

February 7, 2023

Community-Based Adult Services (CBAS): Emergency Remote Services

Dear provider,

Last year the Department of Health Care Services (DHCS) ended their Community Based Adult Services (CBAS) Temporary Alternative Services (TAS) program and implemented Emergency Remote Services (ERS) effective October 1, 2022.

HPSM is required to cover Emergency Remote Services as part of the CBAS benefit when an HPSM member meets the criteria. Learn more here:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-020.pdf>

As a reminder, Emergency Remote Services address continuity of care needs of CBAS participants immediately when emergency restrictions prevent them from receiving services at their center. Emergency Remote Services include service delivery support to seniors and persons with disabilities, expanding access to home and community-based services to support members at home, and more.

What are the eligibility criteria for Emergency Remote Services?

To be approved for Emergency Remote Services, the member must experience a public or personal emergency and need the services and supports CBAS provides under Emergency Remote Services.

To qualify, HPSM and providers should consider:

- **Medical necessity:** Services and supports are necessary to protect life, address or prevent significant illness or disability, or to alleviate severe pain.
- **Hospitalization:** The member has been hospitalized related to an injury or illness and is returning home but not yet to the CBAS center.
- **Member's health:** Restrictions set forth by the member's primary/personal health care provider due to recent illness or injury.
- **Limited resources:** Extent to which other services or supports meet or don't meet the member's needs.

- **Personal crises:** Such as sudden loss of caregiver or housing that threaten the member's health, safety, and welfare.

How long can a member receive Emergency Remote Services?

Emergency Remote Services are time-limited and temporary. Here are the timeframes:

1. **Short-term:** Members may receive Emergency Remote Services for an emergency occurrence for up to three consecutive months. Providers must coordinate with HPSM to ensure duration of Emergency Remote Services are appropriate during the member's current authorized period, and, if necessary, for reauthorization.
2. **Beyond three consecutive months:** Emergency Remote Services can be authorized for more than three months with assessment and review by both the rendering provider and HPSM. Participants will be assessed at least every three months as part of the reauthorization of the individual's care plan and a review for a continued need for remote/telehealth delivery of CBAS services.

How do I request Emergency Remote Services for an HPSM member?

HPSM is required to ensure that contracted CBAS providers complete the following process to obtain Emergency Remote Services approval:

1. Conduct an assessment to determine the emergency remote service needs of the member and determine that the member's needs can be met by services provided by the CBAS Center.
2. Complete the CBAS Emergency Remote Services Initiation Form (CEIF/CDA 4000) and fax it to HPSM Integrated Care Management **650-829-2047**.

Please direct questions to HPSM Provider Services at psinquiries@hpsm.org.

Thank you for your continued commitment to our community,
HPSM Provider Services