

# CalAIM Intermediate Care Facility for the Developmentally Disabled (ICF/DD) Carve-In Office Hours



# Meeting Management

- » This session is being recorded.
- » Participants are in listen-only mode but can be unmuted during the Q&A discussion.
  - Please use the "Raise Hand" feature and our team will unmute you.
- » Please also use the "chat feature" to submit any questions you have for the presenters.

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- » Select “Rename.”
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  - For example: Kristin Mendoza-Nguyen – Aurrera Health Group

# Agenda

Topics	Time
Welcome and Introductions, CalAIM ICF/DD Carve-In Updates	10:30 – 10:35 AM
ICF/DD Carve-In Panel Discussions with Medi-Cal Managed Care Plans	10:35 – 11:15 AM
Open Stakeholder Q&A	11:15 – 11:25 AM
Next Steps and Closing	11:25 – 11:30 AM

# CalAIM ICF/DD Carve-In Updates

- » ICF/DD Homes and Managed Care Plans (MCPs) are continuing to focus on developing and strengthening their partnerships to best support ICF/DD Home residents
  - Continuity of Care continues to be the highest priority as MCPs and ICF/DD Homes work to establish executed agreements
- » DHCS continues to monitor the ICF/DD Carve-In implementation:
  - Technical Assistance for MCPs
  - MCP Post Transitional Monitoring (PTM) Reporting
  - Model Contract Review
- » Through monitoring efforts, DHCS continues to identify opportunities for support and technical assistance

# **ICF/DD Carve-In Promising Practices & Lessons Learned:**

## **A Panel Discussion with Medi-Cal Managed Care Plans**

# Panel Discussion Topics

To support relationship-building, the final ICF/DD LTC Office Hours will facilitate discussions on key Carve-In implementation topics and offer stakeholders a forum to ask MCP representatives questions.

## » **Panel Discussion 1: Service Authorizations**

- MCPs new to covering ICF/DD services have been learning the ICF/DD authorization criteria and how to integrate existing requirements into utilization management policies and procedures.
- MCPs will discuss key strategies that provide necessary member information while limiting administrative burden to providers, as possible.

## » **Panel Discussion 2: Billing and Payment Processes**

- MCPs will discuss best practices for clean claims submission and the training resources available to providers (both contracted and non-contracted) to check claim status and receive timely payments.

## » **Panel Discussion 3: Provider Support & Communication Strategies**

- MCPs will share how they engage and support ICF/DD Homes during the onboarding process and what learning opportunities exist for providers.
- MCPs will share communication best practices that have helped strengthen relationships with ICF/DD Homes.

# Panel Discussion: Service Authorizations

MCPs must utilize the determination and recommendation from the coordinating Regional Center and attending physician for a Member's admission to or continued residency in an ICF/DD Home.

- » MCPs are responsible for **fulfilling existing authorization requests** for ICF/DD Home services for the duration of the treatment authorization
- » MCPs are responsible for approving any **new treatment authorization and reauthorization** requests for ICF/DD Home services for **up to two years**
- » ICF/DD Homes will need to submit the following forms to the MCP for new authorization requests:
  - Certificate for Special Treatment Program Services form (HS-231)
  - MCP ICF/DD Authorization Request form\*, or a plan specific form with the same data elements
  - Medical Review/Prolonged Care Assessment (6013A) form

*\*The MCP ICF/DD Authorization Request form is used instead of the LTC TAR form 20-1 form for MCP members.*



# Panel Discussion: Service Authorizations

- » Ben Jauregui, IEHP
- » Blanca Martinez, Molina



# Panel Discussion: Service Authorizations

## **Streamlining ICF/DD Benefit Authorizations**

- » How has this transition helped to inform your policies and/or processes? What strategies has your plan implemented that have been key to streamlining the ICF/DD benefit authorization process?

## **Authorizing Non-ICF/DD Homes Services (DME & Ancillary Services)**

- » What challenges have you encountered in connecting residents with DME and other ancillary service providers, and how have you addressed those challenges?

# Service Authorizations

» Questions?



# Panel Discussion: Billing and Payment Processes

MCPs must provide payment processes for ICF/DD Homes to be able to bill claims/invoices and pay timely.

## **To ensure this process goes smoothly, MCPs must**

- » Have a process for ICF/DD Homes to submit electronic claims and receive payments
- » Pay claims as soon as practicable but no later than 30 days after receipt of the claim
- » Provide education on how to submit claims and provide sufficient detail if additional information is needed to process the claim

## **ICF/DD Homes should**

- » Review the MCP's billing guidance to understand their claims processes, particularly their clean claims requirements
- » Reach out to the MCP directly to discuss payment timeframes, if cash flow challenges are anticipated
- » Continue to work with MCPs to establish contracts

# Panel Discussion: Billing and Payment Processes

- » **Tameia Marshall**, L.A. Care
- » **Nancy Vasquez**, Molina
- » **Janice Ocampo**, Molina



# Panel Discussion: Billing and Payment Processes

## **Billing Training and Support**

- » How has your MCP supported ICF/DD Homes with billing and specifically with submitting clean claims?

## **Common Provider Challenges**

- » What are some common challenges that your providers experience with submitting claims and/or billing your plan, and how have you helped ICF/DD Homes overcome similar or other billing challenges?

# Billing and Payment Processes

» Questions?



# Panel Discussion:

## Provider Support & Communication Strategies

MCPs must provide training and communication supports for ICF/DD Home providers whose residents are transitioning to managed care.

### LTSS Liaison

- » MCPs are required to have an **LTSS Liaison** who serves as an MCP single point-of-contact for ICF/DD Homes to assist with claims and payment inquiries as well as care transitions.
- » In their role, LTSS Liaisons may provide warm handoffs to connect ICF/DD Home providers with MCP staff who can address their specific questions or needs across the MCP.

### Additional Supports

- » MCPs must ensure that providers have **access to the information** they need to support the appropriate access to care under Continuity of Care.
  - MCPs may use provider portals to share the status on claims, referrals, and authorization with contracted providers.
  - If non-contracted providers are not granted portal access, MCPs must ensure they have access to this information through other mechanisms



# Provider Support & Communication Strategies

- » Ben Jauregui, IEHP
- » Maricris Tengo, L.A. Care
- » Blanca Martinez, Molina
- » Hayat Allam, Molina
- » Teresa Suarez, Molina
- » Laura Gonzalez, Molina



# Panel Discussion: Provider Support & Communication Strategies

- » Since the go-live date, what communication challenges have you encountered and what strategies have you developed and/or leveraged to address those challenges?
- » How do non-contracted ICF/DD Home providers access necessary information related to member claims, referral status, and access to care under Continuity of Care?
- » Can you share a recent success story about how your LTSS Liaison has worked with an ICF/DD Home to resolve an issue?

# Discussion of Stakeholder Questions

# Question Logistics

- » We now have time for open Q&A with today's Office Hours stakeholder audience.
- » To ensure DHCS and DDS cover as many questions as possible, please follow the guidelines below:
  - Please submit your questions via the Zoom Chat function.
  - If your question is chosen and you would like to provide more context or clarification, please use the "raise hand" function and a team member will unmute your line.

For some questions, DHCS may need additional member level details to respond. In this case, DHCS will ask that you submit the necessary details via a secured email to [PCUResearch@dhcs.ca.gov](mailto:PCUResearch@dhcs.ca.gov).

# Next Steps

# ICF/DD Carve-In Resources & Next Steps

- » **Today's Office Hours concludes the ICF/DD LTC Carve-In Webinar Series.**
- » **Materials** from past office hours, webinars and the following policy guidance documents and resources can be found on the [DHCS ICF/DD Carve-In webpage](#), including:
  - **ICF/DD All Plan Letter (APL) 23-023** (updated November 2023)
    - ICF/DD Credentialing Attestation form
    - MCP ICF/DD Authorization Request form
  - **Model Contract Language** (updated November 2023)
  - **Billing and Invoicing Guide** (released September 2023)
  - **ICF/DD Carve-In Resource Guide** (updated January 2024)
  - **MCP Letter on Continuity of Care for Members Residing in ICF/DD Homes** (released February 2024)
  - **ICF/DD Carve-In FAQs** (update anticipated end of April 2024)

*Stakeholders can check the DHCS ICF/DD Carve-In webpage for information about the upcoming **MCP and LTC Provider Learning Series** coming in Fall 2024 .*

**Thank you!**  
**If you have additional questions that were not addressed during this webinar, please email: [LTCTransition@dhcs.ca.gov](mailto:LTCTransition@dhcs.ca.gov)**

