



**To:** Medicare IPAs  
**From:** IEHP – Provider Relations  
**Date:** February 14, 2022  
**Subject:** **LTSS Roster: IHSS County Social Worker and Caregiver Info**

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Inland Empire Health Plan (IEHP) has enhanced the Long-Term Services and Supports (LTSS) roster on the secure IEHP Provider portal with IHSS County Social Work and Caregiver information to facilitate improved coordination of care.

## **Background**

LTSS is a Member-centered, long-term support system in which older adults and persons with disabilities have access to a full array of quality medical and social services that assist Members to remain safely in their home and prevent or delay placement into a skilled nursing facility. IEHP Members may be eligible to receive services from the following LTSS programs:

1. Multipurpose Senior Services Program (MSSP)
2. In-Home Supportive Services (IHSS)
3. Community-Based Adult Services (CBAS)

## **LTSS and Care Plan Development**

IEHP and its IPAs are required to develop an Individualized Care Plan (ICP) with each IEHP DualChoice Member and engage the Member and/or Member’s authorized representative in its design, reassessment, and updates.<sup>1,2</sup> Provider Policy MA\_12A3, “Care Management Requirements - Individualized Care Plan” outlines the elements that must be included in the Member’s ICP. If the Member is receiving IHSS, the ICP must also include the following:<sup>3</sup>

1. The name and contact information for the **county social worker** with the responsibility for authorizing and overseeing IHSS hours; **and**
2. The name and contact information for the **IHSS worker/caregiver**.

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<sup>1</sup> Department of Health Care Services (DHCS) Duals Plan Letter (DPL) 15-001 Supersedes 13-004, “Interdisciplinary Care Team and Individual Care Plan Requirements for Medicare-Medicaid Plans”

<sup>2</sup> Coordinated Care Initiative (CCI) Three-Way Contract September 2019, Section 2.5

<sup>3</sup> Ibid.

To support our IPAs in meeting this requirement, IEHP has enhanced its LTSS roster on the secure IEHP Provider portal. To access the LTSS Roster, IPAs must:

1. Log in to the secure IEHP Provider portal;
2. Select “Rosters” from the navigation panel on the left and then select “LTSS Roster;”
3. A check (✓) mark under the MSSP, IHSS and/or CBAS column(s) signifies that the Member is receiving services from this LTSS program.
4. If on file, the IHSS County Social Worker and/or Caregiver will be listed on the roster. If not on file, these columns will state “Not Available.”

**IMPORTANT:**

- The **IHSS County Social Worker** may be invited to Interdisciplinary Care Team case conferences.
- The **IHSS Worker/Caregiver’s** contact information is provided for informational purposes only and does **not** imply guardianship or authorization to speak on the Member’s behalf.

Be eligible to receive services from the following managed LTSS programs: (1) In-Home Supportive Services (IHSS), (2) Community-based Adult Services (CBAS) and (3) Multipurpose Senior Services Program (MSSP).

IEHP ID	Member Name	Plan	County Code	MSSP	IHSS	CBAS
		Medicare	San Bernardino	✗	✓	✗

Total LTSS Cases: 30

NPI: \_\_\_\_\_ PCP Name: \_\_\_\_\_ PCP Phone: \_\_\_\_\_  
IEHP ID: \_\_\_\_\_ Name: \_\_\_\_\_ DOB: \_\_\_\_\_  
CIN: \_\_\_\_\_ Address: \_\_\_\_\_ Phone: \_\_\_\_\_ County: San Bernardino  
Ontario CA

IHSS File for Member: [19970504408800]

Case Receipt No	Case Status	Authorized Hours	Program Effective Date	Program Termed Date	Social Worker Name	Social Worker Phone	IHSS Caregiver Name	IHSS Caregiver Phone	IHSS Caregiver Relationship
	Eligible	93.35	03/01/2017	03/31/2018					Other relative
	Eligible	75.23	03/01/2016	01/31/2017					Other relative
	Eligible	86.07	03/01/2016	01/31/2017					Other relative

As a reminder, all communications sent by IEHP can also be found on the Provider portal at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.