

## Older Adults and Persons with Disabilities Service Guide

HPSM partners with several community organizations to provide programs for our members who are older adults and/or individuals with disabilities. These programs are listed in our Provider Manual, on our Provider Website and are summarized below. A member-friendly summary of these programs can be found on the Health Tips webpages about **Older Adult Health** and **Persons with Disabilities**.

Program Name	Population Served	Program Description	Eligibility	Referrals/Inquiries
<b>CalAIM Community Support Services</b>	HPSM Medi-Cal and CareAdvantage members	<p>HPSM offers our members seven types of Community Supports:</p> <ul style="list-style-type: none"> <li>• Housing Transition Navigation Services</li> <li>• Housing Deposits</li> <li>• Housing Tenancy Services</li> <li>• Nursing Facility Transition to Assisted Living Facilities</li> <li>• Community Transition Services</li> <li>• Home Modifications</li> <li>• Medically Tailored Meals</li> </ul>	<p>A member may be eligible if they are:</p> <ul style="list-style-type: none"> <li>• An active HPSM Medi-Cal or CareAdvantage member</li> <li>• Engaged with a Care Manager</li> <li>• Willing to receive community supports</li> </ul> <p>For detailed information and service-specific eligibility criteria, please see <b>DHCS’s Community Supports Policy Guide</b>.</p>	<p>Fill out the following two forms and fax them to <b>650-829-2079</b>:</p> <ul style="list-style-type: none"> <li>• <b>Prior Authorization Request Form</b></li> <li>• <b>Community Supports Request Information Form</b></li> </ul> <p><b>Learn more</b> about CalAIM and Community Support Services</p>
<b>California Children’s Services (CCS)</b>	For young people with physical disabilities	<p>Services provided include:</p> <ul style="list-style-type: none"> <li>• Diagnostic evaluations</li> <li>• Case management</li> <li>• Funding for medical treatment services</li> <li>• Medical therapy</li> <li>• Appointment facilitation</li> </ul>	<p>Any HPSM member who meets the following conditions may be eligible:</p> <ul style="list-style-type: none"> <li>• Age: Under 21 years of age AND</li> <li>• Medical condition: Has a physically disabling medical condition that is <b>eligible for care under CCS</b></li> </ul>	<p>Fill out and submit the <b>CCS Application Form</b>. To learn more, call <b>650-616-2500</b>.</p>

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<p><b>Community Based Adult Services (CBAS)</b></p>	<p>Medi-Cal and CareAdvantage members with chronic medical, cognitive or mental health conditions and/or disabilities that are at risk of needing institutional care.</p>	<p>HPSM contracts with nine CBAS centers that offer four hours of daily adult day care intended to help members avoid need for emergency care and institutionalization. Programs can provide:</p> <ul style="list-style-type: none"> <li>• Meal support</li> <li>• Social activities</li> <li>• Physical, speech and occupational therapy</li> <li>• Transportation</li> <li>• Nursing care</li> <li>• Other social services</li> </ul>	<p>Must include 1 of the following:</p> <ul style="list-style-type: none"> <li>• Nursing Facility Level of Care A (NF-A) or above</li> <li>• Developmental disability</li> <li>• Moderate to severe Alzheimer’s disease/dementia</li> <li>• Mild cognitive impairment that necessitates assistance with two self-care activities</li> <li>• Chronic mental illness or brain injury and need assistance with two self-care activities* and one of the following: <ul style="list-style-type: none"> <li>○ Money management</li> <li>○ Accessing resources</li> <li>○ Meal preparation</li> <li>○ Transportation</li> </ul> </li> </ul>	<p>Fill out and submit the <b>CBAS and MSSP Referral Form</b>.</p>
<p><b>Friendship Line</b> (In Partnership with the Institute on Aging)</p>	<p>Adults with disabilities and adults aged 60+</p>	<p>Provides:</p> <ul style="list-style-type: none"> <li>• Emotional support</li> <li>• Elder abuse reporting</li> <li>• Well-being support</li> <li>• Ongoing outreach calls</li> <li>• Grief support</li> <li>• Suicide intervention</li> <li>• Referrals for older adults and adults living with disabilities</li> </ul>	<p>Adults with disabilities and adults aged 60+</p>	<p>Direct members to contact the Friendship Line:</p> <ul style="list-style-type: none"> <li>• Phone: <b>800-971-0016</b></li> <li>• Email: <b>friendshipline@ioaging.org</b></li> </ul>
<p><b>Golden Gate Regional Center (GGRC)</b></p>	<p>Individuals with developmental disabilities</p>	<p>Provides lifelong services and supports to individuals within San Mateo County who have a developmental disability.</p>	<ul style="list-style-type: none"> <li>• Member must have developmental disability that meets definition under Lanterman Act</li> <li>• Disability must have originated before the age of 18 and be likely to continue indefinitely</li> <li>• Disability must be considered “substantial” as defined by Title 17, Section 54001</li> </ul>	<p>Contact GGRC:</p> <ul style="list-style-type: none"> <li>• Fax: <b>888-339-3306</b></li> <li>• Phone: <b>888-339-3305</b></li> <li>• Email: <b>intake@ggrc.org</b></li> </ul>

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<b>HomeAdvantage</b>	Select CareAdvantage members	Services provided depend on the tier of HomeAdvantage determined to best suit member needs. These can include: <ul style="list-style-type: none"> <li>• Live 24/7 phone support</li> <li>• Urgent visits at home</li> <li>• Yearly home health exams</li> <li>• Post-discharge support</li> <li>• Care follow-up</li> </ul>	Care Advantage members aged 18+ who are transitioning from Landmark Health and deemed high risk based on acuity and utilization. Members must either meet: <ul style="list-style-type: none"> <li>• Homebound status based on DHCS criteria</li> <li>OR</li> <li>• Non-homebound status with low PCP attendance or multiple ED/IP admissions</li> </ul>	Fill out and submit the <b>HomeAdvantage Referral Form</b> .
<b>In-Home Support Services (IHSS)</b> (In Partnership with San Mateo County Aging and Adult Services)	Older Adults and Individuals with disabilities	Services include help with: <ul style="list-style-type: none"> <li>• Meal preparation</li> <li>• Bathing</li> <li>• Dressing</li> <li>• Laundry</li> <li>• Shopping</li> <li>• Transportation</li> <li>• Wound care</li> <li>• Protective supervision for those who need to be watched for unsafe behavior</li> </ul>	<ul style="list-style-type: none"> <li>• 65 years of age, or blind, or disabled, and must have a disability that will last multiple years</li> <li>• Currently living in own home</li> <li>• Have functional limitations and, without IHSS, would be unable to remain safely at home</li> </ul>	Contact: <ul style="list-style-type: none"> <li>• The San Mateo County Health 24-Hour Emergency &amp; Advice Line for Aging &amp; Older Adults: <b>800-675-8437</b></li> <li>• Aging and Adult Services: <b>650 573-3900</b></li> </ul>
<b>Wider Circle Pilot</b>	Older Adults	Wider Circle helps older adults make new friends and develop healthy habits by attending social events.	Older Adults	Refer members to call HPSM Member Services: <ul style="list-style-type: none"> <li>• Toll free: <b>1-800-750-4776</b></li> <li>• Local: <b>650-616-2133</b></li> </ul>