

PROVIDER Update



NEWS & ANNOUNCEMENTS

NOVEMBER 30, 2022

UPDATE 22-1040m

2 PAGES

Help Members Live Independently with Personal Care and Homemaker Services

Support is available for members to be more independent while meeting their daily living needs

Personal Care and Homemaker Services Community Supports (CS) helps members who need assistance with Activities of Daily Living (ADLs) or Instrumental Activities of Daily Living (IADLs).

Personal Care and Homemaker Services can help advance the individual's independence within the home and community and helps the individual meet daily living needs.

Eligibility

Members may qualify for Personal Care and Homemaker Services if the individual:

- Is at risk for hospitalization or institutionalization in a nursing facility; or
- Lost the ability to function and has no other support system; or
- Was approved for In-Home Supportive Services.

This service cannot be utilized in lieu of referring to the In-Home Supportive Services program. Member must be referred to the In-Home Supportive Services program when they meet referral criteria.

If a member receiving Personal Care and Homemaker services has any change in their current condition, they must be referred to In-Home Supportive Services for reassessment and determination of additional hours. Members may continue to receive the Personal Care and Homemaker Services Community Support during this reassessment waiting period.

Services available

The Personal Care Services and Homemaker Services can help members with:

- ADLs such as bathing, dressing, toileting, ambulation, or feeding.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

LINES OF BUSINESS:

- IFP
 - Ambetter HMO
 - Ambetter EPO
 - Ambetter HSP
- Employer Group
 - HMO/POS/HSP
 - EPO
 - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

Medi-Cal (including CS and ECM providers)

– 800-675-6110

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

Discover Helpful Tools to Support Your Office

Go to the Provider Library at providerlibrary.healthnetcalifornia.com to quickly access information to help you in your everyday interactions with our Plan. The library includes:

- Provider manuals
- Forms and References
- Education, Training and Other Materials
- Updates and letters
- Contacts
- Health Equity, Cultural and Linguistics Resources

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- IADLs such as meal preparation, grocery shopping, and money management.
 - Activities for individuals who could otherwise not remain in their homes.
 - Services provided through the In-Home Support Services program such as house cleaning, meal preparation, laundry, personal care services (bowel and bladder care, bathing, grooming, and paramedical services).
 - Assistance to medical appointments and supervision for the mentally impaired.

Billing service code

Billing for Personal Care and Homemaker services must use service code **T1019** with **modifier U6**.

Authorization Guide

For more information on CS authorization guides and eligibility criteria, access Health Net's provider website at Healthnet.com> Provider> CalAIM Resources> Forms & Tools under *Community Supports (CS) Authorization Guides* or www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html.

Additional information

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, by phone or through the Health Net provider website as listed in the right-hand column on page 1.