



# PROVIDER *bulletin*

December 27, 2021

Dear Provider,

Effective January 1, 2022, under the new Cal-Aim Initiative set in place by the Department of Health Care Services (DHCS), Kern Family Health Care will begin offering Community Supports Services (CSS) as well as continue the Health Home Program (HHP) which effective January 1, 2022 will be renamed Enhanced Care Management (ECM).

### **Community Support Services**

Community Support Services (CSS) are services that managed care plans (MCP's) may offer in place of services or settings covered under the California Medicaid State Plan and that are medical appropriate, cost effective alternative to State Plan covered services. The new services will include:

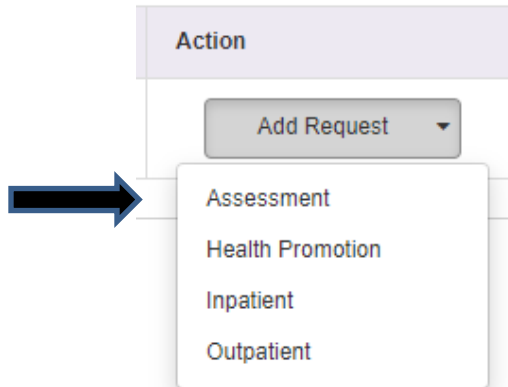
- Housing Navigation, Housing Deposit, Housing Tenancy and Sustaining Services
- Recuperative Care
- Short Term Post-Hospitalization Housing
- Asthma Remediation

### **Enhanced Care Management**

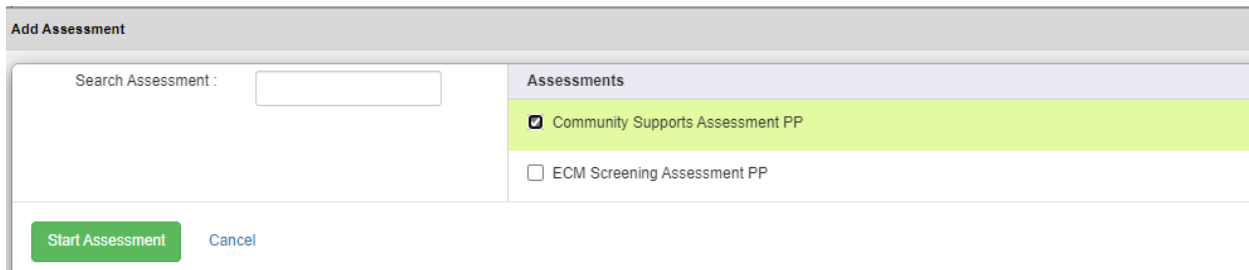
ECM is a whole-person, interdisciplinary approach to care that addresses the clinical and non-clinical needs of high cost and/or high-need members through systematic coordination of services and comprehensive care management that is community-based, interdisciplinary, high-touch, and person-centered. As previously mentioned, ECM will replace our current Health Homes Project HHP and will continue to provide individualized care management as well as identify clinical and non-clinical resources to fulfill needs.

If you feel a KHS member can benefit from one of the services listed above, please submit an authorization via the KHS Provider Portal on their behalf. KHS has added a new function to the portal which allows you to submit an "Assessment" referral for CSS services. To submit a CSS referral please follow the steps below.

- Go to [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com)
- Click on "Provider Portal"
- Enter your username and password
- Click on "Authorizations"
- Click on "Menu"
- Select "New Request"
- Enter the information and click search
- Under "Action" select "Assessment" and fill out the Assessment form



- Once on the Assessment screen click “Add Assessment” and choose between either a “Community Supports Assessment PP” or an “ECM Screening Assessment PP assessment.” Screenshot below.



Add Assessment

Search Assessment :

Assessments

- Community Supports Assessment PP
- ECM Screening Assessment PP

Start Assessment Cancel

- Complete the form and press submit.

**For more information regarding the Community Supports Services and Enhanced Care Management programs please refer to the Provider Bulletins below.** (To open the link, right click and select open hyperlink)

[css-provider-bulletin.pdf \(cloudinary.com\)](#)

[August 25, 2005 \(cloudinary.com\)](#)

If you have any questions, please reach out to your Provider Relations Representative at 661-664-5000.

Thank you,

Amisha Pannu  
Deputy Director of Provider Network  
Kern Health Systems