for covered services to the participant.

## **ENROLLMENT PROCESS**

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

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

Once it has been determined that the beneficiary has met the program requirements/criteria for PACE and the beneficiary has begun the disenrollment process from MSSP, the beneficiary will receive a Notice of Action for the termination of the MSSP benefit.

## **RESOURCES**

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

Table 1: Listing of PACE & MSSP Organization/Provider

COUNTY	PROGRAM NAME	PROGRAM ADDRESS	PROGRAM TYPE	PLAN CODE
Alameda	Center for Elders Independence	510 17 <sup>th</sup> Street, Suite 400 Oakland, CA 94612 (510) 433-1160 ext. 8830	PACE	051
Alameda	On Lok Lifeways	1333 Bush Street San Francisco, CA 94109 (415) 292-8792 Attn: Administration Office	PACE	056
Alameda	City of Oakland Department of Human Services	150 Frank H. Ogawa Plaza, #4340 Oakland, CA 94612 (510) 238-3762	MSSP	N/A
Alameda	City of Fremont	3300 Capitol Avenue Fremont, CA 94537-5006 (510) 574-2050	MSSP	N/A
Contra Costa	Center for Elders Independence	510 17 <sup>th</sup> Street, Suite 400 Oakland, CA 94612 (510) 433-1160 ext. 8830	PACE	054
Contra Costa	Rehabilitation Services of Northern California	490 Golf Club Road Pleasant Hill, CA 94523 (925) 682-6330	MSSP	N/A
Fresno	Fresno PACE	41 Sprucewood Aliso Viejo, CA 92656 (714) 778-9010 Attn: Administration Office	PACE	064
Fresno	Fresno Madera Area Agency on Aging	3837 North Clark Street Fresno, CA 93726 (559) 600-4405	MSSP	N/A
Humboldt	Redwood Coast PACE	1910 California Street Eureka, CA 95501 (707) 443-9747 Attn: Administration Office	PACE	063

<b>COUNTY</b>	<b>PROGRAM NAME</b>	<b>PROGRAM ADDRESS</b>	<b>PROGRAM TYPE</b>	<b>PLAN CODE</b>
Humboldt	Humboldt Senior Resource Center, Inc.	1910 California Street Eureka, CA 95501 (707) 443-9747	MSSP	N/A
Los Angeles	AltaMed Senior BuenaCare	5425 East Pomona Boulevard Los Angeles, CA 90022 (323) 728-0411 ext. 125	PACE	052
Los Angeles	AltaMed Health Services Corp.	2040 Camfield Avenue Los Angeles, CA 90040 (323) 307-0200	MSSP	N/A
Los Angeles	Jewish Family Services of Los Angeles	12821 Victory Blvd. North Hollywood, CA 91606 (323) 937-5930	MSSP	NIA
Los Angeles	Senior Care Action Network (SCAN)	3800 Kilroy Airport Way, Suite 100 Long Beach, CA 90806 (562) 492-9878	MSSP	N/A
Los Angeles	Human Services Association	6800 Florence Avenue Bell Gardens, CA 90201 (562) 806-5400	MSSP	N/A
Los Angeles	Huntington Hospital	100 W. California Blvd. Pasadena, CA 91105-2619 (626) 397-3110	MSSP	N/A
Los Angeles	Partners in Care Foundation	732 Mott Street, #150 San Fernando, CA 91340 (818) 837-3775	MSSP	N/A
Los Angeles	Partners in Care Foundation-South	675 S. Carondelet Street Los Angeles, CA 90057-3309 (213) 738-8320	MSSP	N/A

<b>COUNTY</b>	<b>PROGRAM NAME</b>	<b>PROGRAM ADDRESS</b>	<b>PROGRAM TYPE</b>	<b>PLAN CODE</b>
Los Angeles	Brandman Centers for Senior Care, Inc	13300 Garden Grove Blvd. Garden Grove, CA. 92843 1-855-785-2584 Attn: Administration Office	PACE	060
Orange	CalOptima PACE	505 City Parkway West Orange, CA 92868 (714) 246-8500	PACE	059
Orange	CalOptima	505 City Parkway West Orange, CA 92868 (714) 246-8400	MSSP	N/A
Riverside	InnovAge Greater California PACE	8950 E. Lowry Blvd. Denver, CO 80230 (303) 996-1600 Attn: Administration Office	PACE	061
Riverside	Riverside County Office on Aging	6296 Rivercrest Drive, Suite K Riverside, CA 92507 (951) 867-3800	MSSP	N/A
Sacramento	Sutter SeniorCare	7000 Franklin Blvd. Suite 1020 Sacramento, CA 95823 (916) 491-3405 Attn: Administration Office	PACE	050
Sacramento	California Health Collaborative	25 Jan Court, Suite 130 Chico, CA 95928 (916) 374-7739	MSSP	N/A
San Bernardino	InnovAge Greater California PACE	8950 E. Lowry Blvd. Denver, CO 80230 (303) 996-1600 Attn: Administration Office	PACE	062

<b>COUNTY</b>	<b>PROGRAM NAME</b>	<b>PROGRAM ADDRESS</b>	<b>PROGRAM TYPE</b>	<b>PLAN CODE</b>
San Bernadino	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
San Diego	St. Paul's PACE	111 Elm Street San Diego, CA 92101 (619) 677-3800 Attn: Administration Office	PACE	057
San Diego	San Diego PACE	1275 30 <sup>th</sup> Street San Diego, CA 92154 (619) 662-4104 Attn: Administration Office	PACE	065
San Diego	Aging and Independence Services	P.O. Box 23217 San Diego, CA 92193-3217 (858) 495-5885	MSSP	N/A
San Francisco	On Lok Lifeways	1333 Bush Street San Francisco, CA 94109 (415) 292-8792	PACE	055
San Francisco	Institute on Aging	3575 Geary Boulevard San Francisco, CA 94118 (415) 750-4111	MSSP	N/A
Santa Clara	On Lok Lifeways	1333 Bush Street San Francisco, CA 94109 (415) 292-8792	PACE	058
Santa Clara	Sourcewise	2115 The Alameda San Jose, CA 95126 (408) 296-8290	MSSP	N/A

## **NEXT STEPS**

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

DHCS will provide the list directly to the PACE Organizations 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 plan/provider (PACE 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, PACE or MSSP will have the authority to involuntarily dis-enroll the participant/beneficiary from their respective program.

If you have any questions regarding the PACE program, please contact Stryder Morissette at [Stryder.Morissette@dhcs.ca.gov](mailto:Stryder.Morissette@dhcs.ca.gov).

If you have any questions regarding MSSP, please contact Tyra Taylor at [Tyra.Taylor@dhcs.ca.gov](mailto:Tyra.Taylor@dhcs.ca.gov).

Original Signed By

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