



CalAIM: Community Supports Frequently Asked Questions

March 10, 2022

Is PMPM defined as 30 days. Do you count 30 days from begin date or is it the date like if they came in on the 10th then services go through the 10th of the following month, regardless of number of days?

Yes per member per month is defined as 30 days from the start date of when you initially see the member.

Do we need to submit a TAR separate for housing and navigation or is it expected that those things are provided if a recuperative care and short term care TAR is approved.

If they are in ECM then they will do the housing navigation portion however you need to submit a separate TAR for each. If a member came in just on CS you would need to need to submit a do a short term or recuperative care.

Is there a way to add a filter in the TAR system to allow us to view only ECM or CS when we are checking our TARs?

Currently there is no function that filters by the TAR type but it may be something we can add.

Recuperative care and short-term care- is there any guidance on weekend documentation because we do not come in? We have been doing weekend documentation on Monday to reflect on the weekend.

For recuperative care you may not reach the full 90 days. The documentation can be attached when you submit the capacity survey. As long as the member has had multiple ED visits or admissions they are eligible.

On average, homeless people spend 3 nights per visit in the hospital, which can cost more than \$90000

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4046466/#:~:text=On%20average%2C%20homeless%20people%20spend,the%20general%20or%20poverty%20population>

Yes, and no. If there is one admission per year than that is not appropriate but if they have, several admissions or ED visits then they are eligible.

February 24, 2022

Where can I find the list of CS codes?

The list of CS codes are on the PHC CalAIM webpage

<http://www.partnershiphp.org/Community/Pages/CalAIM.aspx>, in the CS presentation materials.

What is the TAR timeframe?

The TAR timeframe is monthly (30 days) not calendar month.



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Will we get paid for an unsuccessful attempt?

No, you will not get paid for an unsuccessful attempt.

Is it possible to have an ECM and CS contract?

Yes, you can have an ECM and CS contract.

Is PHC still looking for Community Supports providers to contract with in certain counties?

Yes, we are always looking for CS providers to add to the CalAIM program. We utilize CS providers in other counties and sometimes use providers who service other counties. If you are interested in becoming a CS provider, please reach out to Contracting@partnershiphp.org.

Can I use the same Release of information (ROI) for ECM and CS?

Providers can use the same ROI for ECM and Community Supports.

Will CS have an equivalent billing spreadsheet, such as the RTF for ECM?

CS providers will be paid against what is billed and on the TAR. For billing questions, providers can contact the Claims Resolution Coordinators at ClaimsHelpDeskSR@partnershiphp.org.

February 10, 2022

Will we be notified if there is a mistake or missing information on a Treatment Authorization Request (TAR)?

If there is an error or missing information, you will receive a pended or rejected TAR notifying you via fax. It is important to include the fax number when submitting the TAR.

Can I only bill for housing for a member once a month?

Yes, housing supports are available per member per month.

Can we bill once a month for up to three months?

You can submit a claim monthly or once for the three months when they are completed.

What is the timeline for approval once an assessment is submitted?

The turnaround time is five business days.

How can you determine if a Community Support is in lieu of another service in the future?

The Community Support must be in lieu of services in current time.



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Do you have guidance on how many medical records are required?

Please provide any documents that may assist in the determination of the need for CS that are being requested. Such as a brief description about the member to better understand why the service is needed.

If there is an individual who is homeless and undergoing a severe medical treatment who has been discharged for about 10 weeks from their hospital stay, will they be considered for CS?

Each situation will be evaluated. Please include details when submitting medical records with the TAR.

Are we only required to submit the TAR and the monthly capacity report?

Correct, currently that is what is required for Community Supports.

What if I do not want to receive additional referrals for Community Supports?

Please note this in your monthly capacity report as zero for your current capacity.

The housing rate is per member per month regardless of how much time you spend on the member's services, correct?

Yes, the housing rate is per member per month.

Can a member be eligible to get services if they are in other programs?

It depends what the other services are. The member's case will be review case by case, if necessary additional information may be required to prove memmber is not receiving duplicate services.

Do we need to attach a diagnosis to show that we are providing services in lieu of services?

We do not have access to medical records.

Please include as much information as you can about the member's medical condition. The member must show reasons for being approved for Community Supports.

If multiple providers submit a TAR for the same member, will they both be approved?

No, only one TAR will be approved on a first come first serve basis for one provider.

What if we cannot contact a member within the three months of the approved TAR?

We ask that you cancel the TAR and not bill for a member you are not providing services for.



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Where can we access the recordings of previous trainings?

You can find them here on the CalAIM home page:

<http://www.partnershiphp.org/Community/Pages/CalAIM.aspx>

What is the start date of the 30 days for housing assistant per member per month?

The 30 days will begin on the TAR approval date.

When we submit a TAR, do we need to submit monetary amounts for a past bill we are paying?

Yes, please include the monetary amounts and estimate of the total bills that need to be approved.

What if we run into complications and are unable to secure housing within the approved three months of the TAR?

You can request an extension from us if you run into such situations.

Can the person coming from the ED be in the short-term bed and charge the rate \$108 a day for 90 days or less daily?

Short- Term Post-Hospitalization is \$108 a day *up to 90 days*, these services may vary based on the member's needs.

What is the timeline if we are interested in contracting?

The timeline for the initial assessment if you are interested in becoming a CS or ECM provider is about 4 weeks.

January 27, 2022

Is there a list of acceptable ICD codes for Community Supports who deliver medically tailored meals?

There is a limited number of codes and very specific criteria. There are no additional ICD 10s per DHCS.

Are there any eligibility restrictions?

Yes, they must fulfill the criteria per DHCS. Eligibility requirements are also included in the training presentation available here:

<http://www.partnershiphp.org/Community/Documents/CalAIM%20Webpage/Community%20Supports%20Documents/PHC%20ILOS%20Fact%20Sheet.pdf>



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If we are not contracted and credentialed by the end of January can we invoice for January?

No, you can not retro invoice. Once you are contracted, it will be retro dated back to January 1, 2022. Once you receive an approval you can submit TARs and claims.

Will the report come to providers from PHC for each team for us to return?

Yes, you will receive the report via Google Docs each month that can be downloaded and updated. You will receive this on the third Monday and it will need to be returned by that following Friday.

As we move forward, will things be accepted on a rolling basis or do we need to anticipate submitting reporting for both January and February by the end of February?

Please submit reporting as you can. We understand there may be challenges with staffing or training as you learn about this new program. If we feel that your reporting is coming in very delayed we will let you know.

Can PHC share the criteria for medically tailored meal program?

You can find the fact sheet here:

<http://www.partnershiphp.org/Community/Documents/CalAIM%20Webpage/Community%20Supports%20Documents/PHC%20ILOS%20Fact%20Sheet.pdf>

Will providers receive a report before they are contracted with PHC?

No, providers will not receive the monthly report via email until you have been contracted.

December 3, 2021

What are Community Supports services?

Community Supports services are medically appropriate and cost-effective alternatives to services covered under the Medi-Cal State Plan. Federal regulation allows states to offer Community Supports services as an option for Medicaid managed care organizations. Community Supports services are optional services for Managed Care Plans (MCPs) to offer, and are optional for managed care members to receive.

When will Partnership HealthPlan of California (PHC) offer Community Supports services?

PHC will provide the six (6) Community Supports services to eligible members on January 1, 2022:

- ✓ Housing Transition Navigation Services
- ✓ Housing Deposits
- ✓ Housing Tenancy
- ✓ Short-term Post Hospitalization Housing



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- ✓ Recuperative Care (Medical Respite)
- ✓ Medically Tailored Meals/Medically Supportive Food

Is a Treatment Authorization Request (TAR) required for Community Supports services?

Yes. A TAR is required for all Community Support services. Specific criteria for each service is available on our website <http://www.partnershiphp.org/Providers/HealthServices/Pages/Utilization-Management.aspx>.

Is the TAR the referral or is that for a provider requesting an authorization?

The TAR is not the referral, it is the Treatment Authorization Request submitted by the rendering service provider.

Will community supports providers need to do a TAR request?

Yes, a TAR is submitted by the rendering service provider.

Would we refer a client receiving CS to ECM if they would be appropriate? If so, how does that referral work?

Yes. The provider must fill out a Referral form and to. Please contact CalAIM@partnershiphp.org.

For members transitioning, will PHC be sending referrals to contracted CS providers?

For transitioning members, PHC will enter all the TARs and providers will receive a notice for each transitioning member.

What are continuation requests?

Continuation requests are requests for an extension of service. For example, if a CS provider believes the member needs an extension for a service, the provider will do an eTAR correction on the OLS Portal <https://provider.partnershiphp.org/UI/Login.aspx>.

Will CS providers receive service referrals directly from PHC? Or, will CS providers only provide services when they submit TARs?

CS providers need an approved TAR to start services. For more information, contact CalAIM@partnershiphp.org.

Are all rates once a month?

No. Depending on the type of service, please refer to the grid provided by DHCS at <https://www.dhcs.ca.gov/Documents/MCQMD/Coding-Options-for-ECM-and-Community-Supports.pdf>



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What is the referral method for community supports?

For information regarding referrals, please contact CalAIM@partnershiphp.org.

Can I submit a claim before the TAR is approved?

No. A TAR must be approved before submitting a claim.

Who would we contact for information and set up of electronic claims?

To submit claims electronically, contact our Electronic Data Interchange (EDI) Team for assistance at (707) 863-452 or email EDI-Enrollment-Testing@partnershiphp.org.

Does the TAR number need to be submitted on the claim form?

Yes, the TAR number is needed on the submitted claim form.

Can any qualified employee at our FQHC bill for community supports?

You must be a contracted CS provider to bill for community supports.

Does each billing employee need to sign up for partnership portal?

PHC encourages providers to have multiple employees to enroll as an eAdmin or user. An eAdmin can designate who has access to the portal. For questions contact eSystemsSupport@partnershiphp.org.