

## CHAPTER 5

# INDIVIDUAL PROVIDERS

---

### EXPEDITED PROVIDER REGISTRY REFERRALS

#### General Information

Expedited Registry Services are available to In-Home Supportive Services (IHSS) recipients who have critical care needs, lack a support system, and require assistance in finding an Individual Provider (IP). The IHSS Social Worker may submit referrals for Expedited Registry Services for an IHSS applicant/recipient who has:

- Been approved as an expedited IHSS referral
- Requested and temporarily approved for care through Urgent Services, and needs help hiring a long-term IP to replace the short-term Urgent Services provider
- Agreed to allow the Public Authority (PA) to identify and send a provider on his/her behalf

Expedited Registry Services (which includes identifying an IP) will be initiated within (1) business day of PA receiving the IHSS Social Worker referral. The recipient may, at his/her discretion, hire an Expedited Registry Services caregiver.

Expedited Registry Services are not to duplicate or replace services provided by the IHSS Urgent Services contract vendor. The IHSS Social Worker will utilize Expedited Registry Services as a resource when a high-risk recipient has exhausted all other plans for the provision of IHSS services and/or there is no one available to provide care. If the recipient (or authorized representative) prefers to contact IPs on their own, the Registry will send an expedited list within (1) business day.

IPs selected from the Expedited Registry Services *will not* provide Paramedical Services. Paramedical Services require written authorization and training of the caregiver by a medical professional before paramedical services can be authorized for payment.

#### IHSS Social Worker Responsibilities

The IHSS Social Worker must determine eligibility, approve, and authorize services in CMIPS II prior to submitting an Expedited Registry Services referral. The IHSS Social Worker will initiate a referral using the *Expedited Registry Services Referral* form (Attachment A). In order for Registry staff to process the request, all sections of the referral form must be complete and the form emailed to [registry.hhsa@sdcounty.ca.gov](mailto:registry.hhsa@sdcounty.ca.gov). The subject line of the email must indicate “Expedited Registry Services Referral”. Incomplete referrals or emails that are not identified in the subject line as an Expedited Registry Service Referral may cause unnecessary delays in processing the referral.

#### IHSS Public Authority Registry Process

Upon receiving the referral for Expedited Registry Services, Registry staff will contact the recipient (or authorized representative) and attempt to identify potential IPs currently available. In order to share the recipient’s information with potential IPs, the recipient must complete a PA Release of Information (ROI) authorization form. If no ROI is presently on file, Registry staff will obtain one-time verbal permission from the recipient to release his/her information. Registry staff will immediately follow up by sending a ROI to the recipient for signature. After

## **CHAPTER 5**

### **Expedited Registry Services**

---

obtaining verbal or written permission, Registry staff will contact one or more potential IPs and share the recipient's relevant demographic information and service needs. If the recipient (or authorized representative) would like to contact the IPs him/herself, the Registry will furnish him/her a list as opposed to calling IPs on his/her behalf.

Once Registry staff has identified an IP(s), he/she will attempt to contact the recipient directly and provide information on the IP. Registry staff will contact the IHSS Social Worker for assistance, if unable to reach the IHSS recipient.

After an IP has confirmed his/her availability to work, PA staff will forward him/her the recipient's contact information. PA staff will then follow-up with the recipient and supply the name and contact information of the IP that will be calling them. The recipient (or authorized representative) and IP will make final interviewing/hiring arrangements with each other directly. PA staff will contact the recipient and/or IP to confirm the match.

If Registry staff is unable to match the recipient with an IP, the process will repeat until all Registry IP options are exhausted. Registry staff will confer with the IHSS SW in order to explore other options if unable to match the recipient to an IP.