

# PROVIDER Update



NEWS & ANNOUNCEMENTS

NOVEMBER 29, 2022

UPDATE 22-995m

2 PAGES

## How to Use the Day Habilitation Benefit for Medi-Cal Members

### Find out who's eligible

Day habilitation programs assist the member in acquiring, retaining and improving self-help, socialization and adaptive skills necessary to reside successfully in the person's natural environment. The services are provided in a member's home or an out-of-home, non-facility setting. Services are available for as long as necessary.

### Member eligibility

Members must meet the following criteria to qualify for a day habilitation program:

Eligible persons	Restrictions
<ul style="list-style-type: none"><li>Members who are experiencing homelessness;</li><li>Members who exited homelessness and entered housing in the last 24 months; and</li><li>Members at risk of homelessness or institutionalization whose housing stability could be improved.</li></ul>	<ul style="list-style-type: none"><li>Member is participating in duplicative state, local or federally funded programs.</li></ul>

### Program overview

The program and services include (but are not limited to):

#### Member training on:

- The use of public transportation.
- Personal skills development in conflict resolution.
- Community participation.
- Developing and maintaining interpersonal relationships.

### 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

800-675-6110

### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

### Discover Helpful Tools to Support Your Office

Go to the Provider Library at [providerlibrary.healthnetcalifornia.com](http://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

\*Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at [provider.communications@healthnet.com](mailto:provider.communications@healthnet.com) indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.

- 
- Daily living skills (cooking, cleaning, shopping, money management).
  - Awareness of community resources, such as police, fire and local services, to support independence in the community.

**Member assistance with:**

- Selecting and moving into a home.<sup>1</sup>
- Locating and choosing suitable housemates.
- Locating household furnishings.
- Settling disputes with landlords.<sup>2</sup>
- Managing personal financial affairs.
- Recruiting, screening, hiring, training, supervising and dismissing personal attendants.
- Dealing with and responding appropriately to governmental agencies and personnel.
- Asserting civil and statutory rights through self-advocacy.
- Building and maintaining interpersonal relationships, including a circle of support.
- Coordination with the Plan to link the member to any Community Supports (CS) and/or Enhanced Care Management (ECM).
- Referral to non-CS housing resources if the member does not meet Housing Transition/Navigation Services CS eligibility criteria.
- Assistance with income and benefits advocacy including general assistance/general relief and supplemental security income (SSI) if the member is not receiving these services through CS or ECM.
- Coordination with the Plan to link the member to health care, mental health services and substance use disorder services based on the member's individual needs.

**Additional information**

Providers are encouraged to access the provider portal online at [provider.healthnetcalifornia.com](https://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 information contained in this update, contact the Health Net Medi-Cal Provider Services Center within 60 days at 800-675-6110.

<sup>1</sup> Refer to the Housing Transition/Navigation Services CS.

<sup>2</sup> Refer to the Housing Tenancy and Sustaining Services CS.