

IHSS SHARE-OF-COST SPECIALIST**General Information**

The SOC Specialist is an IHSS Social Worker responsible for monitoring IHSS applications that are pending a Medi-Cal eligibility determination. The SOC Specialist position was created to provide a single point of contact for IHSS income eligible applicants and Medi-Cal staff. All IHSS district offices assign new, income eligible IHSS applications (SAWS1) to the SOC Specialist, as well as IHSS applications that are showing as inactive or “pending” Medi-Cal in the Medi-Cal Eligibility Data System (MEDS) or the CalWIN system(s).

If the Medi-Cal case is denied, or the application is withdrawn the SOC Specialist will deny the IHSS application. If the Medi-Cal application is granted the case is forwarded to the appropriate IHSS district office. The assigned district office Social Worker will determine the eligibility to IHSS services and grant or deny the IHSS application.

The SOC Specialist will assist applicants with the IHSS/Medi-Cal application process. He/she is also responsible for tracking the applicant’s Medi-Cal status on CalWIN and in the Medi-Cal Eligibility Data System (MEDS) and communicating with the Family Resource Center (FRC) IHSS Liaison(s) on issues related to the IHSS applicant’s Medi-Cal application and eligibility.

SOC Specialist Responsibilities

When the IHSS application packet is received, the SOC Specialist will add the case information to the SOC Specialist’s intake log. The SOC Specialist will review the application packet and screen the applicant’s eligibility to IHSS. Upon receipt of the application, the SOC Specialist will review the following documents:

- SOC 295
- SAWS 1
- CMIPS, CalWIN, and MEDS clearances
- 12-52 HHSA Contact Letter (Attachment 2-45)
- SOC 874 IHSS Health Care Certification Form (if received)

Contact with the applicant or the authorized representative must be initiated and the applicant’s situation assessed. The SOC Specialist will refer to other programs and agencies as appropriate, such as Adult Protective Services (APS), case management programs, or to home delivered meals. The need for a home visit will be evaluated and may be required if the applicant is:

- Terminally ill
- Isolated
- Needs help completing the application

All case actions and contacts must be documented in the case notes

Denials

If the SOC Specialist is notified that the applicant has been determined ineligible for Medi-Cal, wishes to withdraw his/her application, or that the applicant is deceased, the SOC Specialist will:

- Enter the denial information into CMIPS II.
- Document the reason in the “case notes”
- Submit the case for supervisory review
- Notify designated Medi-Cal staff that a SAWS1 application has been denied

SOC 873 IHSS Health Certification Forms

The SOC 873 IHSS Health Certification Form (Attachment) with the 12-52 HHSA SOC Specialist Initial Contact Letter (Attachment). The applicant has 45 days from the date of receipt to have the form completed by their physician and returned. When the SOC 873 is returned to the SOC Specialist indicating ineligibility to IHSS, the SOC Specialist will deny the application and notify designated Medi-Cal staff. If the SOC 873 does not clearly indicate ineligibility to services, the SOC Specialist will not take any action related to the form. The IHSS Social Worker will use the responses on the form, along with all other eligibility factors to make a final determination on whether or not to grant or deny the application.

Pending and Inactive Medi-Cal

The SOC Specialist will monitor the list of pending and inactive Medi-Cal applications on a regular basis. If the Medi-Cal application is approved and is active in both CalWIN and MEDS, the SOC Specialist will send the application back to the district office for assignment and a needs assessment.

If the Medi-Cal is active in CalWIN and not in MEDS, the SOC Specialist will contact the FRC IHSS Program Liaison (Attachment 2-39) to resolve the issue. If the Medi-Cal is discontinued or denied, the SOC Specialist will contact the FRC IHSS Program Liaison for the denial/closing reason and deny the IHSS application.

IHSS District Office Clerical Responsibilities

The designated IHSS clerk(s) will:

- Print the “R” document and route to the SOC Specialist.
- Complete CMIPS entries for denied, closed, and granted cases.
- Mail the Notice of Action for denied, closed, and granted cases to the applicant.
- File documents in denied, closed, and granted cases
- Retain denied/closed cases for 60 days and then send to Record Room.
- Send the granted case back to the respective district office indicating on the route slip that the case is a “transfer case.”

If the SOC Specialist workload increases to a significant level, additional clerical assistance may be needed on a temporary basis. This assistance may include:

- Routine clearing of pending cases on MEDS, CMIPS and CalWIN
- Screen prints of MEDS, CMIPS, and CalWIN as needed

The workload for the SOC Specialist will be evaluated on a regular basis. Any requests for additional clerical help will be reviewed by the Program Support Manager, the IHSS Operations Manager, and the Supervising Office Assistant.