

Help Members Live Independently with Personal Care and Homemaker Services

Support is available for members to be more independent while meeting their daily living needs

Personal Care and Homemaker Services Community Supports (CS) helps members who need assistance with Activities of Daily Living (ADLs) or Instrumental Activities of Daily Living (IADLs).

Personal Care and Homemaker Services can help advance the individual's independence within the home and community and helps the individual meet daily living needs.

Eligibility

Members may qualify for Personal Care and Homemaker Services if the individual:

- Is at risk for hospitalization or institutionalization in a nursing facility; or
- Lost the ability to function and has no other support system; or
- Was approved for In-Home Supportive Services.

This service cannot be utilized in lieu of referring to the In-Home Supportive Services program. Member must be referred to the In-Home Supportive Services program when they meet referral criteria.

If a member receiving Personal Care and Homemaker services has any change in their current condition, they must be referred to In-Home Supportive Services for reassessment and determination of additional hours. Members may continue to receive the Personal Care and Homemaker Services Community Support during this reassessment waiting period.

Services available

The Personal Care Services and Homemaker Services can help members with:

- ADLs such as bathing, dressing, toileting, ambulation, or feeding.

Discover Helpful Tools to Support Your Office

Go to [cahealthwellness.com/providers](https://www.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!

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 indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.

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.

-
- IADLs such as meal preparation, grocery shopping, and money management.
 - Activities for individuals who could otherwise not remain in their homes.
 - Services provided through the In-Home Support Services program such as house cleaning, meal preparation, laundry, personal care services (bowel and bladder care, bathing, grooming, and paramedical services).
 - Assistance to medical appointments and supervision for the mentally impaired.

Billing service code

Billing for Personal Care and Homemaker services must use service code **T1019** with **modifier U6**.

Authorization Guide

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

Additional information

Physicians and other 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.