HWS HOUSING AND WORKFORCE SOLUTIONS
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COUNTY OF RIVERSIDE CONTINUUM OF CARE

# Contracting as an IEHP/ Molina Community Supports Provider

**Multidisciplinary Approaches to Ending Homelessness**

**A Continuum of Care Webinar Series**

***Please sign in by typing your full name, title, and organization into the webinar chat box.***

# About the Webinar Series

**Purpose**

These webinars provide an opportunity to engage with local and regional experts on best practices, advocacy tools and resources available to prevent and end homelessness in Riverside County.

**Recorded Webinars**

After the live webinar has taken place, the recording will be added to our website.

**Upcoming Webinars**

We are working on securing speakers for future webinars and would love to feature you or your agency.

Email CoC@rivco.org if interested.

***Please sign in by typing your full name, title, and organization into the webinar chat box.***

# Agenda for Today

| | | |
|---|---|---|
| **9:00 – 9:05 AM** | **Welcome** | HWS – Continuum of Care Staff:<br>Tanya Torno, Deputy Director |
| **9:05 – 9:10 AM** | Opening Remarks | Karen Roper<br>CoC Chair, Corona Homeless Solutions Manager |
| **9:10 – 9:30 AM** | IEHP | Juan Salas,<br>Manager of Provider Contracts<br>Karen Pham,<br>Director of Contracting |
| **9:30 – 9:50 AM** | Molina Healthcare | Natalie Allison,<br>Manager of Healthcare Services |
| **9:50 – 10:00 AM** | **Q&A: Please type your questions in the chat box. We will answer as many questions as possible at the end of the webinar.** | |

***Please sign in by typing your full name, title, and organization into the webinar chat box.***

IEHP
Inland Empire Health Plan
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# Community Supports Services:

# How to Join our IEHP Network

January 11, 2023

# Community Support Services

**The Departments of Health Care Services (DHCS) encourages Managed Care Plans (MCPs) such as IEHP to offer a robust menu of 14 Community Supports Services (preapproved by DHCS) to comprehensively address the needs of Members – including those with the most complex challenges affecting health such as:**

- **Homelessness**
- **Unstable and unsafe housing**
- **Food insecurity**
- **Other social needs**

- **Services are medically appropriate and cost-effective alternatives**
- **Eligible Members must meet IEHP Utilization Management (UM Criteria) found on IEHP website:**

  ***www.iehp.org*** *>Providers>Provider Resources>More>Utilization Management Clinical Criteria>Community Supports Services*

# What Do We Offer

## Currently, IEHP offers the following services (Effective January 01, 2022)

- Asthma Remediation
- Community Transition Services/Nursing Facility Transition to a Home
- Environmental Accessibility Adaptations (Home Modifications)
- Housing Transition Navigation Services
- Housing Deposits
- Housing Tenancy & Sustaining Services
- Medically Supportive Food/Meals/Medically Tailored Meals
- Nursing Facility Transition/Diversion to Assisted Living Facilities
- Recuperative Care (Medical Respite)
- Short-Term Post-Hospitalization Housing
- Sobering Centers (Riverside County)

## Tentative Upcoming Services (July 2023)

- Day Habilitation Programs
- Personal Care and Homemaker Services
- Respite Services

# How To Become an IEHP Community Supports Provider?

# Visit our Website: **IEHP.org**

**Once entering our website, please go to the following tabs:**

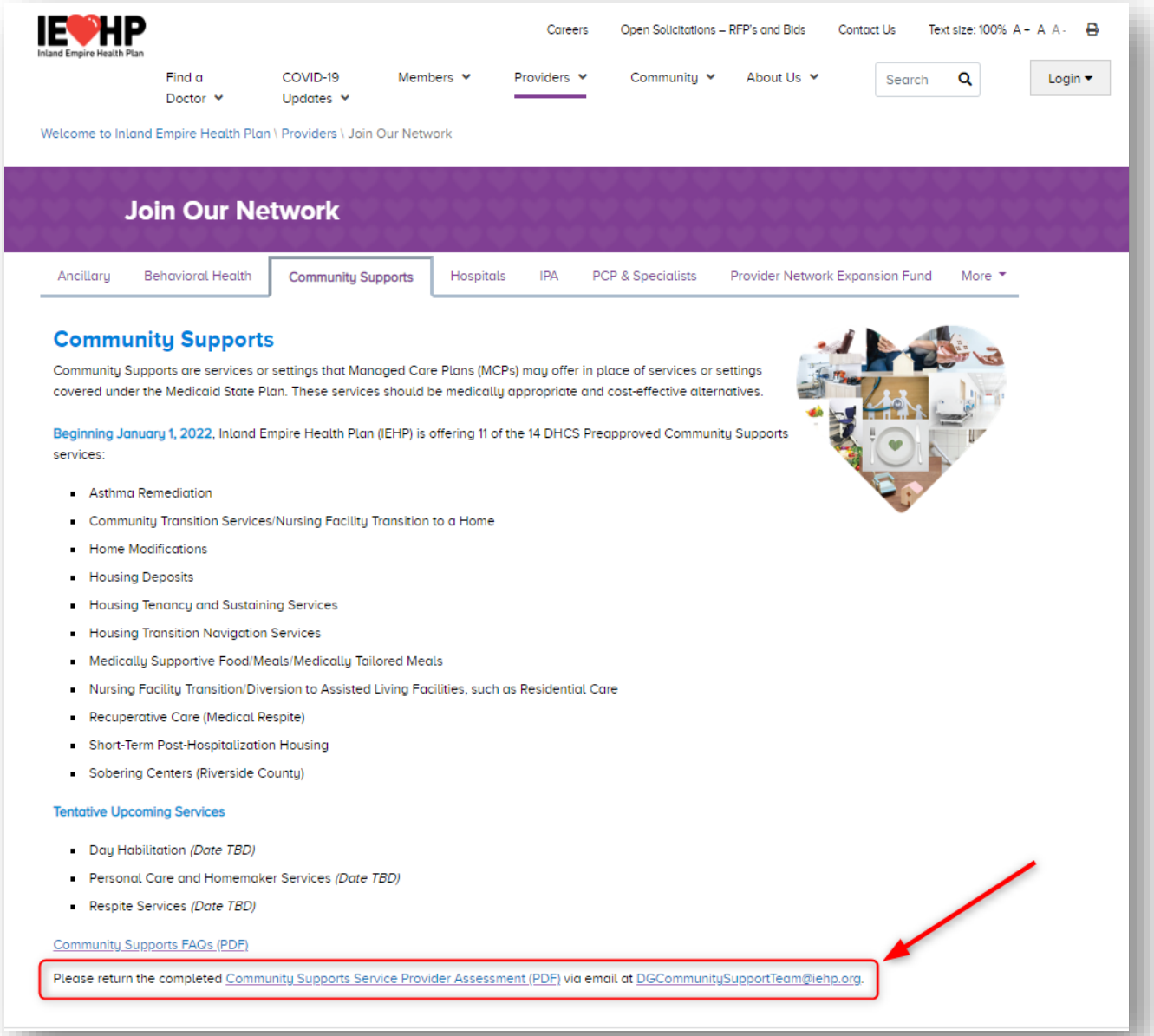
- Providers
- Join Our Network
- Community Supports

**OR**

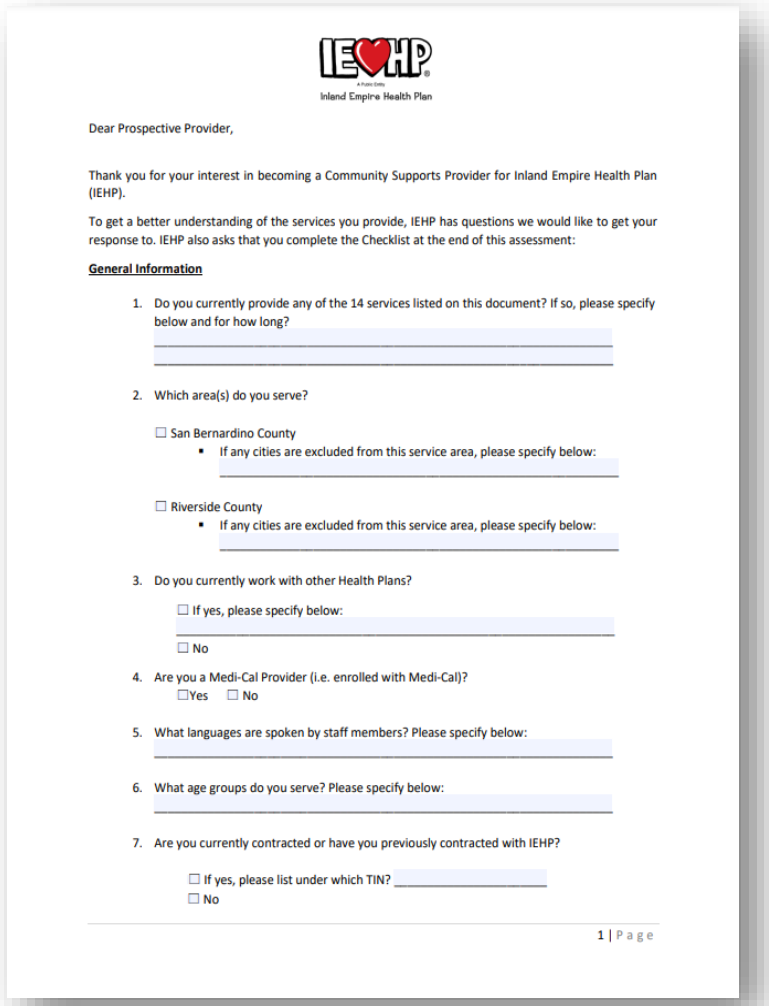
**Go to this link:**

**https://www.iehp.org/en/providers/join-our-network?target=CSS**

**Please email the completed Provider Assessment Form at *DGCommunitySupportTeam@iehp.org***



# Community Supports Provider Assessment Form



Inland Empire Health Plan

Dear Prospective Provider,

Thank you for your interest in becoming a Community Supports Provider for Inland Empire Health Plan (IEHP).

To get a better understanding of the services you provide, IEHP has questions we would like to get your response to. IEHP also asks that you complete the Checklist at the end of this assessment:

**General Information**

1. Do you currently provide any of the 14 services listed on this document? If so, please specify below and for how long?
   _____
   _____
2. Which area(s) do you serve?
   ☐ San Bernardino County
   - If any cities are excluded from this service area, please specify below:
     _____

   ☐ Riverside County
   - If any cities are excluded from this service area, please specify below:
     _____
3. Do you currently work with other Health Plans?
   ☐ If yes, please specify below:
   _____
   ☐ No
4. Are you a Medi-Cal Provider (i.e. enrolled with Medi-Cal)?
   ☐Yes ☐ No
5. What languages are spoken by staff members? Please specify below:
   _____
6. What age groups do you serve? Please specify below:
   _____
7. Are you currently contracted or have you previously contracted with IEHP?
   ☐ If yes, please list under which TIN? _____
   ☐ No

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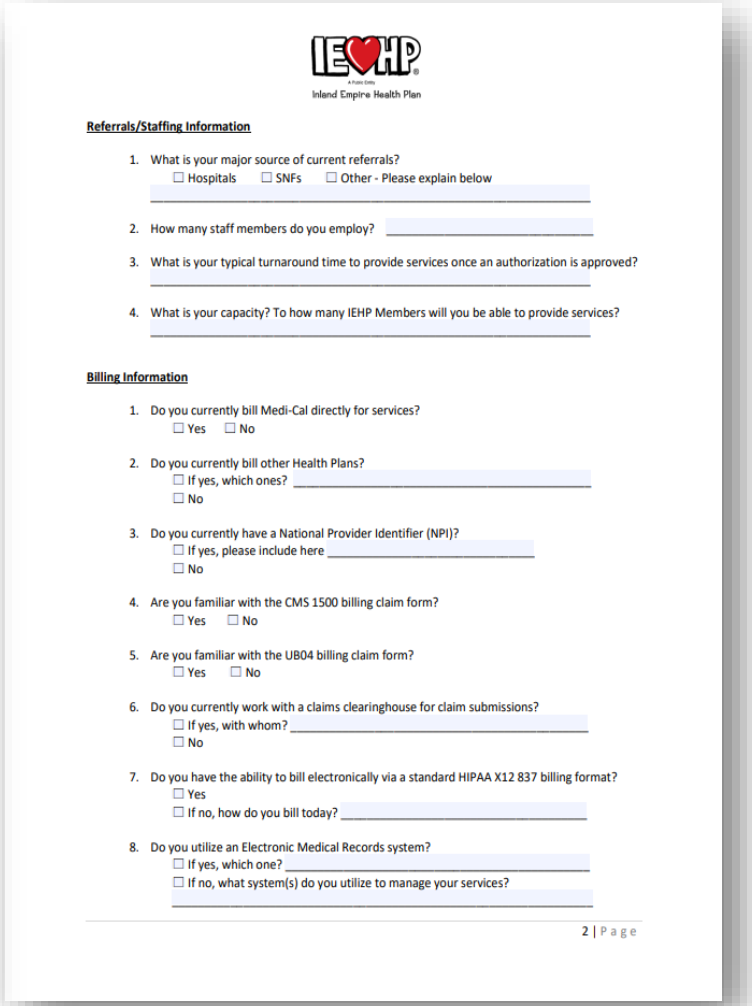

Inland Empire Health Plan

**Referrals/Staffing Information**

1. What is your major source of current referrals?
   ☐ Hospitals ☐ SNFs ☐ Other - Please explain below
   _____
2. How many staff members do you employ? _____
3. What is your typical turnaround time to provide services once an authorization is approved?
   _____
4. What is your capacity? To how many IEHP Members will you be able to provide services?
   _____

**Billing Information**

1. Do you currently bill Medi-Cal directly for services?
   ☐ Yes ☐ No
2. Do you currently bill other Health Plans?
   ☐ If yes, which ones? _____
   ☐ No
3. Do you currently have a National Provider Identifier (NPI)?
   ☐ If yes, please include here _____
   ☐ No
4. Are you familiar with the CMS 1500 billing claim form?
   ☐ Yes ☐ No
5. Are you familiar with the UB04 billing claim form?
   ☐ Yes ☐ No
6. Do you currently work with a claims clearinghouse for claim submissions?
   ☐ If yes, with whom? _____
   ☐ No
7. Do you have the ability to bill electronically via a standard HIPAA X12 837 billing format?
   ☐ Yes
   ☐ If no, how do you bill today? _____
8. Do you utilize an Electronic Medical Records system?
   ☐ If yes, which one? _____
   ☐ If no, what system(s) do you utilize to manage your services?
   _____

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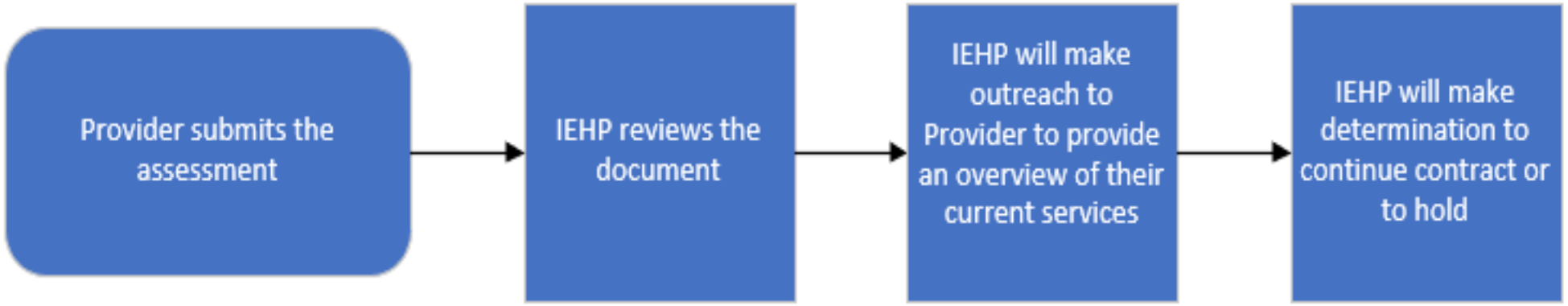
# Additional Provider Information Requested

Required Documentation:

- W9
- Group National Provider Identifier (NPI)
- Individual NPI
- Proof of Medi-Cal Enrollment for Group and Individual Providers (*if applicable)*
- Business License
- Liability Insurance

# Community Supports Provider Onboarding Workflow



# Contracting

Contracting Team will be notified of approvals from our Community Supports Services Team to assist with contracting efforts.

- IEHP currently has a total of 5 Contract Managers that would be assigned to assist in completing the contract agreements.
  - A Contract Manager would be assigned to assist in completing the contract based on the geographical region of the group.
  - Our team will reach out to the group within 24-48 hours for additional documents that are needed such as Vendor Banking Forms, ERA Forms, etc.
  - Once all documents needed are collected, the contract agreement will then be sent over to the group to review and sign.
  - Contract completions can take up to 30-45 days to complete based on the date the contract signature is received and if all documents are provided timely.

Juan M. Salas
*Manager of Provider Contracting*
Salas-J@iehp.org

# Thank You

IEHP

Inland Empire Health Plan

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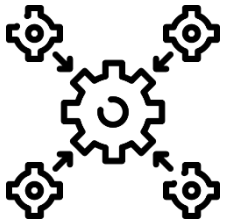
# How to Become a Molina Community Supports Provider

Presenter: Natalie Allison, MSW – Manager of Healthcare Services, Community Supports

MOLINA HEALTHCARE

# What is Community Supports?

## Purpose and Administration of Community Supports



Medi-Cal managed care plans will have the option to integrate Community Supports into their population health management plans – often in combination with the new enhanced care management benefit

Community Supports would be focused on addressing combined medical and social determinants of health needs and avoiding higher levels of care or other future health care costs

Community Supports must be cost effective. For example, Community Supports might be provided as a substitute for, or to avoid, hospital or nursing facility admissions, discharge delays and emergency department use

MOLINA HEALTHCARE

# Molina Community Supports – Riverside County

| Community Supports | Riverside |
|---|---|
| Housing Transition Navigation Services | X |
| Housing Deposits | X |
| Housing Tenancy and Sustaining Services | X |
| Short-Term Post-Hospitalization | X |
| Recuperative Care (Medical Respite) | X |
| Respite Services | X |
| Day Habilitation Programs | X |
| Nursing Facility Transition/Diversion to Assisted Living Facilities, such as Residential Care Facilities for Elderly and Adult Residential Facilities | X |
| Community Transition Services/Nursing Facility Transition to a Home | X |
| Personal Care and Homemaker Services | X |
| Environmental Accessibility Adaptations (Home Modifications) | X |
| Medically Tailored Meals/Medically-Supportive Food | X |
| Sobering Centers | X |
| Asthma Remediation | X |

# Steps to Becoming a Community Supports Provider for Molina

## *Provider First Steps:*

- Submit a Letter of Interest to Molina's Community Supports Team
- Send a direct request to the Community Supports Team
- Referrals from other Departments

Providers should include what Community Supports services they are interest and background information on their agency.

## *Community Supports Team:*

- Focus on expanding network based on needs
- Reviewed by leadership to move forward with vetting process
- Meet with Providers
- Understanding of Experience in Community Supports Services
- Understanding Care and Delivery Model/ Structure

# Steps to Becoming a Community Supports Provider for Molina

### *Contracting:*

- Negotiations on services and rates
- Establish effective dates
- Contract execution
- Configuration

### *Onboarding/Training:*

- Provider Guide
- Overview on processes
- Requirements
- Claims/Billing

# Community Supports Reporting

- Quarterly reports are sent to the State regarding:
  - Community Supports approvals
  - Community Supports services received
  - Provider capacity
- Documentation as required

# Community Supports Contact Information

**Natalie Allison, MSW- Manager of Healthcare Services, Community Supports**

**Email: Natalie.Allison@MolinaHealthCare.com**

**CS Email: MHC_CS@MolinaHealthCare.com**

# Q&A

# Thank you!

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# Questions & Comments

Next Webinar: February 2023