

PROVIDER Update



NEWS & ANNOUNCEMENTS

NOVEMBER 30, 2022

UPDATE 22-1018m

2 PAGES

Respite Services: Provide Temporary Relief for Primary Caregivers

Support is available for caregivers of members

Respite services are available to caregivers of members who require intermittent temporary supervision. The services are provided on a short-term basis due to the absence or need for relief of the caregiver. These services are distinct from medical respite/recuperative care and provide rest for the caregiver only.

The service limit is up to 336 hours per calendar year. The service is inclusive of all in home and in-facility services. Exceptions to the limit of 336 hours per calendar can be made when the caregiver experiences an episode that leaves the member without their caregiver. Respite support provided during these episodes can be excluded from the 336 hour annual limit.

Eligibility and services

Members are eligible for caregiver respite services if they live in the community and are compromised in their Activities of Daily Living (ADLs) and dependent on a qualified caregiver who provides most of their support. Said caregiver requires caregiver relief to avoid institutional placement of the member.

Members may also qualify for caregiver respite services if they are:

- Children who previously were covered for respite services under the Pediatrics Palliative Care Waiver.
- Foster care program beneficiaries.
- Members enrolled in California Children's Services or Genetically Handicapped Persons Program (GHPP), and
- Members with complex care needs.

Services are provided to the member in his or her own home or another location being used as the home.

Respite services should be made available when it is useful and necessary to maintain

Discover Helpful Tools to Support Your Office

Go to cahealthwellness.com/providers to quickly access information to help you in your everyday interactions with California Health & Wellness Plan. The site includes:

- The Provider manual
- Provider Pulse newsletters
- Health Equity, Cultural and Linguistics Resources
- Provider News
- Education, Training and Other Materials
- And more!

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THIS UPDATE APPLIES TO:

- Physicians
- Independent Practice Associations
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

Online Access

www.CAHealthWellness.com

- Secure Access
- Provider Billing manuals
- Provider forms
- Quick reference guides FAQs
- Secure messaging
- Prior Auth Code Checker Tool
- Clinical guidelines
- California Health & Wellness news
- Member eligibility
- PCP verification
- PCP panel lists
- Submit, inquire, or correct claims
- Submit authorizations or check authorization status

Call Us at 877-658-0305

Monday to Friday
8 a.m. to 5 p.m. (PT)

Fax Numbers

Prior Authorizations: 866-724-5057

Concurrent Review: 855-556-7910

Admissions: 855-556-7907

Appeals: 855-460-1009

Case Management: 855-556-7909

Pharmacy

Medi-Cal Rx – Self-administered drugs and supplies obtained under the pharmacy benefit

- Prior auth fax: 800-869-4325
- Help Desk: 800-977-2273

AcariaHealth – Specialty Pharmacy

- Prior auth fax: 855-217-0926
- Phone: 855-535-1815

CHWP Pharmacy Dept – Provider-administered drugs requiring prior auth

- Prior auth fax: 877-259-6961
- Phone: 877-658-0305

Medication Prior Authorization Form is available at

www.CAHealthWellness.com.

a person in their own home and to preempt caregiver burnout.

Billing service codes

Billing for respite services must use service codes **H0045**, **S5151**, or **S9125** with **modifier U6**.

Authorization Guide

For more information on Community Supports (CS) authorization guides and eligibility criteria, access the California Health & Wellness Plan (CHWP) website at www.CAHealthWellness.com > For Providers> CalAIM Resources for Providers > Forms & Tools under Community Supports (CS) Authorization Guides or www.cahealthwellness.com/providers/resources/calaim-resources.html.

Additional information

Providers are encouraged to access CHWP's provider portal online at www.CAHealthWellness.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 CHWP at 877-658-0305.