Health Homes Program Referral FAQ for LAHSA Project Roomkey Providers

1. What is the Health Homes Program (HHP)?
Health Homes is a Medi-Cal program that will provide team-based, in-person care management and care coordination for the chronically ill and highest risk Medi-Cal members. This program started in July 2019.

2. Who administers the Health Homes Program (HHP)?

HHP is administered by the health plans in L.A. County: Anthem Blue Cross, Blue Shield of California Promise Health Plan, Health Net, L.A. Care Health Plan, Molina Healthcare of California, and Kaiser Permanente.

3. Who are the HHP providers?
Health plans work with Community-Based Care Management Entities (CB-CMEs) to provide HHP members with a set of required services.

4. What services are provided by HHP CB-CMEs?

HHP CB-CMEs provide members with: Comprehensive Care Management, Care Coordination, Health Promotion, Comprehensive Transitional Care, Individual and Family Support Services, Referral to Community and Social Supports, Housing Navigation and Tenancy Support (for enrollees experiencing homelessness). Additionally, CB-CMEs complete an assessment and develop an individualized care plan to assist the member with their goals.

5. What kind of housing navigation services can CB-CMEs provide?

Housing navigation services assist beneficiaries with obtaining housing, such as individual outreach and assessments.

6. Who is eligible for the Health Homes Program?

HHP is for Medi-Cal members only; Cal Mediconnect members do not qualify. In addition to being a Medi-Cal member, a member would have to meet at least one condition from each of the two eligibility criteria below to be eligible: Chronic Conditions and High Acuity.

Chronic Conditions	High Acuity
For the chronic condition criteria, the member must have a chronic condition in at least one of the following categories: • At least two of the following: chronic obstructive pulmonary disease*, diabetes*, traumatic brain injury, chronic or congestive heart failure*, coronary artery disease*, chronic liver disease*, chronic renal (kidney) disease*, dementia, substance use disorders OR • Hypertension* and one of the following: chronic obstructive pulmonary disease*, diabetes*, coronary artery disease*, chronic or congestive heart failure*	The member must meet at least one acuity/complexity criteria: • Has at least three or more of the HHP eligible chronic conditions OR • At least one inpatient stay in the last year OR • Three or more emergency department visits in the last year OR • Chronic homelessness

OR • One of the following: major depression disorders, bipolar disorder, psychotic disorders (including schizophrenia) OR • Asthma* *Aligns with PRK eligibility criteria	

7. Why should PRK providers refer PRK residents to Health Homes Program?

We understand that PRK residents may need case management and care coordination services while they are staying in PRK or if they are transitioning to another housing setting. HHP is a program that can help with providing support to the PRK resident. HHP can help PRK residents with coordinating their health care amongst different providers, get them connected to a medical home, review their prescriptions, and connect them to community and social services, such as food and housing.

HHP CB-CMEs want to collaborate with other case managers who are also supporting the PRK resident.

8. How do I make a referral for a PRK resident to Health Homes Program?

You will have to confirm the PRK resident's health plan, complete the L.A. County Health Homes Program Member Referral Form, and submit the form via secure email or secure fax to the appropriate health plan.

Health Plan	Secure Email Address	Secure Fax Number
☐ Anthem Blue Cross	CAHealthHomes@anthem.com	N/A; Submit secure email only
☐ Blue Shield of California Promise Health Plan	HealthHomesProgram@blueshieldca.com	
☐ Health Net	Health_Homes_Program@healthnet.com *Please note underscores in email address*	
☐ L.A. Care Health Plan	HealthHomesReferrals@lacare.org	(213) 438-5694 *Submit either secure email or fax*
☐ Molina Healthcare of California	Health_Homes_Program@Molinahealthcare.com *Please note underscores in email address*	N/A; Submit secure email only

9. I do not know which health plan to send my referral to. How can I find out?

Ask the PRK resident if they know which health plan they are with or if you can see their Medi-Cal card. If they do not have that information, you can call L.A. Care Health Plan at 888-839-9909 and they can verify the individual's health plan status. To make this phone call, the PRK staff will have to call with the member together and provide the member's full name, date of birth, and Social Security number to verify health plan status. L.A. Care will then be able to let you know if the person is with L.A. Care or another health plan.

10. What happens after I make a referral?

The health plan will assess the referral form, check member's eligibility, and respond with next steps or request more information within one week.

11. What if the member does not meet criteria for HHP, is not interested or may be appropriate for another program such as Palliative Care?

In this situation, the member may be eligible for other case management programs through their health plan. Call the member's health plan to inquire:

Health Plan	Website	Member Services Phone Number
L.A. Care	http://www.lacare.org/	Medi-Cal: 1-888-839-9909 (TTY 711) Cal MediConnect: 1-888-522-1298 (TTY 711) L.A. Care Covered: 1-855-270-2327 (TTY 711) PASC-SEIU Plan: 1-844-854-7272 Available 24 hours a day, 7 days a week, (including holidays).
Anthem	https://www.anthem.com/	L.A County: 1-888-285-7801 (TTY 711) Monday through Friday from 7am to 7pm
Blue Shield of California Promise	https://www.blueshieldca.com/promise/medical	Medi-Cal: 855-699-5557 Medicare: 800-544-0088
Kaiser	www.KP.org	Call: 1-800-464-4000 (toll free for English and more than 150 languages using interpreter services) 1-800-788-0616 (toll free
Health Net	www.healthnet.com	Health Net Medi-Cal 1-800-675-6110 TTY (hearing and speech impaired) 711
Molina	www.molinahealthcare.com	Call: 1-800-675-6110 TTY: 1-800-431-0964 or 711