



# Refer Members to Community Supports Services With this Quick Reference

## USE THE ELIGIBILITY CRITERIA TO HELP DETERMINE WHEN SERVICES ARE COVERED

Community Supports (CS) services are part of the California Advancing and Innovating Medi-Cal (CalAIM) program, through the Department of Health Care Services (DHCS), to help improve the health of Medi-Cal members across the state. There are 14 CS services that are available to members, each designed to support specific health-related social needs. Refer to the CS authorization guides on the [CalAIM Resources for Providers](#) page for more details on eligibility and requirements for each service.



### Services to address homelessness and housing:

| Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Eligibility criteria                                                                                                                                                                                                                                                               |
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| <p><b>Housing Transition Navigation Services:</b> Assistance with obtaining housing. This may include assistance with searching for housing or completing housing applications, as well as developing an individual housing support plan.</p> <p><b>Housing Tenancy and Sustaining Services:</b> Assistance with maintaining stable tenancy once housing is secured. This may include interventions for behaviors that may jeopardize housing, such as late rental payment and services, to develop financial literacy.</p> <p><b>Housing Deposit:</b> Available for members in housing navigation and housing tenancy if there is a need and all county resources have been expended.</p> | <ul style="list-style-type: none"> <li>Experiencing homelessness and have a serious health condition; or</li> <li>Determined eligible for Transitional Rent; or</li> <li>Prioritized for housing through the local homeless Coordinated Entry System or similar system.</li> </ul> |
| <p><b>Transitional Rent:</b> Up to six months of rental assistance to support connection to long-term housing supports.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>Serious health condition; and</li> <li>Experiencing or at risk of homelessness; and</li> <li>Exiting a hospital, jail, foster care or unsheltered homelessness, or eligible for full-service partnership.</li> </ul>                        |



### Recuperative services:

| Description                                                                                                                                                                                                   | Eligibility criteria                                                                                                                                                                                                                                                                    |
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| <p><b>Recuperative Care (Medical Respite):</b> Short-term residential care for members who need to recover from an injury or illness.</p>                                                                     | <ul style="list-style-type: none"> <li>Individuals requiring recovery in order to heal from an injury or illness; and</li> <li>Experiencing or at risk of homelessness.</li> </ul>                                                                                                      |
| <p><b>Short-Term Post-Hospitalization Housing:</b> Setting in which members can continue receiving care for medical psychiatric or substance use disorder needs immediately after exiting an institution.</p> | <ul style="list-style-type: none"> <li>Exiting recuperative care or other facility; and</li> <li>Experiencing or at risk of homelessness; and</li> <li>Serious health condition; and</li> <li>At risk of hospitalization.</li> </ul>                                                    |
| <p><b>Respite Services:</b> Short-term relief provided to caregivers of members who require intermittent temporary supervision.</p>                                                                           | <ul style="list-style-type: none"> <li>Live in the community and are compromised in their Activities of Daily Living and need non-medical care from a caregiver; and</li> <li>Respite service is rest for the caregiver only to avoid institutional placement of the member.</li> </ul> |
| <p><b>Sobering Centers:</b> Alternative destinations for members who are found to be intoxicated and would otherwise be transported to an emergency department or jail.</p>                                   | <ul style="list-style-type: none"> <li>Individuals ages 18 and older who are intoxicated (appropriate for sobering centers); and</li> <li>Conscious, cooperative, able to walk, nonviolent and free from any medical distress.</li> </ul>                                               |

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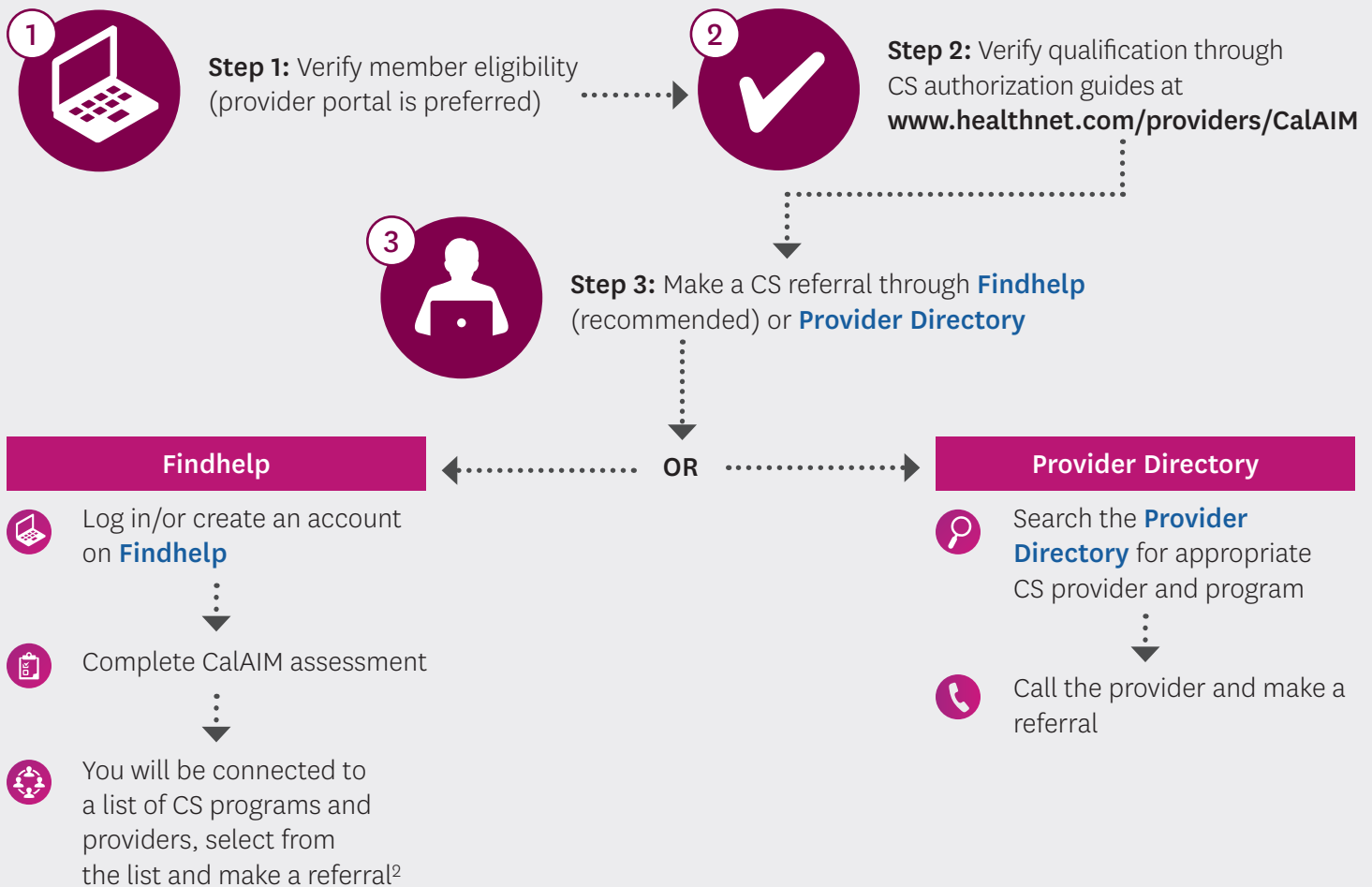
## Services for long-term well-being in home-like settings:

| Description                                                                                                                                                                                                                                                                                                                                                         | Eligibility criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>Asthma Remediation:</b> Physical modifications to a member's home to mitigate environmental asthma triggers.                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>Completed an in-home environmental trigger assessment within the last 12 months through the Asthma Preventive Services (APS) benefit that identifies medically appropriate asthma remediation and specifies how the intervention meets the needs of members.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Day Habilitation:</b> Programs provided to assist members with developing skills necessary to reside in home like settings, often provided by peer mentor type caregivers. These programs can include training on use of public transportation or preparing meals.                                                                                               | <ul style="list-style-type: none"> <li>Experiencing homelessness; or</li> <li>Exited homelessness and entered housing in the last 24 months; or</li> <li>At risk of homelessness or institutionalization whose housing stability could be improved.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Environmental Accessibility Adaptation (Home Modifications):</b> Physical adaptations to a home to ensure the health and safety of the member. These may include ramps and grab bars.                                                                                                                                                                            | <ul style="list-style-type: none"> <li>At risk for institutionalization in a nursing facility.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Medically Tailored Meals/Medically Supportive Food:</b> Meals delivered to the home that are tailored to meet members' nutrition-sensitive health condition(s) and unique dietary needs.                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Has nutrition-sensitive health condition(s) (e.g., cancer, diabetes, heart failure and more).</li> <li>Must be assessed by a registered dietician or other appropriate clinician.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Assisted Living Facility (ALF) Transitions:</b> Services designed to assist members with living in the community and avoiding institutionalization, whenever possible.                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Resided in a nursing facility for 60+ days.</li> <li>Willing to live in an assisted living setting as an alternative to a nursing facility.</li> <li>Able to reside safely in an ALF.</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>Interested in remaining in the community; and</li> <li>Willing and able to reside safely in an ALF; and</li> <li>Meets the minimum criteria to receive nursing facility level of care services<sup>1</sup> and, in lieu of going to a facility, chooses to remain in the community and continue to receive medically necessary nursing facility level of care services at an ALF.</li> </ul> |
| <b>Personal Care and Homemaker Services:</b> Services can be provided for members who need assistance with Activities of Daily Living such as bathing, dressing, toileting, ambulation or feeding. Personal care services can also include assistance with Instrumental Activities of Daily Living such as meal preparation, grocery shopping and money management. | <ul style="list-style-type: none"> <li>At risk for hospitalization or institutionalization in a nursing facility; or</li> <li>Individuals with functional deficits and no other support system; or</li> <li>Individuals approved for In-Home Supportive Services.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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<sup>1</sup>Nursing facility level of care as defined in Section 51124 of Title 22 of the California Code of Regulations.

## Refer to the flowchart to determine CS eligibility and make referrals



### Findhelp

Use Findhelp at [communitysupportsecm.findhelp.com/](http://communitysupportsecm.findhelp.com/) or scan this QR code to identify local resources, supports staff and community partners when searching for local services.



### Provider directory

Find a CS provider for members via the provider directory at <https://chpiv.org/find-a-provider/> or scan this QR code.



### Additional information

To learn more about CS or to access these services, contact **Community Health Plan of Imperial Valley** at **833-236-4141** or call **Medi-Cal Health Care Options** at **800-430-4263 (TTY: 800-430-7077)**.

<sup>2</sup>Only refer to providers on Findhelp if their program card has been claimed with a checkmark on the right-hand corner, or else refer through provider directory.