



KERN HEALTH SYSTEMS POLICY AND PROCEDURES			
Policy Title	Community Supports Services (CSS) Oversight and Monitoring	Policy #	17.02-P
Policy Owner	Community Supports Services	Original Effective Date	01/01/2022
Revision Effective Date	1/1/2026	Approval Date	08/10/2025
Line of Business	<input checked="" type="checkbox"/> Medi-Cal <input type="checkbox"/> Medicare <input type="checkbox"/> Corporate		

I. PURPOSE

To define Kern Health Systems (KHS) responsibilities and oversight for the administration of the Community Supports Services (CSS) Program, and also to outline the processes that will be implemented to ensure compliance with the Department of Health Care Services (DHCS) guidelines while providing accountability and quality services. In order to improve service delivery and enhance the quality of care for individuals receiving services, KHS has to develop a robust network of Community Based Organizations (CBOs) who have experience delivering these types of services. This policy demonstrates how KHS will continue to develop the network to expand capacity and how service shortages will be managed.

II. POLICY

KHS will monitor internal CSS processes and CSS CBOs for compliance through regular audits to ensure all core services are provided in accordance with the requirements outlined by DHCS including, but not limited to, Membership, Service Provision, Grievances and Appeals, CBO Capacity, and Quality. KHS will continue to build and expand the network of CBOs to provide CSS to the Members in need. Oversight of the CBO network will be managed to ensure appropriate CBO capacity, performance measures and timely provision of CSS in accordance with their contractual agreement.

III. DEFINITIONS

TERMS	DEFINITIONS
CSS Team	Internal KHS Staff working to assign Members identified for CSS, coordinating with CSS Community Based Organizations (CBOs), and connecting Members to all available resources.
PMPM	“Per Member Per Month”; the average cost or amount of money associated on a monthly basis for each individual enrolled in a managed care plan.

IV. PROCEDURES

A. Minimum qualifications and vetting of CSS CBOs

1. Community Supports Services CBOs will be evaluated on their ability to provide Community Supports to eligible Members in an effective manner consistent with culturally and linguistically appropriate care, in alignment with KHS Cultural and Linguistic Services Policy 11.23.
2. Community Supports Services CBOs do not have to have experience serving Medi-Cal Members, though KHS will ensure all Community Supports Services CBOs for whom a State-level enrollment pathway exists enroll in Medi-Cal, pursuant to relevant APLs, including APL 19-004.
3. For Community Supports Services CBOs for whom a state-level Medi-Cal enrollment pathway does not exist (if APL 19-004 does not apply), the Community Supports CBO must satisfy all credentialing requirements outlined below. KHS requires that all Community Supports Services CBOs:
 - a. Demonstrate documented experience and training in the provision of the Community Supports being offered
 - b. Demonstrate the capacity to provide the Community Supports in a culturally and linguistically competent manner
4. Additional criteria KHS will consider when vetting Community Supports Services CBOs may include, but is not limited to:
 - a. Ability to receive referrals from KHS for the authorized Community Supports
 - b. Ability to submit claims or invoices using standardized protocols
 - c. Business licensing that meets industry standards
 - d. Capability to comply with all reporting and oversight requirements
 - e. History of fraud, waste, and/or abuse
 - f. Recent history of criminal activity, including a history of criminal activities that may endanger Members and/or their families
 - g. History of liability claims against the CBO
 - h. Ties to the community served

B. Oversight of CSS CBOs

1. Accountability standards and regular auditing will occur through the following activities:
 - a. Ongoing Monitoring of Community Supports CBOs referrals
 - b. Monthly progress updates are provided to each Community Based Organization during monthly operational meetings.
 - c. Operational data from Community Supports CBOs, as well as internal data, in order to manage and evaluate the effectiveness of services provided including the review of:
 - i. Utilization metrics
 - ii. Referral outcome measures including successful linkage to community resources through Closed Loop Referral tracking
 - iii. Financial impact reports
 - iv. Grievance and appeals reports
 - v. Member and CBO satisfaction surveys
2. KHS will hold Community Supports CBOs responsible for the same DHCS reporting requirements as those required of KHS.
 - a. KHS will not utilize tools developed or promulgated by the National Committee for Quality Assurance (NCQA) to perform oversight of Community Supports CBOs, unless by mutual consent.
3. KHS will not impose mandatory reporting requirements that are alternative or additional to those required for encounter and supplemental reporting.
4. KHS will review applicable reports pertaining to Community Supports delivery. Next, KHS will provide feedback or request additional information from Community Supports CBOs:
 - a. Reports will be submitted and uploaded directly into the KHS Secure File Transfer Protocol (SFTP) folder for monthly review by the CSS Team
 - b. The CSS Team will have 30 days upon receipt of the report to review Community Supports CBO submissions for content including, but not limited to: use of the correct reporting template, reporting period timeliness, and equitable and non-discriminatory service delivery
5. If the report does not appear to reflect appropriate Community Supports activities, the CSS Team staff will follow up with the contracted Community Supports CBO to request clarification. If additional concerns exist after receiving receipt of the requested clarification, a Corrective Action Plan (CAP) may be requested.
6. If a CAP is requested and the Community Supports CBO does not meet CAP requirements within the specified time frame, the Chief Medical Officer (CMO) or Designee will be notified. The Chief Medical Officer (or Designee) will be responsible for further corrective action and remediation to ensure the CBO complies with CSS program delivery requirements. Continuance of non-compliance will be reported to the KHS Executive Team to determine further action that

could include limitations on referral submissions, and possible termination of Community Supports contract.

C. Community Supports Utilization Management and Quality Assurance

1. KHS Executive Quality Improvement and Health Equity Committee (EQIHEC) will complete an annual review of all Community Supports reports and data. If inequitable findings are identified, a remediation plan will be initiated to correct instances of policy violations.
2. Such findings will also be shared via DHCS reporting measures covering Community Supports quality outcomes.

D. Impact Evaluation of Community Supports

1. KHS will complete an annual financial and utilization analysis of Community Supports Members to evaluate whether Community Supports is a cost-effective alternative to a State Plan service or setting. Industry standard metrics will be used to analyze utilization patterns across care settings. Industry standard metrics will also be examined to analyze the total costs (PMPM) of the Community Supports Member population.

E. DHCS Reporting

1. KHS will submit its Community Supports Model of Care (MOC) for DHCS review and approval. KHS must also submit to DHCS any significant changes to its Community Supports MOC for DHCS review and approval at least 60 calendar days in advance of any occurrence of changes or updates, in accordance with DHCS policies and guidance, including all applicable DHCS APLs.
 - a. In the KHS Community Supports MOC, KHS will include details on the Community Supports KHS plans to offer, including which counties Community Supports will be offered and its network of Community Supports CBOs, in accordance with all applicable DHCS APLs.
2. After implementation of Community Supports, KHS will submit the following data and reports to DHCS to support DHCS' oversight of Community Supports:
 - a. Encounter Data
 - i. KHS will submit all Community Supports Encounter Data to DHCS using national standard specifications and code sets to be defined by DHCS. KHS will be compliant with DHCS guidance on invoicing standards for KHS to use with Community Supports CBOs.
 - ii. KHS will submit to DHCS all Community Supports Encounter Data, including Encounter Data for Community Supports generated under Subcontractor and Downstream Subcontractor Agreements.
 - iii. In the event the Community Supports CBO is unable to submit Community Supports Encounter Data to KHS using the national standard specifications and

code sets to be defined by DHCS, KHS will convert Community Supports CBOs' invoice data into the national standard specifications and code sets, for submission to DHCS.

- iv. Encounter Data, when possible, must include data necessary for DHCS to stratify services by age, sex, race, ethnicity, and language spoken to inform health equity initiatives and efforts to mitigate health disparities undertaken by the DHCS.
 - b. Supplemental reporting on a schedule and in a form to be defined by DHCS.
 - c. Provider (CBO) 274 files
 - d. Monthly JavaScript Object Notation (JSON) file submission process that includes Quarterly Implementation Monitoring Reports (QIMR) data elements specific to Community Supports, including Member-level details, utilization, authorizations, CBO networks, and Closed Loop Referrals data for ECM and Community Supports.
3. KHS must timely submit any related data requested by DHCS, CMS, or an independent entity conducting an evaluation of Community Supports including, but not limited to:
 - a. Data to evaluate the utilization and effectiveness of Community Supports.
 - b. Data necessary to monitor health outcomes and quality metrics at the local and aggregate levels through timely and accurate Encounter Data and supplemental reporting on health outcomes and equity of care. When possible, metrics must be stratified by age, sex, race, ethnicity, and language spoken.
 - c. Data necessary to monitor Member Appeals and Grievances associated with Community Supports.
 - d. In the event of underperformance by KHS in relation to its administration of Community Supports, DHCS may impose sanctions in accordance with Exhibit E, Section 1.19 (Sanctions).
4. DHCS will notify KHS if revised reports must be submitted to correct data errors such as incorrect file naming conventions, incomplete data/columns fields, incorrect data, etc.
 - a. Revised reports must be submitted as a complete quarterly file.
 - b. Partial files without all the required information and data will be rejected and must be resubmitted.
 - c. Final corrections must occur no later than ninety (90) days after the end of the calendar year for corrections on the previous year's quarterly reports unless the Department requests a revised file.

F. Network Capacity & Development

1. KHS will develop a robust network of Community Supports CBOs to deliver all elected Community Supports.
 - a. If KHS is unable to offer its elected Community Supports to all eligible Members for whom it is medically appropriate and cost-effective within a particular county, KHS will submit ongoing progress reports to DHCS in a format and manner specified by DHCS.
 - b. KHS must ensure its contracted Community Supports CBOs have sufficient capacity to

receive referrals for Community Supports and provide the agreed-upon volume of Community Supports to Members who are authorized for such services on an ongoing basis.

2. Community Supports CBOs may not be physically located in every geographic area in Kern County but will be concentrated in the high-density Metro Bakersfield area. They will still be required to service all of Kern County. KHS will continue to provide transportation services to engage Members in all the Community Supports programs and to mitigate travel as a barrier to receiving services.
3. Community Supports CBOs who are equipped and able to provide certain services telephonically or virtually will do so in order to engage more Members.
4. KHS will continue to search for new CBOs that would be interested in implementing Community Supports programs in different geographic areas or as an expansion in the Bakersfield area. KHS plans to leverage the DHCS Community Supports related performance incentive program to develop the current network and capacity.
5. Population modeling will be completed by KHS, at least on an annual basis, to identify changes and population trends that would require adjustments to the current network.

G. Managing CBO Capacity & Referrals

1. To ensure timely provision of Community Supports, KHS will work with its contracted network of Community Supports CBOs to authorize and provide benefits as outlined in KHS Policy 17.04-P Community Supports Program Member Identification and Authorization. Contracted Community Supports CBOs, using staffing ratios to address service volume, plan to hire additional staff as they start to reach their capacity to prevent a delay in Members receiving services.
2. Community Supports CBOs providing Recuperative Care, Short Term Post-Hospitalization Housing, will fill beds (or available spots) with Members meeting the eligibility requirements on a first come first served basis. If there are more members than bed availability at any given time, KHS will continue their current process of coordinating with inpatient staff to ensure safe discharges. Additional CBOs will be contracted with when total capacity is determined to not be able to meet the demand.

H. Discontinuation of Community Supports

1. KHS may discontinue offering Community Supports once annually at the end of the calendar year with notice to DHCS at least 90 calendar days prior to the discontinuation date, except in cases where the Community Support is terminated due to Member health, safety, or welfare concerns.
2. KHS will ensure Community Supports that were authorized for a Member prior to the discontinuation of that specific Community Supports are not disrupted by a change in Community Supports offerings, either by completing the authorized service or by seamlessly

transitioning the Member into other Medically Necessary services or programs that meet the Member's needs.

3. In the event of any discontinuation of a Community Supports resulting in a change in the availability of services, KHS will adhere to the requirements set forth in Exhibit A, Attachment III, Subsection 5.2.9 (Network and Access Changes to Covered Services) as outlined in KHS Provider Termination Policy 4.39-P.

V. ATTACHMENTS

Attachment A:
Attachment B:
Attachment C:
Attachment D:

VI. REFERENCES

Reference Type	Specific Reference
Other KHS Policies	Community Supports Member Identification and Authorization Policy, 17.04-P
Other KHS Policies	Provider Network Management / Member Services Provider Termination Policy, 4.39-P
Other KHS Policies	Cultural and Linguistic Services Policy, 11.23
Other KHS Policies	Provider Credentialing/Rec credentialing and Screening/Enrollment APL 19-004.

VII. REVISION HISTORY

Action	Date	Brief Description of Updates	Author
Revised	5/2025	Policy updated to comply with DHCS Community Supports Policy Guide 4/2025	Community Supports Services
Revised	07/2023	Policy updated to comply with the DHCS 2024 Medi-Cal Managed Care Plan Contract, approval received on 9/1/2023 per R.0146.	
	11/2022	Policy received approval on 11/30/2022 per updated DHCS-approved Model of Care (MOC) Template.	
	10/2022	Policy submitted per DHCS Prime & Subcontractor Authorization Alignment.	

	07/2022	Policy submitted per DHCS MOC request.	
Revised	12/2021	Policy created to outline processes regarding Oversight and Monitoring. DHCS approval for Legacy Model of Care (MOC) Template Parts 1-3 received 11/30/21 to implement Community Supports Program on January 1, 2022.	

VIII. APPROVALS

Committees Board (if applicable)	Date Reviewed	Date Approved
Choose an item.		
Choose an item.		

Regulatory Agencies (if applicable)	Date Reviewed	Date Approved
Department of Health Care Services (DHCS)	6/27/25 Policy was submitted to DHCS per Jan 2026 CS MOC deliverable.	
Choose an item.		
Choose an item.		

Chief Executive Leadership Approval *		
Title	Signature	Date Approved
Chief Executive Officer Emily Duran		
Chief Medical Officer Dr. Martha Tasinga		
Chief Operating Officer Alan Avery		
Chief Financial Officer Robert Landis		
Chief Compliance and Fraud Prevention Officer Debb Murr		
Chief Health Equity Officer Traco Matthews		
Chief Human Resources Officer Devin Brown		
Chief Information Officer Cesar Delgado		
Choose an item.		



Policy and Procedure Review

KHS Policy & Procedure: 17.02-P Community Supports Overnight and Monitoring

Last approved version: 2025-05

Reason for revision: Policy updated to comply with DHCS Community Supports Policy Guide 4/2025

Director Approval		
Title	Signature	Date Approved
Adriana Salinas		

Date posted to public drive: _____

Date posted to website (“P” policies only): _____