

CHAPTER 2

ELIGIBILITY & CASE MANAGEMENT

REFERRALS FROM CCTP

General Information

The goals of the Community-based Care Transitions Program (CTTP) are to improve the transition of beneficiaries from the inpatient hospital setting to other care settings, to improve quality of care, to reduce readmissions for high risk beneficiaries, and to document measurable savings to the Medicare program. In order to assist CCTP in meeting their goal of having support services in place within 30 days, IHSS has established an expedited referral process for CCTP beneficiaries. Expedited referrals will be accepted for applicants that are determined to be status eligible only.

Referral Process – New IHSS Referral

In order to initiate and process expedited referrals from CCTP, the following steps must be taken:

1. The CCTP Care Enhancement Social Worker (CESW) will make an IHSS referral by telephone to the AIS Call Center or online via the AIS Web Referral system.
 - If made by telephone, the CESW will inform the Call Center Specialist (CCS) that the applicant is a CCTP participant. The CCS will document the “Referral Type” as CCTP in the Call Center Case Note Template. When CMIPS II is unavailable and the application must be entered into ALEX, the CCS will document in the Needs Description field that the referral is from CCTP.
 - If made via the *AIS Web Referral System*, the CESW will document in the *Needs Description* field that the referral is from CCTP.
2. The Call Center Specialist will assign the application to the designated District Office (D.O.) clerk in the office that is indicated by the applicant’s zip code.
3. The assigned D.O. clerk will assign the application to the designated IHSS nurse.
4. The IHSS nurse will contact the CESW prior to completing the initial assessment to obtain any information that may expedite the application process for the applicant. When possible, the CESW will provide a discharge summary or other medical verification that may be used in lieu of the SOC 873 for purposes of expediting the granting of the IHSS application.
5. The IHSS nurse will complete the initial assessment within three business days of receiving the application. The assessment will be completed in the hospital if the applicant is not expected to be discharged within three business days following the date of application.
6. The IHSS nurse will complete all necessary documentation in the Case Management and Information Payrolling System (CMIPS II) and submit the application to his/her supervisor for review within four business days of receiving the application.

7. The Social Work Supervisor (SWS) will review and process the application within two business days of receiving the request for review from the IHSS nurse.
8. The SWS will notify the IHSS nurse when the application has been approved.

If the initial assessment is completed in the hospital, the IHSS nurse must complete a second visit within two weeks from the date that the applicant returned home in order to determine if an adjustment in the authorized hours is needed.

Referrals to the IHSS Public Authority Registry

A Provider Registry Referral will be made if an applicant does not have a care provider. IHSS eligibility must be determined and authorized in CMIPS II in order for the IHSS Public Authority Registry to process the referral. The IHSS nurse will notify the CESW once the applicant's eligibility has been authorized in CMIPS II, within the six business days of receiving the application. The CESW will send a *Community-based Care Transitions Program (CCTP) Referral Form* (see Attachments section) to registry.hhsa@sdcounty.ca.gov within one business day of receiving notification by the IHSS nurse. The subject line of the email must state "CCTP Referral" in order for the request to be expedited.

When a non-County entity or individual will be assisting the IHSS recipient in their search for a provider, the recipient must complete a *Public Authority Release of Information (ROI) Authorization* (see Attachments section). The CESW will email the completed ROI to: registry.hhsa@sdcounty.ca.gov or send via fax to: (619) 476-6362.

The IHSS Public Authority, using either their *Platinum Provider* or *Send One* program, will send a care provider as well as a list of providers from the Registry within one business day of receiving the referral.

At the discretion of the Social Work Supervisor, high needs recipients may remain in the IHSS nurse's caseload. The assigned IHSS nurse or Social Worker and the CCTP Care Enhancement Social Worker will collaborate to ensure that the recipient receives the necessary assistance in obtaining an IHSS provider.

Referral Process – Active IHSS Recipients

When an existing IHSS recipient is hospitalized and enrolled into the Community-based Care Transitions Program, the CCTP CESW will email the assigned IHSS Social Worker, and include the SWS, the following information:

- Any change in the recipient's functional status or needs.
- Any change in the recipient's provider.
- A copy of the discharge summary or other medical verification that may assist the IHSS Social Worker in completing a needs assessment.

The IHSS Social Worker will complete a telephone triage to determine whether a face-to-face assessment is required. When an assessment is completed in the hospital, the IHSS SW will

complete a second visit to reevaluate the recipient's needs within two weeks of his/her return home.

Referrals to the IHSS Public Authority Registry

Existing IHSS recipients that are newly enrolled to CCTP and do not have a care provider at the time of their hospitalization will be referred directly to the IHSS Public Authority Registry by CCTP staff using the *Community-based Care Transitions Program (CCTP) Referral Form*. The CESW will email the referral form to registry.hhsa@sdcounty.ca.gov, and include the assigned IHSS Social Worker and Social Work Supervisor in the email. The subject line of the email must state "CCTP Referral" in order for the referral to be expedited.

When a non-County entity or individual will be assisting the IHSS recipient in their search for a provider, the recipient must complete a Public Authority *Release of Information (ROI) Authorization*. The CESW will email the completed ROI to: registry.hhsa@sdcounty.ca.gov or send via fax to: (619) 476-6362.

The IHSS Public Authority, using either their *Platinum Provider* or *Send One* program, will send a provider as well as a list of providers from the Registry within one business day of receiving the referral.

The assigned IHSS nurse or Social Worker and the CCTP Care Enhancement Social Worker will collaborate to ensure that the recipient receives the necessary assistance in obtaining an IHSS provider.