

# **ICF/DD Carve-In Stakeholder Workgroup**

**Fifteenth Session**

**Friday, December 8, 2023**

# How to Add Your Organization to Your Zoom Name

- » Click on the **Participants** icon at the bottom of the window.
- » Hover over your name in the **Participants** list on the right side of the Zoom window.
- » Select **Rename** from the drop-down menu.
- » Enter your **name** and add your **organization** as you would like it to appear.
- » For example: Kevin Tolmich – Mercer

# Workgroup Agenda

- » Introductions
- » Resource Roundup
- » Authorized Representatives
- » Enrollment Pathways
- » Role of the Regional Centers
- » Quality Updates
- » LTC Carve-In Transition Strike Team

# ICF/DD Carve-In Workgroup

- » Meetings are open to the public using the link from the LTC ICF/DD web page: [Intermediate-Care-Facility-for-Developmentally-Disabled-ICF-DD-Long-Term-Care-Carve-In](#)
- » Presentations and discussion are welcome from all Workgroup members and all other attendees.
- » Members of the public will remain in listen-only mode. Any member of the public may send an email regarding questions or comments they may wish to share for DHCS/DDS consideration: [ICFDDworkgroup@dhcs.ca.gov](mailto:ICFDDworkgroup@dhcs.ca.gov)
- » Workgroup meetings will be a solution-focused, collegial environment for respectfully expressing different points of view.
- » Workgroup is for direct communication and problem solving with the DHCS for the ICF/DD carve-in to Medi-Cal managed care.

# Roll Call: ICF/DD Workgroup Members

Name	Organization
Janet Davidson	Health Plan of San Mateo
Dennis Mattson	Independent Options
Brian Tremain	Inland Regional Center
Becky Joseph	JonBec Care Inc.
Linnea Koopmans	Local Health Plans of California
Jenn Lopez	Local Health Plans of California
Lori Anderson	Momentum
Stacy Sullivan	Mountain Shadows Support Group
Larry Landauer	Regional Center of Orange County
Mark Klaus	San Diego Regional Center

# Roll Call: ICF/DD Workgroup Members

Name	Organization
Olivia Funaro	San Gabriel/Pomona Regional Center
Robert Harris	Service Employees International Union
Matt Mourer	The Arc of SD
Deb Donovan	Valley Village
Kim Mills	A Better Life
Beau Hennemann	Anthem
Amy Westling	Association of Regional Center Agencies
Susan Mahonga	Blue Shield of California
Ysobel Smith	Blue Shield of California
Craig Cornett	California Association of Health Facilities

# Roll Call: ICF/DD Workgroup Members

Name	Organization
Lorraine Espitallier	California Association of Health Facilities
Scott Robinson	CalOptima
Sylvia Yee	Consumer Voice
Kathy Mossburg	Developmental Services Network
Diane VanMaren	Developmental Services Network
Sabrina Epstein	Disability Rights California
Edward Mariscal	Health Net
David Tran	Health Net
Sydney Turner	Health Net

# Introductions: DHCS

## DHCS

**Susan Philip**, Deputy Director, HCDS

**Bambi Cisneros**, Assistant Deputy Director, Managed Care, HCDS

**Beau Bouchard**, Assistant Division Chief, CRDD

**Stephanie Conde**, Branch Chief, MCOD

**Tyra Taylor**, Assistant Chief, CAD

**Shanell White**, Branch Chief, CAD

**Dana Durham**, Division Chief, MCQMD

**Stacy Nguyen**, Branch Chief, MCQMD

**Alek Klimek**, Chief, FFSRDD

**Rafael Davtian**, Deputy Director, HCF

**Michelle Retke**, Division Chief, MCOD

**Jesse Delis**, Assistant Division Chief, CRDD

**Christie Hansen**, LTC Rates Section Chief FFSRDD

**Phi Long (Phil) Nguyen**, Research Data Supervisor, FFSRDD

**Tracy Meeker**, Consultant, MCQMD

**Jalal Haddad**, Project Manager, DDS



# Introductions: DHCS

## DDS

**Jim Knight**, California Department of Developmental Services

**Caroline Castaneda**, California Department of Developmental Services

**Jane Ogle**, Consultant for California Department of Developmental Services

## Consultants

**Kathy Nichols**, Mercer

**Kayla Whaley**, Mercer

**Kevin Tolmich**, Mercer

**Eva Velez**, Mercer

**Branch McNeal**, Mercer

**Kristal Vardaman**, Aurrera Health Group

**Becky Normile**, Aurrera Health Group

**Winter Koifman**, Aurrera Health Group

**Brendan Finn**, Aurrera Health Group

# Workgroup Charge and Goals

- » To provide an opportunity for stakeholders to collaborate and provide advisory feedback on DHCS' policy and operational efforts in carving in ICF/DD Homes from FFS into Medi-Cal managed care.
- » The ICF/DD Workgroup will focus on issues specific to Medi-Cal beneficiaries with developmental disabilities, and the ICF/DD homes and providers who serve this population.
- » The goal of the workgroup will be to create an ICF/DD Promising Practices/FAQ document, which DHCS may use to inform development of an APL focused on the ICF/DD carve-in.

# Resource Guide Update

- » 97 Comments were received and reviewed in updating the Resource Guide, which was released on December 1, 2023 and can be found on [the ICF/DD Carve-In webpage](#).

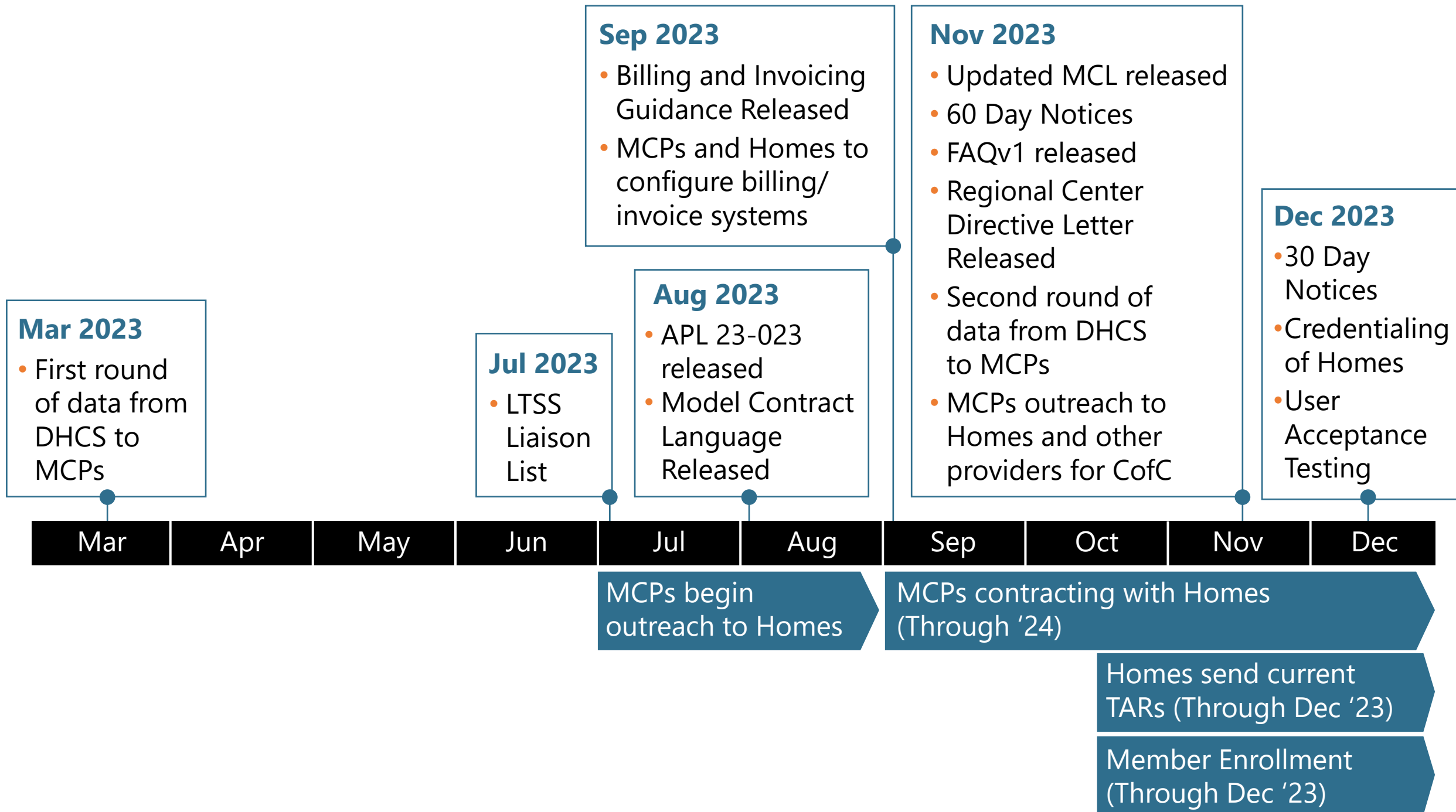
Update
Language updated to reflect APL 23-023 and MCL updates
Demographic section removed
Regional Center Area map was added
A list of MCP Subcontractors by county was added
Other minor changes based on feedback (spelling, citations, etc.)

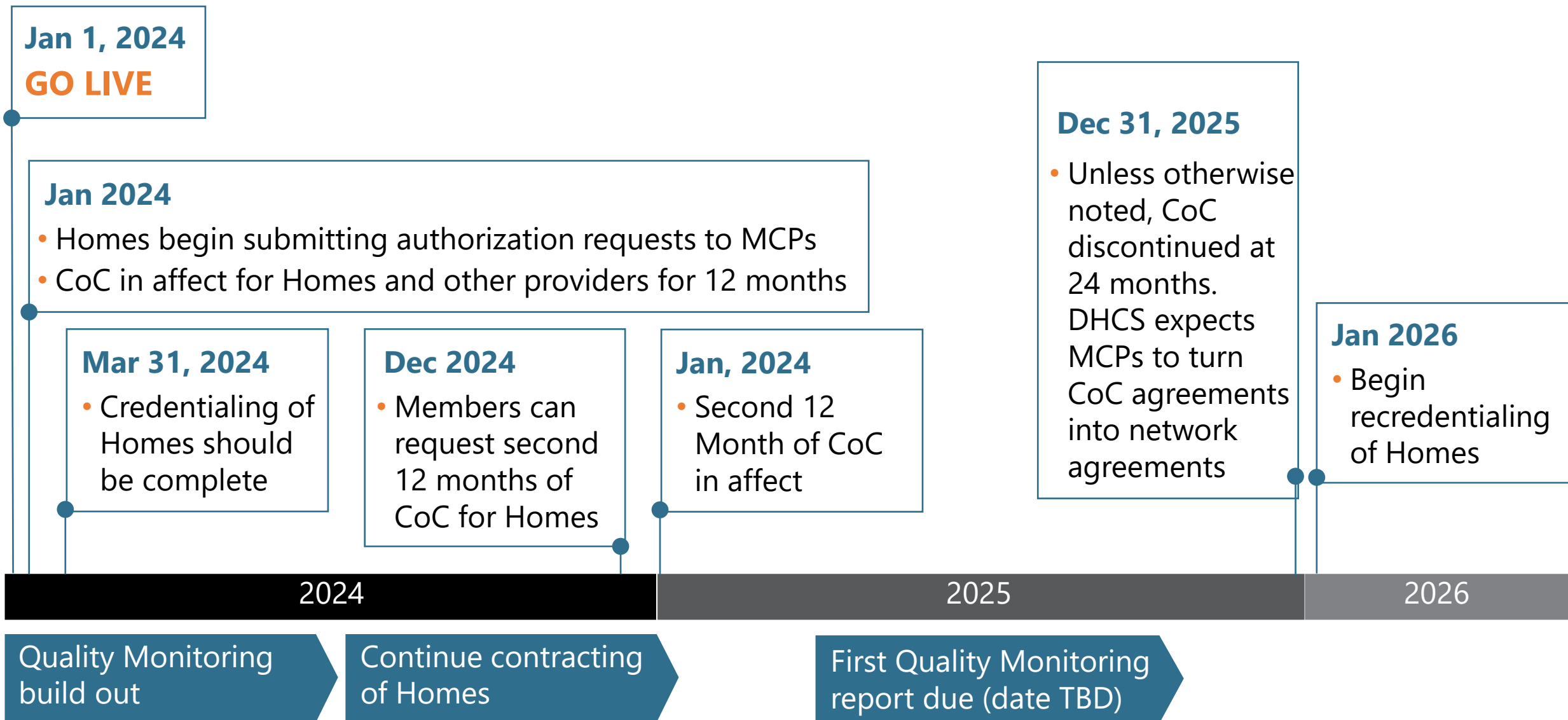
# Provider Manual Update

- » The Medi-Cal Provider Manual was updated to include MCP requirements as well as Fee-for-Service requirements and will be published in January 2023.

Update
Denotes who will use the MCP ICF/DD Authorization Request
Continues to provide the same information for who will use the Treatment Authorization Request 20-1, as well as instructions and examples
Clarified the PASSR does not apply to ICF/DD Homes
Provides instructions and examples for the MCP ICF/DD Authorization Request form

# ICF/DD Home Transition Timeline





# Member Notices

- » DHCS is mailing notices directly to members and their authorized representatives, if an authorized representative is documented within the Medi-Cal Eligibility Data System (MEDS).
  - 60-day notice was mailed at the end of October 2023 (in hand by November 1, 2023) and the 30-day notice was mailed at the end of November 2023 (in-hand by December 1, 2023).
  - The notice includes a Quick Reference (QR) code that links to a Notice of Additional Information (NOAI) that is posted on the DHCS website.
- » *My Medi-Cal Choice Packets* were mailed to members in Geographic Managed Care, Two Plan, or Regional Counties that are not part of the [Medi-Cal Matching Plan Policy](#) in November.
- » DHCS (Medi-Cal Health Care Options) is conducting a member call campaign in November 2023 through January 2024.

## Member Information Webpage

- » [ICF/DD Carve-In Member Information webpage](#) includes:
  - Member Notices
  - NOAI
  - ICF/DD Member Transition Factsheet



## Member Notices (continued)

- » If a member has not received a choice packet, a member or their representative can still enroll them in a plan by calling Medi-Cal Health Care Options (HCO) or visiting the HCO website and choosing a Plan by using Online Enrollment. They can also call HCO to request a new choice packet be sent to them.
- » Health Care Options website:  
<https://www.healthcareoptions.dhcs.ca.gov/en>, Health Care Options phone number: 1-800-430-4263 (TTY 1-800-430-7077).

# Supporting ICF/DD Home Members with Medi-Cal Eligibility and Enrollment

## » For Medi-Cal eligibility-related matters:

- An Authorized Representative or other legal representative may act on behalf of the Medi-Cal applicant or member.
- Regional Centers may act on the individual's behalf if they cannot act for themselves.
- A Home may be able to act on the individual's behalf if there is no spouse, conservator, guardian or executor and the applicant is not considered competent.
  - To assist a resident with Medi-Cal applications or renewals, an ICF/DD Home should contact the local county Medi-Cal office.

## » For MCP enrollment assistance:

- Enrollment can be done over the phone when talking to a Customer Services Representative, online, by mailing in a Choice Form or in-person by visiting a Field Operations site.
- Medi-Cal members or their representatives, including Regional Centers and ICF/DD Homes, may contact Medi-Cal Health Care Options (HCO) for plan enrollment assistance.
- Medi-Cal HCO can be contacted at 1 (800) 430-4263.

# Supporting ICF/DD Home Members with Medi-Cal Eligibility and Enrollment

- » While the Choice Form indicates that the enrollment can be signed by the “Head of Household or Authorized Representative”, this does not have to be the Authorized Representative (AR) as indicated in DHCS Medi-Cal Eligibility Data System (MEDS). The directions included in the Choice Packet indicate that the person signing is the “applicant” (the ICF/DD Home resident) “or representative” who is acting on behalf of the member. This could be the ICF/DD Home Administrator, a family member, a case manager, etc.
- » Additionally, Health Care Options (HCO) can provide enrollment assistance to members or other representatives over the phone. Medi-Cal HCO has a process in place whereby someone who is not a member’s legal representative (such as a conservator or an authorized representative) can still assist a member in enrolling in an MCP, which could include Regional Center staff. This process will allow an Enrollment Assistant to make an enrollment choice on behalf of a member.
- » Members or the person assisting the member, can change the enrollment decision at any time.

# Role of the Regional Centers

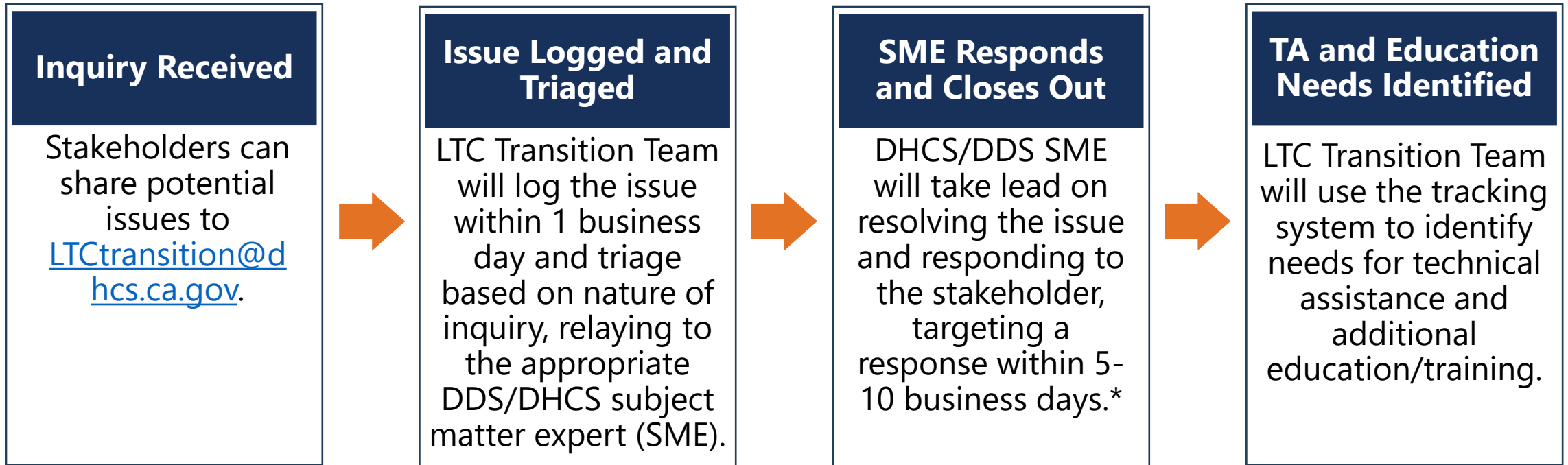
- » Regional Centers are connecting with all ICF/DD residents to verify they have the necessary supports to choose and enroll in an MCP.
- » Regional Centers are reaching out to ICF/DD Homes for awareness of carve-in activities and supports for Homes' transition to managed care.
- » In specific instances, Regional Centers will provide temporary reimbursement to ICF/DD Homes to prevent any disruption in services for residents.
- » DDS sent an email to Regional Centers on November 17, 2023, to request assistance for coordination with ICF/DD Homes and residents for a smooth transition. It stated that RC's must connect with (and document when the connection occurred) all ICF/DD Homes and residents by December 15, 2023 to coordinate with the member, family and ICF/DD Home.
- » DDS sent the Regional Center Directive Letter on November 28, 2023, describing their role in the transition to managed care and how they can assist ICF/DD Home members.

# Quality Monitoring

- » MCPS must establish an ICF/DD Home's quality assurance program.
- » Selecting around 5 quality measures focused on outcomes for Measurement Year 2024, reported in 2025.
- » MCPs should establish a mechanism to receive ICF/DD Homes' oversight and compliance findings and data from the California Department of Public Health (CDPH), service delivery findings from the Regional Centers to help develop program.

# ICF/DD LTC Carve-In Strike Team Process

- » DHCS has developed a collaborative process for tracking, triaging, and resolving issues that may arise during the ICF/DD LTC Carve-In transition:



*\*DHCS aims to resolve issues as quickly as possible; however, time it takes to resolve issues will vary based on their complexity.*

# ICF/DD LTC Carve-In Strike Team: DHCS/DDS SMEs

DHCS' LTC Transition Team process will coordinate issue response and resolution across Departments and Divisions based on areas of expertise:

Division	Areas of Expertise
<b>Benefits Division</b>	Medi-Cal Benefits, Per Diem Rate Services
<b>Capitated Rates Development Division (CRDD)</b>	State-Directed Payment Policy, Managed Care Plan Rates
<b>Clinical Assurance Division (CAD)</b>	Fee-for-Service Authorizations
<b>Department of Development Services (DDS)</b>	Regional Center Oversight and Communications
<b>Fee-for-Service Rates Development Division (FFSRD)</b>	Fee-for-Services Rates
<b>Health Care Delivery System (HCDS)</b>	Overarching implementation and monitoring of Carve-In policy

# ICF/DD LTC Carve-In Strike Team: DHCS/DDS SMEs (continued)

DHCS' LTC Transition Team will coordinate issue response and resolution across Departments and Divisions based on areas of expertise:

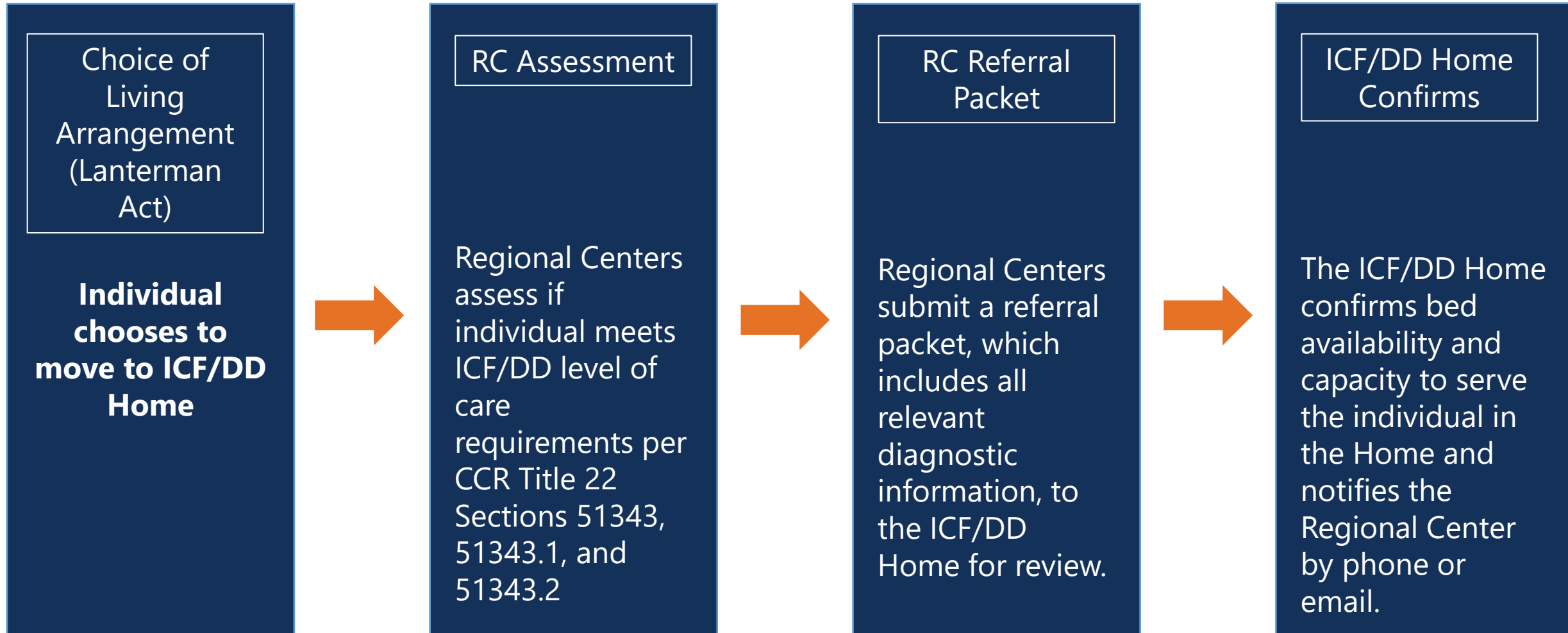
Division	Areas of Expertise
<b>Managed Care Eligibility Division (MCED)</b>	Eligibility Requirements
<b>Managed Care Operations Divisions (MCOD)</b>	Enrollment & Disenrollment, Member Notices & Communications
<b>Managed Care Quality and Monitoring Division (MCQMD)</b>	Contracting, Credentialing, APL Requirement Compliance
<b>Office of Medicare Innovation and Integration (OMII)</b>	Dual-Eligible Members
<b>Third Party Liability and Recovery Division (TPLRD)</b>	Crossover Claims (Medi-Cal as payer of last resort)



# **Authorization Process for ICF/DD Homes**

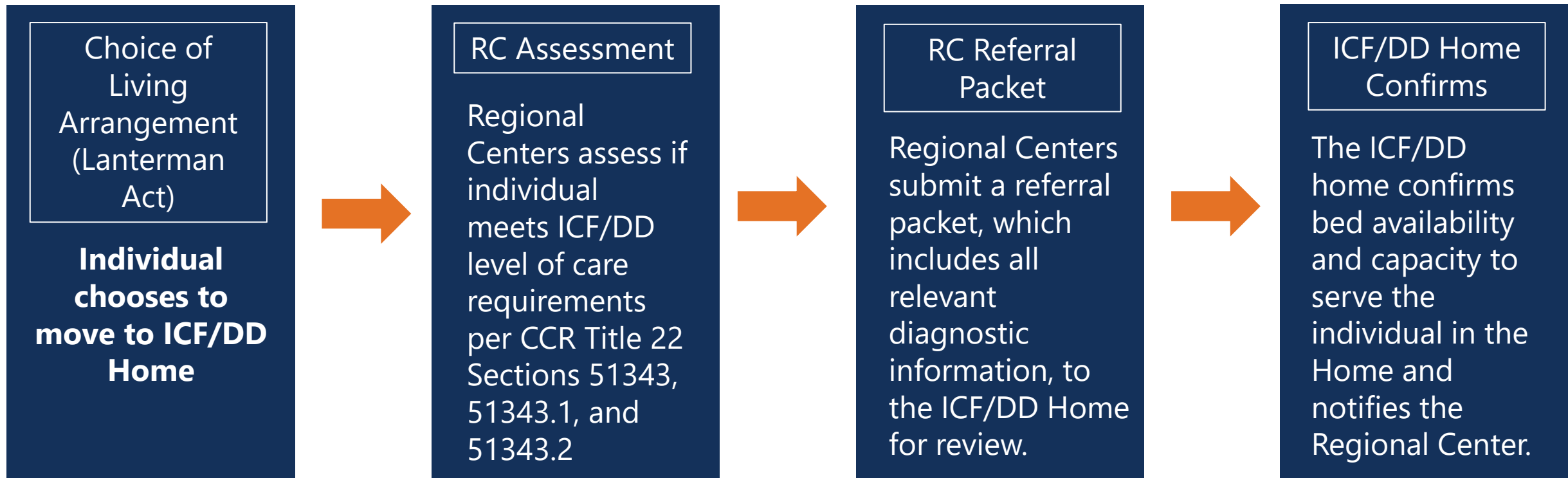
***Updated October 2023***

# Authorization Process Flowchart — *Current*



# Authorization Process Flowchart — *Post-Carve-In*

» **What is changing?** Following the ICF/DD Carve-In, MCPs (not DHCS) will receive and process authorization requests for ICF/DD Home services based on Regional Center determinations of Medical Necessity.



MCPs and ICF/DD Homes will be required to follow the Medi-Cal Provider Manual requirements related to long-term care services for ICF/DD services: MCP ICF/DD Home Prior Authorization Form and [Utilization Review: ICF/DD, ICF/DD-H and ICF/DD-N Facilities \(util review\) \(ca.gov\)](#) (list of services).

# Authorization Process Flowchart — *Current*

## ICF/DD Home Completes Packet

The ICF/DD Home completes and submits to DHCS or COHS plan, the following information for authorization:

- A Certification for Special Treatment Program Services form (HS 231) signed by the Regional Center with the same time period requested as the TAR (shows LoC met).
- A Treatment Authorization Request (TAR) form [Long Term Care Treatment Authorization Request (LTC TAR, 20-1)]
- A Medical Review/Prolonged Care Assessment (PCA) form (DHCS 6013A) OR the information found on the PCA form in any format (e.g., a copy of the Individual Program Plan (IPP) or Individual Service Plan (ISP)).
- ICF/DD-N Homes are required to include an ISP whenever a TAR reauthorization is submitted as mandated in the Medi-Cal Provider Manual (TAR for Long Term Care: 20-1 Form (tar ltc) page 3).
- ISP submissions are required as part of the periodic review of ICF/DD-N Homes as mandated by CCR Title 22, Section 51343.2(k).



## DHCS or COHS Plan Completes Review

DHCS or COHS Plan reviews the submitted TAR form, HS231 form, 6013A form (or alternative information) and any attached documentation showing medical necessity, current care needs, and recipient prognosis, and makes a medical necessity determination and authorization decision (approval or denial).



## Authorization Communicated to ICF/DD Home

DHCS or COHS Plan communicates the authorization decision to the ICF/DD Home.

# Authorization Process Flowchart — *Post-Carve-In*

## ICF/DD Home Completes Packet

The ICF/DD Home completes and submits to the **MCP** the following information for authorization:

- *MCP ICF/DD Authorization Request form*
- A Certification for Special Treatment Program Services form (HS 231) signed by the Regional Center with the same time period requested as the authorization request (shows LoC met).
- A Medical Review/Prolonged Care Assessment (PCA) form (DHCS 6013A) OR the information found on the PCA form in any format (e.g., a copy of the IPP or ISP)
- ISP submissions are required as part of the periodic review of ICF/DD-N Homes as mandated by CCR Title 22, Section 51343.2(k)

*\*Pink italicized font indicates a change from the current process.*

## MCP Completes Review

*The MCP reviews the submitted MCP ICF/DD Authorization Request form (with the ICF/DD Home' physician's signature), HS231 form, 6013A form (or alternative information) and any attached documentation showing medical necessity, current care needs, and recipient prognosis, and makes an authorization decision (approval or denial).*

## MCP Communicates Authorization to ICF/DD Home

The MCP communicates the authorization decision to the ICF/DD Home.

# Authorization Process Flowchart — *Post-Carve-In*

MCPs and ICF/DD Homes will be required to follow the Medi-Cal Provider Manual requirements related to long-term care services for ICF/DD services:

- [TAR Completion for Long Term Care \(tar comp ltc\)](#) (pp. 4-6)
  - \*Currently being updated. While not part of this flow chart, there will be an upcoming transition from the TAR 25-1 form to the UB-04 form in February 2024.
- MCP ICF/DD Authorization Request form; and
- [Utilization Review: ICF/DD, ICF/DD-H and ICF/DD-N Facilities \(util review\) \(ca.gov\)](#) (list of services).

# Accommodation Code Conversion

- » The CA-MMIS Training team will be conducting UB-04 Completion Trainings on 12/14, 1/4, 1/9, 1/11. See [Medi-Cal Learning Portal- Long Term Care Claim Completion \(UB-04\) Live Webinar \(LTC103LW\)](#).
- » The communication will go out via Newsflash and Bulletin.
- » Provider Support Contact information:  
<https://mcweb.apps.prd.cammis.medi-cal.ca.gov/contact>

# Accommodation Code Conversion (continued)

- » The [Medi-Cal Learning Portal](#) (MLP) is where self-paced online training is available, and where providers register for upcoming training events.
  - The MLP contains training materials for the **current** LTC form (25-1) and codes already.
  - The first training for the **new** LTC form (UB-04) is coming up on 12/14/23. Registration can be found in the MLP.
- » A dedicated web page was created for the form and code conversion: [LTC Claim Form and Code Conversion](#). This serves as a one stop shop for articles, crosswalks, flyers, pages and additional resources.
- » It is also recommended that providers subscribe to the [Medi-Cal Subscription Service](#) (MCSS).



# Upcoming Workgroup Meetings

- January and February: Post-Transitional Monitoring;
  - Workgroup Ears-on-the Ground Feedback
- LTC Transition Email
  - DHCS has set-up a new inbox for stakeholders to contact with questions about the ICF/DD Carve-In: [LTCtransition@dhcs.ca.gov](mailto:LTCtransition@dhcs.ca.gov).
  - ICF/DD Stakeholder Workgroup Members should continue to use the [ICFDDworkgroup@dhcs.ca.gov](mailto:ICFDDworkgroup@dhcs.ca.gov) for questions or feedback related to Workgroup activities.

# Appendix



# 2024 Health Plans

» The ICF/DD Resource Guide contains a version of this chart sorted by Regional Center and County.

Health Plan	County/Area
Alameda Alliance for Health Care	Alameda
Anthem Blue Cross Partnership Plan	Alpine; Amador; Calaveras; El Dorado; Inyo; Kern; Mono; Sacramento; San Francisco; Santa Clara; Tulare; Tuolumne
CalOptima Health	Orange
CalViva Health	Fresno; Kings; Madera
CenCal Health	San Luis Obispo; Santa Barbara
Central California Alliance for Health	Mariposa; Merced; Monterey; San Benito; Santa Cruz
Community Health Group Partnership Plan	San Diego
Community Health Plan of Imperial Valley	Imperial

# 2024 Health Plans, Cont.

Health Plan	County/Area
Gold Coast Health Plan	Ventura
Health Net Community Solutions, Inc.	Alhambra; Amador; Bellflower; Calaveras; El Monte; Harbor; Hollywood; Inglewood; Inyo; Laguna Beach; Los Angeles (Central, East, East Valley, Northeast, West Valley); Mono; Pasadena; Sacramento; San Fernando; San Joaquin; Santa Monica (West); Stanislaus; Torrance; Tulare; Tuolumne; Whittier
Health Plan of San Joaquin	San Joaquin; Stanislaus
Inland Empire Health Plan	Riverside; San Bernadino
Kaiser Permanente	Alameda; Alhambra; Amador; Bellflower; Compton; Contra Costa; El Dorado; El Month; Fresno; Glendale; Glendora; Harbor; Hollywood; Imperial; Kern; Kings; Long Beach; Los Angeles (Central, East, East Valley, South, Southeast, Southwest, West Valley); Madera; Marin; Mariposa; Monrovia; Napa; Orange; Pasadena; Placer; Pomona; Riverside; Sacramento; San Antonio; San Bernadino; San Diego; San Fernando; San Francisco; San Joaquin; San Mateo; Santa Clara; Santa Cruz; Santa Monica (West); Solano; Sonoma; Stanislaus; Sutter; Torrance; Tulare; Ventura; Yolo; Yuba

# 2024 Health Plans, Cont.

Health Plan	County/Area
Kern Family Health Plan	Kern
LA Care Health Plan	Alhambra; Bellflower; Compton; El Monte; Glendale; Glendora; Hollywood; Inglewood; Long Beach; Los Angeles (East, East Valley, Northeast, South, Southeast, Southwest, West Valley); Monrovia Pasadena; Pomona; San Antonio; San Fernando; Santa Monica (West); Torrance; Whittier
Molina Healthcare of California	Sacramento; San Bernadino; San Diego
Mountain Valley Health Plan (MVHP)	Alpine; El Dorado
Partnership Health Plan of California	Butte; Colusa; Del Norte; Glenn; Humboldt; Lake; Lassen; Marin; Mendocino; Modoc; Napa; Nevada; Plumas; Shasta; Sierra; Siskiyou; Solano; Sonoma; Sutter; Tehama; Trinity; Yolo; Yuba
San Francisco Health Plan	San Francisco
Santa Clara Family Health Plan	Santa Clara

# Educational Webinars and Office Hours

*DHCS and DDS are hosting a series of educational webinars and office hours to support overall readiness for the transition; all sessions are open to the public.*

Topic	Audience	Date
<b>ICF/DD Carve-In 101 for MCPs</b>	MCPs	July 12, 2023
<b>ICF/DD Carve-In 101 for ICF/DD Homes</b>	ICF/DD Homes and RCs	August 21, 2023
<b>Office Hours</b>	ICF/DD Homes, RCs, and MCPs	September 8, 2023
<b>Promising Practices</b>	ICF/DD Homes, RCs, and MCPs	October 6, 2023
<b>Billing and Payment</b>	ICF/DD Homes, RCs, and MCPs	November 17, 2023
<b>Office Hours</b>	ICF/DD Homes, RCs, and MCPs	December 1, 2023
<b>How Medi-Cal Supports ICF/DD &amp; Subacute Residents</b>	ICF/DD Homes, RCs, Subacute Facilities and MCPs	December 15, 2023

# Previous Meeting Materials

- » As a reminder, previous ICF/DD Carve-in Workgroup meeting materials are linked from the LTC ICF/DD web page.
- » [Intermediate-Care-Facility-for-Developmentally-Disabled-ICF-DD-Long-Term-Care-Carve-In](#)

# Trainings for Trusted Advisors

- » DHCS held trainings in September/October for the following groups, which are listed as resources in the DHCS ICF/DD member notices:
  - Health Care Options
  - Medi-Cal Managed Care Ombudsman
  - Medi-Cal Help Line (CA-MMIS)
  - LTC Ombudsman
  - Medicare Medi-Cal Ombudsman
  - Health Insurance Counseling and Advocacy Program (HICAP)
- » Two trainings were held for Regional Center staff:
  - October 27: Regional Center Clinical and Community Services Staff
  - November 15: Regional Center Client Services Staff



# Glossary

Term	Definition
APL	All Plan Letter
CAD	Clinical Assurance Division
CAHF	California Association of Health Facilities, a professional organization of providers of long-term care services
CAHP	California Association of Health Plans
CalAIM	California Advancing and Innovating Medi-Cal (CalAIM) is a long-term commitment to transform and strengthen Medi-Cal, offering Californians a more equitable, coordinated, and person-centered approach to maximizing their health and life trajectory.
CCR	California Code of Regulations
CDPH	California Department of Public Health
Choice Packets	Packets of information mailed to members notifying them of their rights and responsibilities pertaining to ICF/DD carve-in.
COHS	County Organized Health System
CRDD	Capitated Rates Development Division

# Glossary

Term	Definition
DDS	Department of Developmental Services
DHCS	Department of Health Care Services
DSN	Developmental Services Network - An association of community-based ICF/DD Home providers (mainly 4-6 beds)
ECM	Enhanced Care Management
FFS	Fee-for-Service
FFSRDD	Fee-for-Service Rate Development Division
HCDS	Health Care Delivery and Systems
HCF	Health Care Financing
ICF	Intermediate Care Facility
ICF/DD	Intermediate Care Facility for Developmentally Disabled
ICF/DD-H	Intermediate Care Facility for Developmentally Disabled-Habilitative
ICF/DD-N	Intermediate Care Facility for Developmentally Disabled-Nursing
IPP	Individual Program Plan

# Glossary

Term	Definition
ISP	Individual Service Plan
LHPC	Local Health Plans of California
LOA	Leave of Absence
LTC	Long Term Care
MCP	Managed Care Plan
MCOD	Managed Care Operations Division
MCQMD	Managed Care Quality and Monitoring Division
Medi-Cal	California's Medicaid Program
MOU	Memoranda of Understanding
NOAI	Notice of Additional Information (in the context of member noticing)
P&P	Planning & Policy
QI	Quality Improvement
RC(s)	Regional Center(s)
TAR	Treatment Authorization Request