

DATE: XX X, 2026

MFP/CCT PL: 26-00X
SUPERSEDES CCT PL: 15-001

TO: Money Follows the Person (MFP)/California Community Transitions (CCT) Lead Organizations (LOs)

SUBJECT: MFP/CCT INDIVIDUALIZED 24 HOUR/7 DAYS A WEEK (24/7) BACKUP PLANNING

PURPOSE

The purpose of this Policy Letter (PL) is to provide guidance on the Department of Health Care Services' (DHCS') requirements for California Community Transitions (CCT) Lead Organizations (LOs) establishing and maintaining individualized 24 Hour/7 Days A Week (24/7) Backup Plans for program participants.

BACKGROUND

California's Money Follows the Person (MFP) program, known as CCT, helps eligible individuals move from inpatient facilities to community-based settings. To ensure safety and continuity of care during this transition, federal and state policies require that participants have access to reliable 24/7 backup services for the first 365 days after discharge.

This requirement is based on:

- The **Deficit Reduction Act (DRA)**, Section 6071(c)(11)(A)¹
- **Centers for Medicare & Medicaid Services (CMS)** MFP Demonstration Program Terms and Conditions
- California's approved CMS MFP/CCT Operational Protocol
- **Home and Community-Based Services (HCBS) Quality Requirements** policy guidance²

The goal of this policy is to:

- Improve participant safety in the community
- Reduce the risk of returning to inpatient care
- Ensure access to five essential service areas:
 - Critical services (e.g., emergency response)

¹ [DRA Act of 2005](#)

² [HCBS Quality Measures | Medicaid](#)



- Transportation
- Direct care workers
- Repair and replacement of durable medical equipment (DME)
- Medical care

POLICY AND REQUIREMENTS

To ensure safe and successful transitions from inpatient facilities to community settings, DHCS requires every CCT LO to develop a **written, individualized 24/7 Backup Plan** for each eligible beneficiary **before** the beneficiary leaves the facility.

Key Requirements

- **Written Plan Before Transition**

- Each enrollee³ must have a completed 24/7 Backup Plan prior to discharge.
- The plan must be created by a CCT LO Transition Coordinator using the official **MFP/CCT Individualized 24/7 Backup Plan form**⁴ in MedCompass.
- Older versions of the backup planning tool will not be accepted.

- **Plan Content**

- The plan must ensure access to these five critical service domains:
 1. Critical services (e.g., emergency response)
 2. Transportation
 3. Direct care workers
 4. Repair/replacement of durable medical equipment (DME)
 5. Medical care
- Include community-based services, Medi-Cal waiver programs (such as Assisted Living Waiver, Community Support services for eligible Members enrolled in Medi-Cal Managed Care Plans (MCPs), support services offered by Medi-Medi Plans,, and any natural supports pursuant to [42 Code of Federal Regulations \(CFR\) 441.540\(b\)\(5\)](#) Person-Centered Service Plan.

- **Distribution and Accessibility**

- Provide a copy of the plan to the participant on the day of transition.
- Keep a copy in the participant's home in an accessible location.
- Upload the plan to MedCompass and maintain it in the LO case file.

- **Person-Centered Planning**

- Develop the plan collaboratively with the enrollee¹ and/or their legal representative.
- Engage in open discussions about potential risks and strategies to

³ An MFP/CCT Enrollee becomes an MFP/CCT Participant on the day they transition to live and receive qualified home and community-based services in qualified housing in the community.

⁴ Please complete the MFP/CCT Individualized 24/7 Backup Plan form (DHCS 25-0021).

manage them.

- Coordinate with MCP and waiver case managers as needed.

- **Ongoing Review**

- Discuss the backup plan at every follow-up meeting after transition.
- Document these discussions in case notes.
- Ask whether the plan is being used, if it meets current needs, and whether updates are required.

- **Revisions**

- Updated plans must be uploaded to MedCompass and included in case files.

QUESTIONS

For further questions about this policy, please contact the MFP/CCT Project Director by e-mail at california.communitytransitions@dhcs.ca.gov.

Sincerely,

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Jake Johnson, Division Chief Integrated
Systems of Care Division Department
of Health Care Services