



## 4 AGING AND INDEPENDENCE SERVICES

### 4.1 Aging & Independence Services (AIS)

The County of San Diego, Health and Human Services Agency (HHSA), Aging & Independence Services (AIS) is the umbrella social service agency for more than thirty different programs for older adults and persons with disabilities. AIS touches the lives of thousands of seniors and persons with disabilities each year, empowering them to be healthy, safe, and thriving. For example, AIS administers several social support programs including Linkages, Senior Options, Advocacy, & Referral Program (SOAR), Multipurpose Senior Services Program (MSSP), In-Home Supportive Services (IHSS), and Adult Protective Services (APS). Through the office of the Public Administrator (PA)/Public Guardian (PG)/Public Conservator (PC), AIS provides services to protect and manage the estates of decedents and at-risk individuals who are unable to make decisions for themselves. The Long-Term Care Ombudsman program, also administered by AIS, investigates reports of abuse in nursing homes and residential care facilities and advocates on the behalf of the resident. The Retired and Senior Volunteer Program (RSVP) offers older adults a way to remain engaged in their communities by connecting them with volunteer opportunities. Older American Act programs, most of which are delivered by contracted providers, support community living for older adults/persons with disabilities. AIS Health and Community Engagement Team provides a variety of programs that help older adults increase their socialization while learning to manage their chronic conditions, improve their physical functioning, and prevent falls. Information and assistance to people of all incomes is provided through the Aging & Independence Services Call Center. Many AIS programs include Medi-Cal beneficiaries among their broader client-base. The MSSP and IHSS programs are two AIS programs that serve *only* Medi-Cal eligible clients that also meet specific program eligibility criteria.

The Medi-Cal Managed Care Plan (hereinafter referred to as “Plan”) is responsible for coordinating Medi-Cal Long Term Services and Supports (LTSS) benefits and establishing a provider network that will meet the needs of the Medi-Cal and dual eligible population and assuring referral to and coordination with supports outside of the Plan’s benefit package. Both organizations share a common goal of assuring that common members/clients receive a continuum of health care and supportive services across all providers and care settings.

CATEGORY	AGING & INDEPENDENCE SERVICES	MEDI-CAL MANAGED CARE PLAN
<b>4.1.1 LIAISON</b>	<ul style="list-style-type: none"> <li>a. Designate an AIS Administration liaison as the point of contact for the Plan.</li> <li>b. Provide Plan with a roster of IHSS and MSSP key contacts.</li> </ul>	<ul style="list-style-type: none"> <li>a. Designate Plan liaison as the point of contact with AIS to address referral and coordination related activities.</li> </ul>
<b>4.1.2 PROVIDER TRAINING</b>	<ul style="list-style-type: none"> <li>a. AIS staff will provide training to Plan staff and providers on AIS Programs as requested by Plan.</li> <li>b. AIS will provide Plan staff and providers with specific training on IHSS and MSSP as requested.</li> </ul>	<ul style="list-style-type: none"> <li>a. Request training from AIS on AIS programs for Plan staff and providers as needed.</li> <li>b. Request training from AIS IHSS and MSSP staff for Plan staff and providers as needed.</li> </ul>



CATEGORY	AGING & INDEPENDENCE SERVICES	MEDI-CAL MANAGED CARE PLAN
<p><b>4.1.3</b></p> <p><b>COMMUNICATION AND CARE COORDINATION</b></p>	<p>a. The MSSP program will abide by the direction of CDA State guidelines regarding information sharing for our mutual clients. For members that are referred by Plan to MSSP, MSSP will share information with Plan regarding the status of the client on the wait list.</p> <p>b. AIS Management will participate in the HSD Health Plan - AIS Work Group and the HSD Health Plan Work Group to ensure ongoing communication and coordination between AIS and Plan.</p>	<p>a. Plan will abide by the direction of the DHCS State guidelines regarding information sharing for our mutual clients.</p> <p>b. Plan representatives to participate in the HSD Health Plan - AIS Work Group and the HSD Health Plan Work Group to ensure ongoing communication and coordination between AIS and Plan.</p>
<p><b>4.1.4</b></p> <p><b>MEMBER OUTREACH AND EDUCATION</b></p>	<p>a. Provide Plan and providers with informational materials about AIS programs as requested.</p>	<p>a. Inform Plan members about availability of AIS Programs.</p> <p>b. Make referrals to IHSS and MSSP for members who are presumed eligible for these services.</p>