

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
- » 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, MCODE

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, MCODE

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](#).

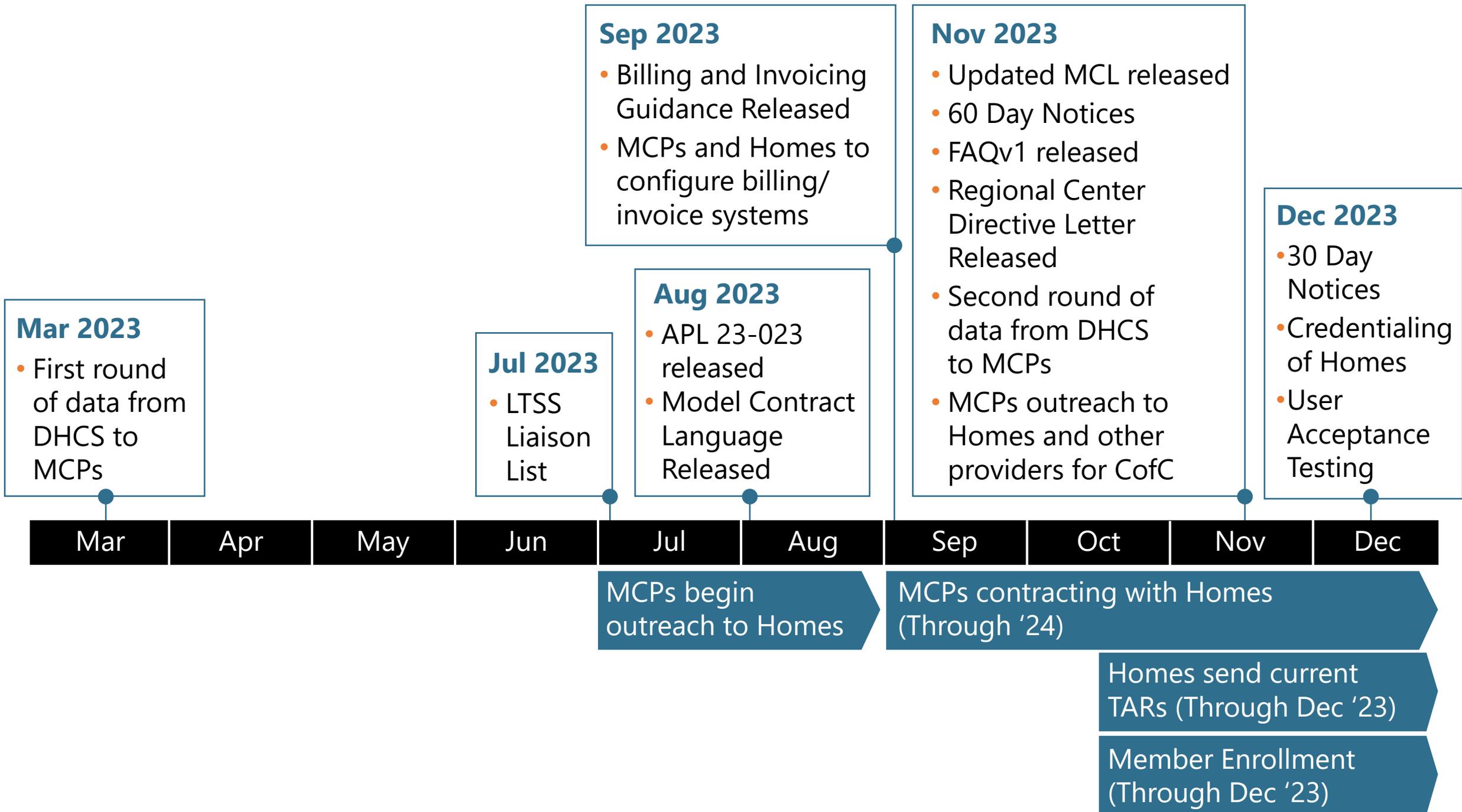
| Update |
|---|
| Language updated to reflect APL 23-023 and MCL updates |
| Demographic section removed |
| Regional Center Area map was added |
| A list of MCP Subcontractors by county was added |
| Other minor changes based on feedback (spelling, citations, etc.) |

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



Jan 1, 2024
GO LIVE

Jan 2024

- Homes begin submitting authorization requests to MCPs
- CoC in affect for Homes and other providers for 12 months

Mar 31, 2024

- Credentialing of Homes should be complete

Dec 2024

- Members can request second 12 months of CoC for Homes

Jan, 2024

- Second 12 Month of CoC in affect

Dec 31, 2025

- Unless otherwise noted, CoC discontinued at 24 months. DHCS expects MCPs to turn CoC agreements into network agreements

Jan 2026

- Begin recredentialing of Homes

2024

2025

2026

Quality Monitoring build out

Continue contracting of Homes

First Quality Monitoring report due (date TBD)

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

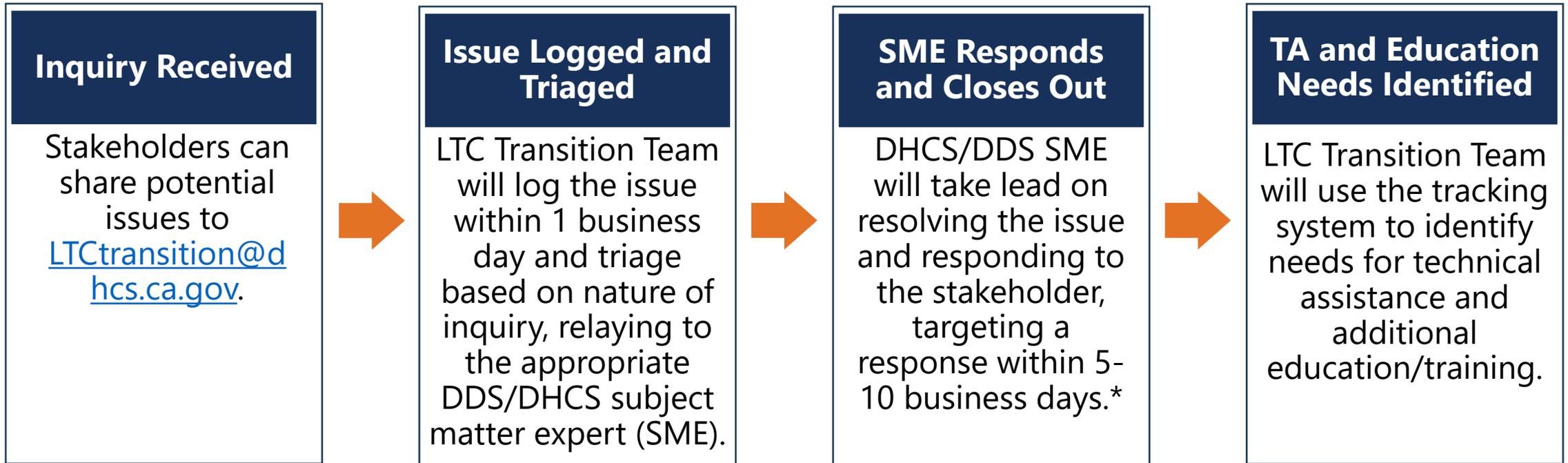
- » Regional Centers are connecting with all ICF/DD residents to verify they have the necessary supports to choose and enroll in an MCP.
- » Regional Centers are reaching out to ICF/DD Homes for awareness of carve-in activities and supports for Homes' transition to managed care.
- » In specific instances, 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 |
|---|--|
| Benefits Division | Medi-Cal Benefits, Per Diem Rate Services |
| Capitated Rates Development Division (CRDD) | State-Directed Payment Policy, Managed Care Plan Rates |
| Clinical Assurance Division (CAD) | Fee-for-Service Authorizations |
| Department of Development Services (DDS) | Regional Center Oversight and Communications |
| Fee-for-Service Rates Development Division (FFSRD) | Fee-for-Services Rates |
| Health Care Delivery System (HCDS) | Overarching implementation and monitoring of Carve-In policy |

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

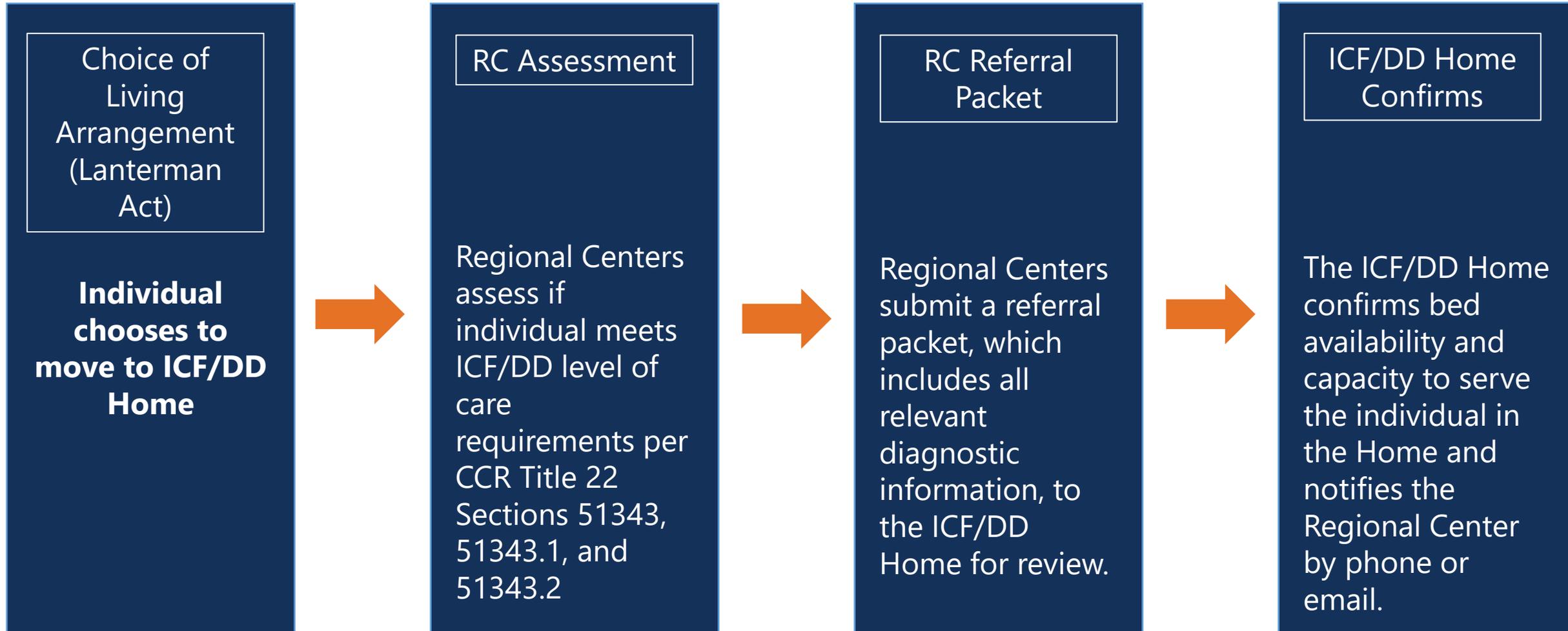
DHCS' LTC Transition Team will coordinate issue response and resolution across Departments and Divisions based on areas of expertise:

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

Authorization Process for ICF/DD Homes

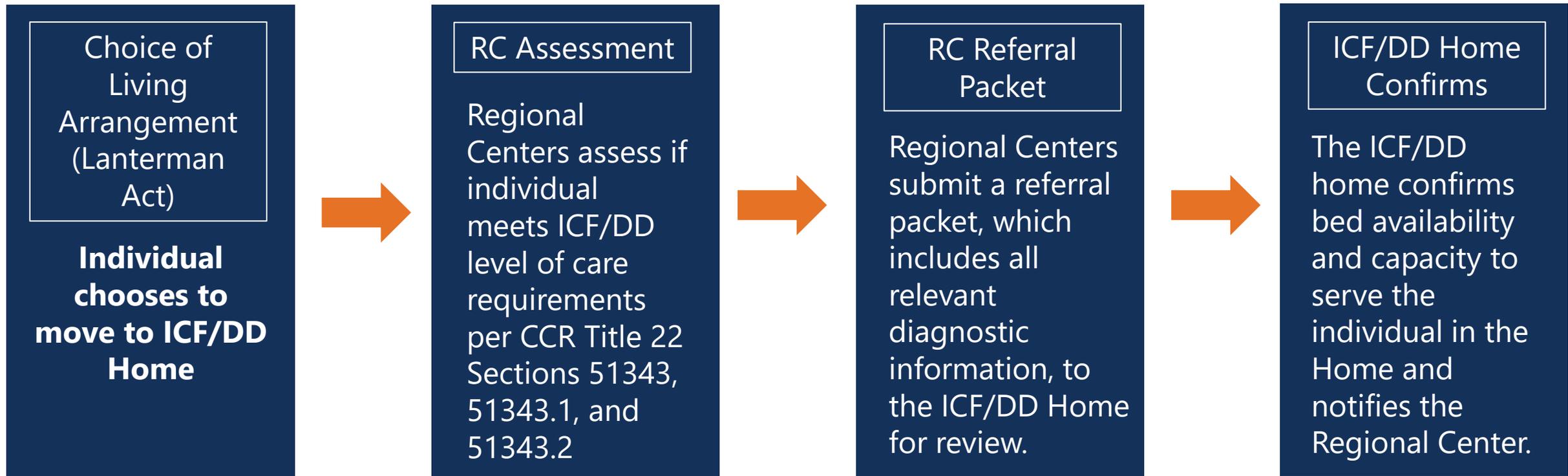
Updated October 2023

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.
 - ICF/DD Stakeholder Workgroup Members should continue to use the 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 |
|--|---|-------------------|
| ICF/DD Carve-In 101 for MCPs | MCPs | July 12, 2023 |
| ICF/DD Carve-In 101 for ICF/DD Homes | ICF/DD Homes and RCs | August 21, 2023 |
| Office Hours | ICF/DD Homes, RCs, and MCPs | September 8, 2023 |
| Promising Practices | ICF/DD Homes, RCs, and MCPs | October 6, 2023 |
| Billing and Payment | ICF/DD Homes, RCs, and MCPs | November 17, 2023 |
| Office Hours | ICF/DD Homes, RCs, and MCPs | December 1, 2023 |
| How Medi-Cal Supports ICF/DD & Subacute Residents | 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 |