PROVIDER*Update*

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Environmental Accessibility Adaptations

Improving the home's condition helps people maintain their independence, health, and wellbeing.

Environmental Accessibility Adaptations (EAAs), also called home modifications, make it easier for people to carry out daily activities. The service is covered under CalAIM and is available in a home that is owned, rented, leased, or occupied by the member or their caregiver. Home modifications reduce the risk of accident and death. They delay institutionalization, cut health care costs, and support caregivers providing assistance.

Examples include ramps, grab bars, doorway widening, stair lifts, specialized electric and plumbing systems, and wheelchair-accessible bathrooms and showers.

Eligibility and restrictions

Members are eligible when they are at risk of institutionalization in a nursing facility.

Members must receive direct medical or remedial benefit from the home modifications and cannot be part of a duplicate EAA program.

The program excludes aesthetic or general utility improvements and must follow building codes.

Unless more time is needed to obtain homeowner consent or the individual receiving the service requests a longer timeframe, EAAs must be assessed and authorized within 90 days of the request.

Required documentation

Required documentation includes:

- An order from the member's current primary care physician or other health professional requesting equipment or services.

- Physical or occupational therapy evaluation and report containing an evaluation of the current equipment's inadequacy, an evaluation of the requested equipment or service's necessity, and a description of the

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 PPO
  - ○ Ambetter EPO   ○ Full Network PPO
  - ○ 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   San Bernardino
  - Los Angeles   San Diego
    - ○ Molina   San Joaquin
  - Riverside   Stanislaus
  - Sacramento   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

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!
At **provider.healthnet.com** > *COVID-19 Updates > Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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inadequacy of currently or previously used equipment.

- If possible, a minimum of two bids from appropriate providers of the requested service which itemize the services, cost, labor, and applicable warranties.
- Proof of a home visit determining the suitability of the requested equipment or service.

Before permanent adaptations or installations, the owner and member are provided written documentation stating that the modifications are permanent and that the state is not responsible for maintenance, repair or removal of any modification.

Where to refer members for Environmental Accessibility Adaptation (Home Modification) services

Use the below resource to connect Medi-Cal members to home modification and other supportive services such as financial assistance, food pantries, medical care and other no-cost or reduced-cost help:

1. Use findhelp: Search for CS program and/or no-cost or low-cost, direct services to support members with social determinants of health (SDOH) needs. The platform makes it easy to use to refer members to CS providers and close the loop on referrals.

   Follow the steps below to begin a search.

   1. Go to https://communitysupportsecm.findhelp.com/.
   2. Enter a ZIP Code and click search.
   3. Choose a topic from the top, then select a subtopic. Services vary based on the ZIP Code.
   4. Select the CS provider or service that best meets the member's needs.

2. Use the provider directory: If you identify a member who qualifies for CS, use the provider directory to identify a CS provider to refer the member to, and contact the CS provider based on the directory contact information to provide the member's information. Provider directory can be found on the CalAIM Resource Page, https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html.

Program details

- Total lifetime maximum: $7,500 unless the member's place of residence changes or the member's condition has changed significantly.
- Coding: Healthcare Common Procedure Coding System (HCPCS) code S5165 U1.
- Allowable providers: Providers must possess experience and expertise specific to these services.
- State services to avoid: Nursing facility services, inpatient and outpatient hospital services, emergency department services and emergency transport services.

Additional information

Providers are encouraged to access the provider portal online at **provider.healthnetcalifornia.com** for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the Asthma Remediation Program, contact the Health Net Medi-Cal Provider Services Center within 60 days at 800-675-6110.