



**Santa Clara Family
Health Plan™**

Long-Term Services and Supports Orientation

June 2022

Long-Term Services and Supports (LTSS)

Long-term services and supports (LTSS) encompass a variety of health, health-related, and social services that assist individuals with functional limitations due to physical, cognitive, or mental conditions or disabilities.

Medi-Cal LTSS includes a range of home and community-based services:

- In-Home Supportive Services (IHSS) — *managed by the County of Santa Clara*
- Community-Based Adult Services (CBAS)
- Multipurpose Senior Services Program (MSSP) — *managed by Sourcewise*
- Long-Term Care in Nursing Facilities (LTC)

SCFHP and LTSS

Access to LTSS benefits and community resources

- Facilitate LTSS referrals for timely member access
- Utilization Management (UM) for CBAS and Long Term Care (LTC)
- Support SCFHP case managers addressing LTSS needs
- Care management for LTC transitions
- Support and training for LTSS Provider Network

LTSS Members & Eligibility

LTSS candidates include individuals who have:

- Functional impairments limiting daily activities
- Physical disabilities
- Cognitive disabilities including dementia
- Multiple or complex health conditions

LTSS needs address daily living activities

Members may need help with:

- Moving around safely at home
- Bathing
- Toileting
- Preparing or receiving meals
- Taking medicine
- Grocery shopping
- Using money
- Housework
- Transportation

In Home Supportive Services (IHSS)

Santa Clara County manages the IHSS program and authorizes services that help eligible members remain safely in their home.

- Members must be over 65 years of age, or disabled, or blind.
- Disabled children are also potentially eligible for IHSS.
- IHSS provides support that can prevent or delay out-of-home care in nursing or board and care facilities.

Types of IHSS Services

Services authorized through IHSS may include:

- Housecleaning
- Meal preparation
- Laundry
- Grocery shopping
- Personal care services (toileting, bathing, or dressing)
- Accompaniment to medical appointments and protective supervision for the mentally impaired
- A needs assessment completed by the County in a member's home to determine the monthly hours of support to be authorized

Community-Based Adult Services (CBAS)

CBAS services:

- Help adults with physical or mental impairments restore or maintain capacity for self-care
- Help members continue to live in their homes and avoid or delay institutionalization.
- Are provided in a licensed Adult Day Health Care facility.
- An individualized CBAS care plan may include:
 - Professional nursing services
 - Physical, occupational, and/or speech therapies
 - Mental health services
 - Therapeutic activities
 - Social services
 - Personal care

CBAS Centers

- Are open 5 days/week*
- Provide door-to-door transportation
- Provide a daily nutritious meal
- Train and support family caregivers
- Provide personalized care

* Participants usually attend three times a week for a minimum of 4 hours on each day of attendance.

CBAS Eligibility

Member must meet ONE of the following criteria:

- “Nursing Facility Level of Care A” (NF-A); or
- Moderate to severe cognitive impairment, including Alzheimer’s Disease or other dementia; or
- Developmental disability; or
- Mild to moderate cognitive disability, including Alzheimer’s; or
- Chronic mental illness; or brain injury AND need assistance or supervision with TWO of the following: bathing, self-feeding, toileting, ambulation, transferring, medication management, and hygiene; OR one need from the above list and one of the following: money management, accessing resources, meal preparation, and transportation.

Multipurpose Senior Services Program (MSSP)

MSSP provides care management with connection to home and community-based services that may include:

- Personal care
- Respite care (in-home and out-of-home)
- Environmental accessibility adaptations
- Housing assistance/minor home repair, etc.
- Transportation
- Housekeeping
- Personal emergency response system (PERS)/communication device
- Adult day care
- Protective supervision
- Social reassurance/therapeutic counseling
- Money management
- Communication services: translation/interpretation

Long Term Care (LTC) in nursing facilities

Long Term Care (LTC)

- Least intensive level of care — custodial
- Provided at licensed facility
- Assistance with everyday tasks/living such as:
 - Getting in and out of bed
 - Feeding
 - Bathing and dressing

Resources

SCFHP Provider Services

- Telephone: 408-874-1788
- Fax: 408-376-3537

SCFHP Medi-Cal Customer Service

- Telephone: 1-800-260-2055

SCFHP Utilization Management

- Telephone: 408-874-1821
- Fax: 408-874-1957 or 408-376-3548

Email: MLTSSHelpDesk@scfhp.com for general questions on LTSS benefits

Training Attestation

- The Department of Health Care Services (DHCS) mandates ALL Medi-Cal Managed Care Primary Care Providers (PCP) receive training on the implementation of Long-Term Services & Supports (LTSS).
- After completing training, fill out and fax the [Training Attestation](#) form to SCFHP Provider Services at 408-376-3537.



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Questions?