

# CMC01006: Managed Long-Term Services Support (MLTSS)

CA Health Plan Compliance Training

May 2022



## Introduction

In this training, you will learn:

What consists of Managed Long-Term Services and Support (MLTSS) services?

Overview of the MLTSS eligibility requirements, coverage, referrals, services, programs, care coordination, team and care plan options (CPO).

In-home support services (IHSS), community-based adult services (CBAS), multipurpose senior services program (MSSP), long-term care facility services (LTC).



## Definition

### What is MLTSS?

- ❑ Managed Long-Term Services & Supports (MLTSS) refers to a wide range of services that support people to live independently in the community through a care coordinated initiative (CCI).



## MLTSS

### MLTSS goals:

- Avoid or delay premature placement of persons in nursing facilities while fostering independent living in the community.
- Reduce health care costs by arranging for home-based community services.
- Enhance safety and quality of life for our members.
- Support families and caregivers of our members.



## MLTSS

### MLTSS goals:

- In-home supportive services (IHSS)
- Community-based adult services (CBAS)
- Multipurpose senior services (MSSP)
- Long-term care (LTC)
- Care plan options (CPO)



## MLTSS

### MLTSS team functions:

- Acts as MLTSS subject matter experts on care teams.
- Acts as a liaison for MLTSS providers, vendors and health plan.
- Educates on MLTSS benefits.
- Provides oversight of MLTSS.
- Coordinates access to MLTSS.
- Finds the right combination of service through assessment and staff expertise.



## MLTSS

### In-home support services (IHSS):

- ❑ A CA state program that provides in-home care to low-income seniors and persons with disabilities, allowing them to remain safely in their home.



## MLTSS

### In-home support services (IHSS):

- CA state program eligibility requirements for IHSS members:
  - Receive or eligible to receive supplemental security income (SSI) / state supplemental payment (SSP) or Medi-Cal benefits.
  - Be either 65 years of age or older, is blind, or disabled by Social Security standards.
  - Mild cognitive disorder such as dementia and needs assistance with 2 activities of daily living (ADL).
  - Submit a health care certification form (SOC 873) from a licensed health care professional indicating needs assistance to stay living at home.





## MLTSS

### IHSS assists in:

- Domestic chores:
  - Grocery shopping, house cleaning, meal preparation and laundry.
- Personal care:
  - Bathing, dressing, feeding and grooming.
- Paramedical assistance:
  - Blood/urine testing, exercising, injections and medications.
- Other services:
  - Accompany to medical appointments, protective supervision and yardwork.



## MLTSS

### IHSS providers:

- As the employer, the consumer (patient-member) can hire any provider they choose to be their home care worker including family members or friends.
- IHSS providers are paid hourly.
- Providers are eligible for benefits through the Personal Assistance Service Council (PASC)-SEIU Plan.
- IHSS providers must:
  - Complete the enrollment process.
  - Clearance of criminal background investigation.
  - Attend provider orientation to obtain information about IHSS rules and requirements.

## MLTSS

### IHSS responsibilities:

- Health plan does not determine need for services or authorize hours.
- Department of Public Social Services (DPSS):
  - Completes intake, conducts assessment, determines hours, authorizes services.
- Consumer:
  - Files application, hires IHSS provider, cooperates during assessment, provides accurate information, submits complete forms timely.
- PCP:
  - Completes medical certification form SOC873.
- Health plan:
  - Assists member in navigating IHSS process, initiates IHSS application when needed, acts as liaison between member and DPSS.

## MLTSS

### Community-based adult services (CBAS):

- Health plans contract with CBAS centers in Los Angeles County.
- Program where members can go to a center during the day for assistance with their daily needs.
- Eligibility requires Medi-Cal beneficiaries 18 years and older and must meet one or more of the following criteria:
  - At-risk for nursing facility placement.
  - Has traumatic brain injury and/or chronic mental health conditions.
  - Has mild cognitive impairment, Alzheimer's disease or other dementia.
  - Has a developmental disability.

## MLTSS

### CBAS help with:

- Core services:
  - Professional nursing and medication management.
  - Therapeutic activities.
  - Social services and/or personal care services.
  - One meal offered per day.
- Additional services:
  - Physical, occupational or speech therapy.
  - Mental health/psychiatric services.
  - Registered dietician services.
  - Transportation to/from center/residence.



## MLTSS

### CBAS enrollment requirements:

- Must be ordered by PCP or other healthcare professional.
- Requires authorization from health plan.
- Members may also apply directly with a CBAS center, where the center will work with the plan to obtain authorization.
- Authorization for CBAS is managed by the health plan.
  - Initial authorization covers six months of services.
  - Re-assessments are conducted every six months.



## MLTSS

### Multipurpose senior services program (MSSP):

- MSSP is an intensive case management program for seniors who are certified for nursing home placement but wish to remain at home.
- MSSP provides both:
  - Social and health care management.
  - A waiver program with limited slots in each county.
- Eligibility for MSSP are Medi-Cal beneficiaries 65 years of age and older:
  - Live in MSSP service area
  - Be certified for nursing home placement. Eligibility is determined by the local MSSP site based on state-set criteria.



## MLTSS

### MSSP:

- MSSP helps with:
  - Care Management:
    - Needs assessment, care plan development, monitoring of care.
  - Care Management Assistance:
    - Accessing services, personal advocacy.
  - Purchased Services:
    - Supplemental personal care, respite care, personal emergency response system (PERS), meal services, handyman/minor home repairs.





## MLTSS

### Long-term care (LTC) facility services:

- LTC provides medical, social and personal care in either a SNF setting or home for members with medical or mental conditions who need constant continuous care.
- LTC custodial benefit covers room and board.
- LTC indicators:
  - Prolonged nursing support and supervision.
  - Wound care, tracheostomy, G-tube, ventilator.
  - In need of assistance to walk, get in/out of bed, bathe, dress, feed, use the toilet, special diets and supervision of medicine.



Eating



Bathing



Dressing



Transferring



Toileting



Walking or moving around

## MLTSS

### Long-term care (LTC) vs. short-term:

Long-term custodial care	Short-term skilled care
<input type="checkbox"/> Consists of any non-medical care that can reasonably and safely be provided by non-licensed care givers.	<input type="checkbox"/> Is medically necessary care that can only be provided by or under the supervision of skilled or licensed medical personnel.
<input type="checkbox"/> Can take place at home or in a nursing home.	<input type="checkbox"/> Can be more costly than custodial care and can take place at home or in a SNF.
<input type="checkbox"/> Involves help with daily activities like bathing and dressing. In some cases where care is received at home, care can also include help with household duties such as cooking and laundry.	<input type="checkbox"/> Examples include physical therapy, wound care, intravenous injections, catheter care, and more.
<input type="checkbox"/> May be covered by Medicaid if care is provided in a nursing home setting and not at home.	<input type="checkbox"/> May be covered by Medicaid, State Medicaid programs have different rules that determine when skilled care is medically necessary and payable by Medicaid.

## MLTSS

### Care plan options (CPO):

- CPO is available to CMC members only.
- CPO services are not benefits.
- All community resources must be exhausted, and all CPO services must be authorized by the plan prior to service and must be provided through the plan's contracted CPO provider network.



## MLTSS

### MLTSS referral sources:

- MLTSS referral triggers:
  - Needs social support
  - Needs assistance with activities of daily living, including personal care, household chores.
  - Qualifies for nursing home placement but wants to stay home.
  - Needs caregiver support.
  - Receives MLTSS but needs more support.
  - History of repeated hospitalizations.
- MLTSS referral form can be found on the plan's website.



# Optum

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2022 Optum, Inc. All rights reserved.