

# PROVIDER Update



NEWS & ANNOUNCEMENTS

NOVEMBER 29, 2022

UPDATE 22-997m

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.

### Discover Helpful Tools to Support Your Office

Go to [cahealthwellness.com/providers](http://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](http://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](http://www.CAHealthWellness.com).

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- 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 California Health & Wellness Plan's (CHWP's) provider portal online at [www.CAHealthWellness.com](http://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.

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

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