

In-Home Supportive Services (IHSS)

Coordinated Care Initiative Factsheet - February 2014

The IHSS program provides in-home services that help people live safely and independently in their own homes and communities. These services can include laundry, house cleaning, grocery shopping and meal preparation, bathing, grooming, paramedical care, help getting to medical appointments, and more.

What is changing?

Through the Coordinated Care Initiative, IHSS will become a health plan benefit in the following counties: Alameda, Los Angeles, Riverside, Orange, San Bernardino, San Diego, San Mateo, and Santa Clara. This will start no sooner than April 2014.

For some beneficiaries who receive both Medicare and Medi-Cal services (dual eligibles), IHSS benefits will now be covered through a Cal MediConnect plan. Your IHSS services can be coordinated more closely with other services, like doctors and medical care, and you can choose to involve your IHSS worker in that care coordination.

Beneficiaries who opt out of Cal MediConnect or who are not eligible for Cal MediConnect, still must choose a Medi-Cal managed care plan, which will cover your IHSS benefits. If you are already a plan member, your IHSS benefit will be added to your existing Medi-Cal managed care plan.

How does this change affect me?

- If you are not already part of a Medi-Cal managed care plan, you will have to join one. If you are a dual eligible, you may have the option to join a Cal MediConnect plan, which will coordinate your Medi-Cal and Medicare benefits.
- If you already belong to a Medi-Cal managed care plan, you don't have to do anything.
- If you do not get IHSS now, you can ask your health plan, and they can link you to the county for an assessment of your needs.

How will my IHSS work in a health plan?

In a health plan, your IHSS will work like it does today:

- You do not have to change your IHSS providers.
- You can still hire, fire, and manage your providers.
- The county IHSS social worker will still assess needs and approve IHSS hours.
- Your rights to appeal stay the same.
- You may request that your IHSS providers be part of your Cal MediConnect care coordination team.

Who can I call with questions about IHSS?

You can call the IHSS social worker at the county – phone numbers are listed on the next page. You can also call your health plan. Look at your health plan card for the number.

(Turn Over for County IHSS Agency Contact Information.)

County IHSS Agencies

Alameda County

Department of Adult and Aging Services:
(510) 577-1900

Los Angeles County

Department of Public Social Services:
(213) 744-4477

Orange County

Orange County IHSS Program:
(714) 825-3000

Riverside County

Riverside County IHSS Program:
1(888) 960-4477

**San Bernardino
County**

Department of Aging and Adult Services:
(909) 891-3900

San Diego County

County of San Diego IHSS Program:
1(800) 510-2020

San Mateo County

San Mateo County Aging and Adult Services:
1(800) 675-8437

Santa Clara County

Department of Aging and Adult Services:
(408) 792-1600
